



PHLEBOTOMY NEWS

ASPH

Pathology Phlebotomy Patient Satisfaction Survey

Summary

The Pathology Department undertook a questionnaire on the phlebotomy or blood taking service at Ashford Hospital on Thursday 22nd and Friday 23rd February. A total of 142 questionnaires were completed by patients who attended the Phlebotomy clinic.

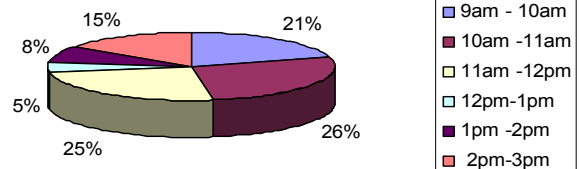
A summary of the survey is detailed below with detailed results.

- 34% of our patients were from the Ashford area and 35% were from Hounslow/Feltham area. The remainder were from Staines/Stanwell/Sunbury and Bedford
- 76% of patients were referred for a blood test by their GP, 21% by a Hospital Consultant or nurse and 3% by the anticoagulation department.
- 82% waited less than 30 minutes. 17% waited between 30 and 60 minutes and 1% waited over 1 hour.
- 93% of patients found the facilities clean, tidy and comfortable.
- 97% of patients had had a blood test before.
- 69% of patients felt that the service was better than previous experiences, 27% of patients said it was about the same while only 4% said it was worse.
- 98% of patients said the staff were professional and helpful.
- 53% of patients would like to see a booking system in place, 47% prefer to turn up and wait.

Can you please indicate below the time you arrived in the Phlebotomy department?

72% of patients were in the department and completed the survey before 12am.

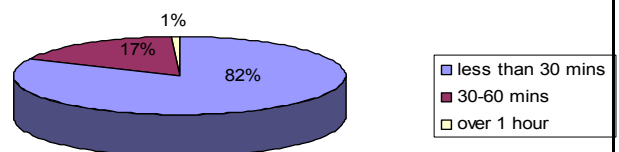
time arrived in clinic



How long did you have to wait before having your blood taken?

82% waited less than 30 minutes, 17% waited between 30-60 minutes and 1% waited over 1 hour.

How long did you wait before having your blood taken?



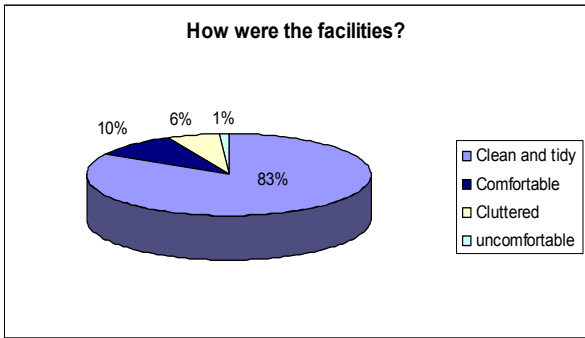
Questionnaire Results (cont.)



How did you find the facilities?

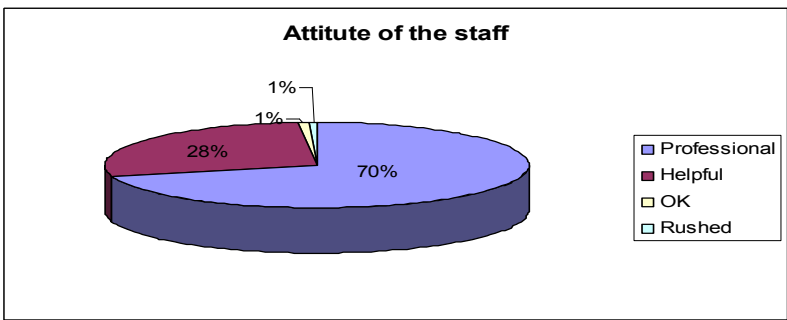
93% of patients found the facilities clean, tidy and comfortable.

7% said the facilities were cluttered and uncomfortable.



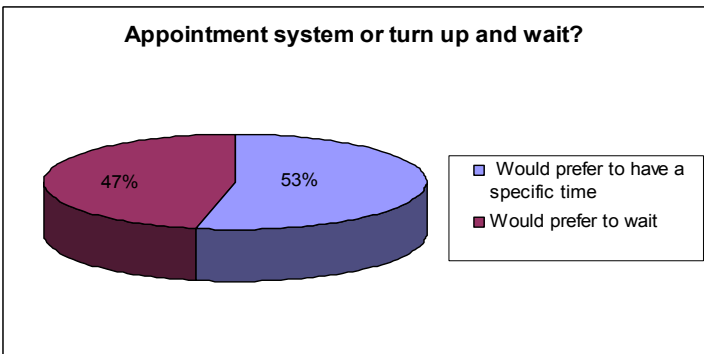
What was the attitude of the staff?

98% of patients said the staff were professional and helpful. Only 2% felt that the staff were OK and rushed.



The department is looking to introduce a 'choose & book system' for the GP surgeries to use. How would you feel about being given a specific time for your appointment instead of the current ticket appointment system where you turn up and wait?

53% of patients would like to see a booking system in place, 47% prefer to turn up and wait.



Patient Comments

- I would like a choice of time
- Slight confusion over the ticket number called. I was impressed by the hand washing before entering the area.
- Great, the staff are very nice and friendly
- Very comfortable, clean efficient and professional
- Waiting times have reduced. There are better seating facilities.
- Staff always helpful but rather a long wait.
- In an emergency I would prefer to come and wait
- Very satisfactory service
- Need sign for the toilets
- The Phlebotomist was excellent
- A very quick visit. Staff (Receptionists and Nurses) were kind and friendly. A NICE EXPERIENCE FOR A BLOOD TEST!

We would like to thank all the patients who participated in the questionnaire. Your views help us to improve our service to you and are very important to us. We hope you approve of the improvements we are trying to put into place now as a result of your answers.

Improvements Made

- Improved signage for the ticket machine as you enter the department
- Improves signage for the patients' toilets in the department.
- Consideration is being given to the introduction of a choose and book system for the GP patients that attend the clinic, no decisions have been made as yet.

Further information on this survey or other suggestions to Elaine Moore - Quality Manager, Pathology Dept.

01932 723424