

# Information for patients requiring a blood test: St Paul's Medical Centre

## What kind of service does the Phlebotomist provide?

Two Phlebotomists are present during the opening hours of this service. Each Phlebotomist will see patients who require a blood test at the request of their clinician. Only patients registered with the following practices will be seen:

- > **Corinthian Surgery**
- > **Portland Practice**
- > **St George's Surgery**
- > **St Catherine's Surgery**
- > **Royal Well Surgery**

If you are not registered with the above practices you will be advised by the Phlebotomist to return to your own Practice or to the Phlebotomy Department, West Block Outpatients at Cheltenham General Hospital for a blood test.

## What happens if I do not have a blood test request form?

The Phlebotomist cannot take your blood sample without a request form. If you do not have a request form please speak with your GP surgery or the clinician who has requested it.

## How long will I be with the Phlebotomist?

Each Phlebotomist has an average of 7 minutes per patient, this is dependent on the number of blood tests being requested for you. If there are any difficulties in obtaining your blood sample, you may be with the Phlebotomist longer.

## Why does the Phlebotomist have 7 minutes to see each patient?

Each Phlebotomist has an average of 7 minutes to obtain a blood sample from their patient safely. The Phlebotomist will wash their hands, confirm your identity, obtain your consent to obtain the blood sample, prepare the equipment, take a blood sample, ensure the needle puncture site has stopped bleeding, write your details onto the blood bottles and ensure you are well enough to leave the clinic.

## How many patients can the Phlebotomists see in a morning?

Taking into consideration each of the two Phlebotomists are present for 3 hours and that they see a patient every 7 minutes, the maximum total number of patients that should be seen safely during opening hours is 52.

## Why is my number RED in colour?

If your number is red in colour it means that the number of patients waiting to be seen for a blood test this morning has exceeded 52 patients. You are welcome to wait but you may not be seen if the clinic opening hours are breached

## What do I do if there are no numbers left?

If there are no numbers left, you are welcome to attend the following locations listed below, in order of distance, for your blood test:

- > **St Paul's Medical Centre Phlebotomy Clinic**  
Return the following day during opening hours.  
Waiting time: Can be up to and over 60 minutes
- > **Your GP surgery** Return to your GP surgery to request an appointment. Waiting time: Appointment only
- > **West Block Outpatients, Cheltenham General Hospital** Waiting time: Up to 2 hours 30 minutes
- > **Edward Jenner Unit, Gloucestershire Royal Hospital** Waiting time: Up to 2 hours 30 minutes

**Please help us by having the correct blood request form provided by the GP or consultant.**



The number of patients we should safely see each day is 52.




# St Pauls Medical Centre Blood Test Clinic

## Opening Hours


|           | Open from | Closes at |
|-----------|-----------|-----------|
| Monday    | 08:15     | 11:15     |
| Tuesday   | 08:15     | 11:15     |
| Wednesday | 08:15     | 11:15     |
| Thursday  | 08:15     | 11:15     |
| Friday    | 08:15     | 11:15     |

 Closed at weekends and Bank Holidays

# Blood test services at Cheltenham General and Gloucestershire Royal Hospital

| Site & location   | Opening times                     | Contact details   |
|---|--|---|
| Cheltenham General Hospital <b>West Block Outpatients</b>   | Monday - Friday<br>08.30 - 16.30  | 0300 422 3490   |
| Gloucestershire Royal Hospital<br><b>Edward Jenner Unit</b> | Monday - Friday<br>08.00 - 16.45  | <b>Reception:</b><br>0300 422 5255<br><b>Phlebotomy<br/>or blood test<br/>queries:</b><br>0300 422 5293 |

 **Closed at weekends and Bank Holidays**

 **Please note: closing times may vary due to high patient activity.** Please call the department you would like to visit to check waiting times if you plan to visit the department close to its closing time.