

## Outpatient phlebotomy, West Suffolk Hospital

Booked appointments only

Starting Tuesday, 6 April 2021

Dear Practice Manager,

After consultation with the West Suffolk Clinical Commissioning Group (CCG), we will implement **booked appointments only** (i.e. no 'walk-in') for blood tests at the West Suffolk Hospital (WSH) with effect from **Tuesday, 6 April 2021**. This is in response to unprecedented demand, the requirement for social-distancing and follows the successful adoption of similar arrangements at Sudbury Community Health Centre (SCHC) in November 2019. This change should help improve the patient experience by reducing individual waiting time, minimising social contact and streamlining the service.

There will be capacity for GPs to book a number of same-day **urgent** blood test appointments directly via SwiftQueue, a dedicated web-based application. GPs can register at [www.swiftqueue.co.uk/gp/](http://www.swiftqueue.co.uk/gp/), the registration process will take about two minutes (you will require the security code **sw1ft45**), after which you will be able to book patient blood tests for available times.

Alternatively, the pathology service desk can be contacted on its new number **0300 303 5299** from 8.00am to 6.30pm Monday to Friday, to make an appointment at either WSH or SCHC.

Healthcare colleagues are encouraged to inform their patients of these new arrangements and to encourage them to book online via [www.wsh.nhs.uk/Bloodtests](http://www.wsh.nhs.uk/Bloodtests)

Thank you in advance for your assistance.

**Outpatient phlebotomy, West Suffolk Hospital**

**West Suffolk NHS Foundation Trust**

**05/03/2021**