



Phlebotomy services in NCL – 17 July 2020

As part of making phlebotomy services as safe as possible, all clinics are now pre-booked.

We appreciate that the rapid changes required to a service already at capacity has created challenges for both GP practices and acute trusts.

In the short term, NCL has agreed the introduction of a number of new community phlebotomy hubs to increase capacity. Sites are being opened for other boroughs over July and all details will be provided soon.

Please continue to identify low-value testing and, where possible, defer it for a few weeks, during this period of capacity expansion. This will significantly help to sustain capacity, prevent excessive waits and allow essential tests to be undertaken.

The existing '[right test right time](#)' guidance may help to inform these decisions.

For up to date information on phlebotomy services, please use the Phlebotomy updates page on the [NCL GP Coronavirus GP Updates](#)

| Trust | How to request blood tests | Patient information |
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| North Middlesex University Hospital Phlebotomy Service Please only request urgent bloods in order to limit the number of patients. Phlebotomy services are no longer walk-in for urgent | GPs should order bloods via tQuest and print the form. Patients should continue to attend their chosen clinic site with a printed copy of their tQuest blood request form. Please note that walk-in patients will NOT be attended to. | Please ensure your patients understand what they need to do to arrange an appointment for their blood test. Patients must book appointments by telephone calling 0208 8872143 / 0208 887 3663 AFTER the tQuest form has been requested. Urgent slots can only be accessed by the call centre. Patients should call and ask for The Laurels or Forest Road appointments. The booking window is being kept short to manage Covid-19 transmission risk so appointments cannot be booked in advance. We are undertaking discussions about the booking window and implications for capacity and DNA. |

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| <p>bloods. Next day appointments are available.</p> | | <p>It would be very helpful if you are able to contact patients informing them that the forms they have since before Covid may need to be reviewed i.e. is it still necessary and/or need to book a new appointment. They may otherwise visit a phlebotomy service, which was previously walk-in, and be told to return after rebooking their appointment.</p> |
| <p>Royal Free phlebotomy service</p> <p>The phlebotomy services at Chase Farm Hospital and the Royal Free Hospital remain open for urgent tests and for patients who need to come in for regular tests such as medication monitoring.</p> | <p>PDF version of the tQuest blood test request forms can be emailed direct to the phlebotomy teams to avoid patients from having to collect or handle forms. Forms should only be emailed to the following sites:</p> <ul style="list-style-type: none"> Chase Farm Hospital rf-tr.cfhphlebotomy@nhs.net Royal Free Hospital rf-tr.phlebotomy@nhs.net <p>We would ask that you do not share the above email addresses with your patients.</p> | <p>Please ensure your patients understand what they need to do to arrange an appointment for their blood test.</p> <p>It would be very helpful if you are able to contact patients informing them that the forms they have since before Covid may need to be reviewed i.e. is it still necessary and/or need to book a new appointment. They may otherwise visit a phlebotomy service, which was previously walk-in, and be told to return after rebooking their appointment.</p> <p>Patients can either book their appointment in two ways:</p> <ol style="list-style-type: none"> 1. Online booking royalfree.nhs.uk/adult-blood-tests 2. Telephone booking by calling the booking line: 020 7443 9757. |
| <p>UCLH phlebotomy</p> | <p>Please continue to request blood tests for your patients via tQuest and email</p> | <p>Please ask your patients to attend their phlebotomy appointment with a face covering.</p> |



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| <p>Health centre sites for UCLH to deliver their phlebotomy service</p> <p>River Place Health Centre Tuesday, Wednesday and Thursday 8.30am – 12pm</p> <p>James Wigg Health Centre, Monday to Friday 8am- 4pm (Lunch closure 1-2pm)</p> <p>Finsbury Health Centre Mon, Wed, Fri 8:30am- 12:30pm Tues, Thur 8:30am- 5:30pm Lunch closure 1-2pm</p> <p>UCLH Hub</p> <p>Live since 13 July 2020</p> <p>Ground Floor, Hunter Street Health Centre, 8 Hunter</p> | <p>the PDF forms to uclh.gpbloodtestrequest@nhs.net</p> | <p>Patients should arrive no more than 10 minutes before their booked time as they will have to queue outside. The door to the health centre will be closed the phlebotomist will come and greet, screen and escort the patient through the centre at the time of their appointment.</p> <p>Phlebotomy services are no longer walk-in for urgent bloods and walk-in patients will not be attended to.</p> <p>A new patient booking system is available. Patients can book directly via the following link https://mycare.uclh.nhs.uk/mycare/openscheduling</p> <p>Patients who have registered for patient portal, MyCare UCLH, can also book through the portal or smartphone app.</p> |
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| <p>Street, Bloomsbury, Camden, London WC1N</p> <p>Monday to Friday 8am to 5pm</p> | | |
| <p>Whittington phlebotomy service</p> <p>Same day blood requests are only available at Whittington hospital site level five</p> <p>Phlebotomy hub at Holloway Community Health Centre</p> <p>11 Hornsey Street, London, N7 8GG</p> <p>Monday – Friday 8.30am – 2.30pm</p> | <p>Please do not select “defer to provider” when initiating the appointment process for your patients. This pathway is not in place for Whittington Health to contact your patients to book their phlebotomy appointments. Patients will not be allocated an appointment if “defer to provider” is chosen. Please see further information here.</p> <p>For Haringey and Islington practices where SunQuest is installed please continue to request blood tests for your patients via SunQuest.</p> <p>Additional capacity for tQuest practices is</p> | <p>Please ask your patients to attend their phlebotomy appointment with a face covering.</p> <p>It would be helpful if you are able to contact patients informing them that the forms they have since before Covid may need to be reviewed i.e. is it still necessary and/or need to book a new appointment. They may otherwise visit a phlebotomy service, which was previously walk-in, and be told to return after rebooking their appointment.</p> |



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| | <p>planned imminently.</p> <p>Practices are also asked to initiate the booking for their patients by the standard e-RS booking process used for outpatient appointments. Patients will be able to book their appointments once provided with their UBRN and password.</p> | |
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