

PHLEBOTOMY PATIENT SURVEY

Site based data analysis

Context

1. Temporary changes to services following closure of Bay Hospital
2. Listening to patients to understand what works well and what needs to be improved to inform a new service model
3. Sharing feedback from the survey
4. Outlining the new proposal
5. Developing a timeline

Map of catchment area



**Map of GP surgeries
(Orange = Swansea;
Green = NPT)
Blue markers are
potential relocation sites
for phlebotomy services.**

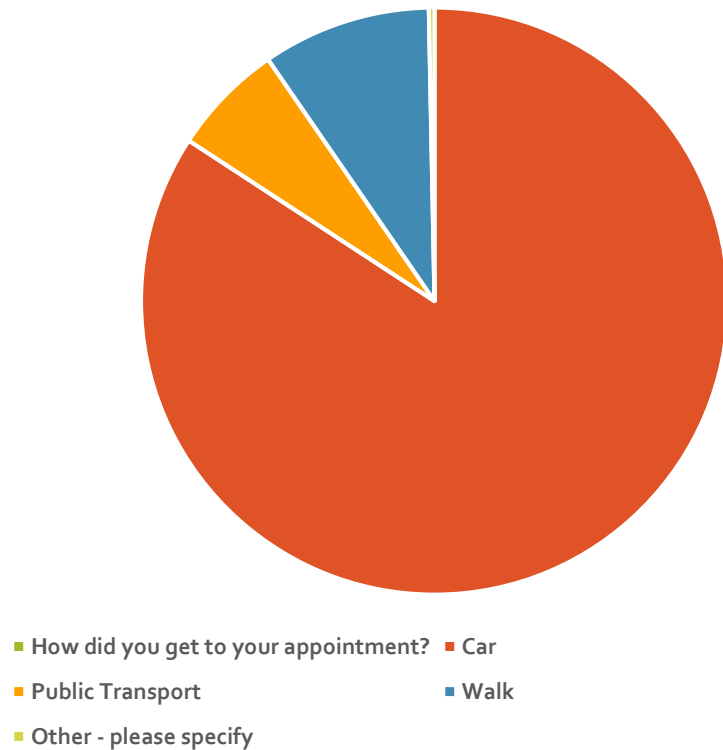
Critical Success Considerations

1. High volume of patients
2. Accessibility
3. Car parking and / or access to public transport

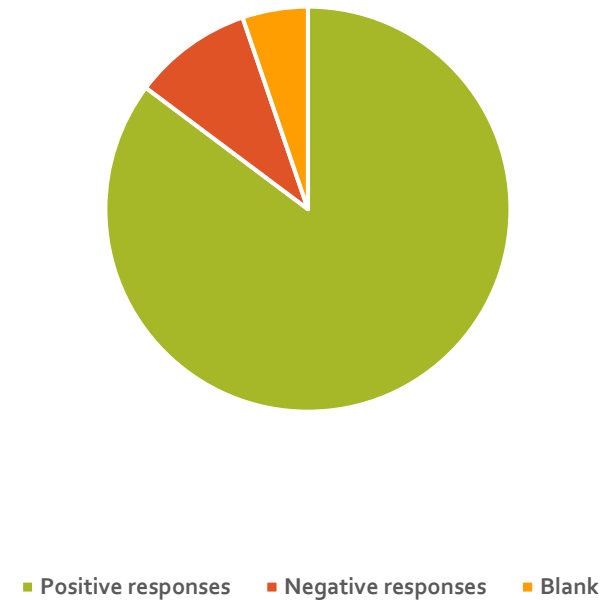
FEEDBACK

Overview, respondents: 325

How people travel to appointments - all sites



What are the advantages of booking a blood test appointment?



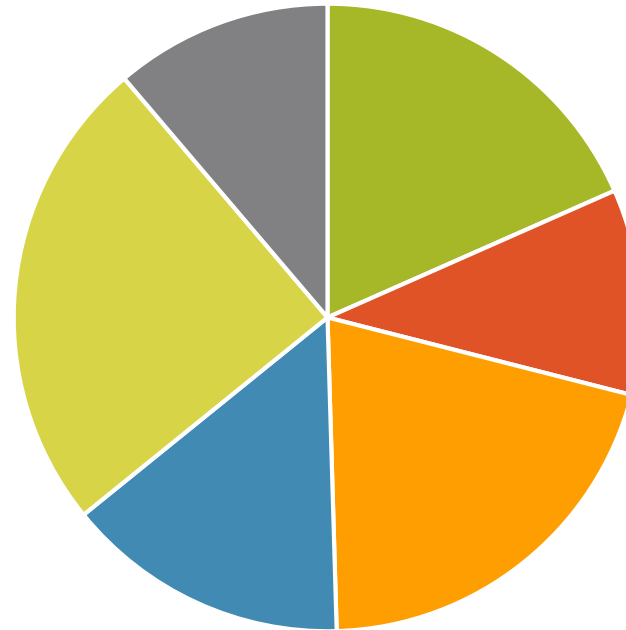
Booking system

- Most found it easy to book appointments, it was easier to book appointments around commitments and patients were seen quickly - avoiding the long waiting times in the waiting rooms
- However, the long lead times meant some wanted to go back to the walk in system so you were guaranteed an appointment on the day
- The online booking system needs to be improved to make it more user-friendly for finding the earliest appointments and seeing multiple dates
- There needs to be an alternative to online booking for people who are not digitally connected

Where did people choose to go?

Where did you have your recent blood test?

Responses as a percentage of Weekly Capacity:
Central clinic – 8.6%
Singleton Hospital – 7.3%
PTRC – 8.4%



Responses as a percentage of Weekly Capacity:
Morrison Hospital – 13.4%
Gorseinon Hospital – 14.2%
NPTH – 6.4%

■ Morrison Hospital ■ Gorseinon Hospital ■ Neath Port Talbot Hospital
■ Port Talbot Resource Centre ■ Singleton Hospital ■ Central Clinic, Orchard Street

Observations

- Of the 20 service users that used public transport to access their blood test the majority (14) were attending within the Swansea City Centre catchment: Singleton 5 & Central Clinic 9
- A significant number of service users (9%) walked to their appointments, more than used public transport
- Whilst 34% of NPTH respondents chose it because it was close/near only 11% of PTRC respondents selected this is their reason for attending, despite the proximity of the 2 locations

Have we got the locations right?

Site	Top reason for attending	Percentage selecting reason
Morrison	Close/Near	64%
Gorseinon	Close/Near/Convenient	79%
NPTH	Close/Near	34%
PTRC	Earliest appointment	74%
Singleton	Close/Near	53%
Central Clinic	Close/Near & Earliest appointment	Each reason scored 36%

235 out of 325 (72%) respondents stated the location of their test was either Very convenient or Convenient

Which sites received positive comments about accessibility?

- Gorseinon Hospital, Neath Port Talbot Hospital, Singleton Hospital and Central Clinic all attracted positive comments relating to disabled access or were chosen because of the good disabled access
- Central Clinic attracted a significant number of positive responses directly related to its accessibility (25%)
- Neath Port Talbot Hospital and Port Talbot Resource Centre received the most positive comments about parking
- The majority of respondents found parking poor. 91 respondents found the facilities “ok” or better, 62 of these related to Neath Port Talbot Hospital or Port Talbot Resource Centre . 51 respondents didn’t drive. 183 comments about parking were therefore negative.
- Port Talbot Resource Centre was selected most often for having the earliest appointment availability

Challenges with sites?

- Parking was identified as an issue at all sites
- Central Clinic was praised for being a central location, but concerns about the building and the area it is located in
- Gorseinon was praised for its facilities, but concerns about signage, accessibility and wanted extended hours
- Port Talbot Resource Centre was praised for its staff, facilities and ambience, but concerns about it being on the far end of the patch
- Morriston Hospital, concerns around small room, hectic, congested, loud, being on a hospital site, a backwards step
- Neath Port Talbot Hospital was praised for being airy, no crowds and helpful volunteers, but concerns about room being too small, crowded, seeing other patients and lack of a bed
- Singleton Hospital, concerns around location of service, difficult to get to, being crowded, in need of updating and waiting outside for appointments

Addressing some of the issues raised

- Gorseinon Hospital – improved signage has been installed at the site and a new surface laid on the pedestrian access route
- Work is ongoing with the developers of the booking system to improve the user experience, this includes changing the day/week to view to a month to view calendar in line with standard booking systems. This change will take users straight to the first available appointment, rather than scrolling through days of unavailability
- Parking at PTRC – the facility for visitors to PTRC to use spaces in the Morrison's car park will be communicated better
- We will work with the HB communications team on updating the website with some of the feedback from the patient survey

DEVELOPING A NEW MODEL FOR PHLEBOTOMY SERVICES

Next steps

Using the learning from the temporary service model together with the feedback from survey and other sources to develop the future service model. This will include:

- Exploring opportunities for a suitable location in Neath Town Centre
- Exploring opportunities for a suitable location in or near Swansea City Centre
- Increase the amount of routine phlebotomy activity taking place at community sites, while reducing the amount of routine phlebotomy activity on acute hospital sites
- Continue to focus on getting our capacity right
- Further work with Primary Care & Community Services to develop the full community model, looking at accessibility for all patients
- Completing the service change proforma with engagement documents for April meeting
- Developing a timeline for engagement