



Children's Phlebotomy at Bedford Hospital New patient appointment booking system

Improving Patient Experience

With over 500 patients a month visiting our department, it is vital that we can see everyone in a safe and social distance way to protect both our staff and our patients.

With this in mind, we have now finalised arrangements to introduce a new appointment booking system for all patients and this will see a reduction in the waiting and queuing time for blood tests.

Blood tests are by appointment only at:

Children's Outpatients Department, Cygnet Wing, Bedford Hospital, Kempston Road, Bedford, MK42 9D

This new booking service is web based and will be introduced from the **18th of October 2021**.



Fasting blood tests

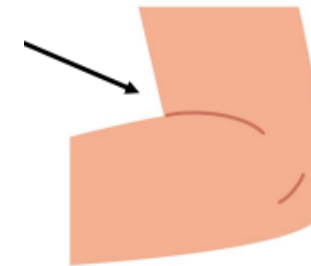
Children may only drink water after midnight the morning before their blood test & will need to attend the clinic as early as possible and inform reception they are fasting.

Results:

We are unable to give out blood results. Please contact the person that requested the blood tests e.g. GP or the named Consultants secretary.

Needle phobia

If your child is really scared of needles please advise the member of staff you speak to when booking your child's appointment. This will enable the team to speak to the play specialist team to arrange for them to assist and also arrange a longer appointment slot. We will do all we can to make this experience a positive one for you and your child.



We would suggest that you ask your GP to prescribe local numbing cream prior to the test or purchase from your local chemist. Place it on the inner elbow as indicated above. Do not rub it in. Secure this with the plasters provided or Clingfilm (Clingfilm does not pull when you take it off)! If your child is under the age of 2, place cream on the back of both hands as well. This needs to be applied **ONE HOUR** before the appointment.

Frequently Asked Questions

Do I book using my own details?

Please use your child's name and date of birth on the online system and when booking via phone.

I have more than one child who needs a blood test. Can I use the same email to register?

No, each child will need to be registered using a different email. Family accounts, where only one email is used for all children in your family are expected by the end of the year.

What if patients are unable to book blood tests online themselves?

In circumstances where a patient is unable to book the blood test online themselves, they can be helped by their family members or carers to set up an account. Alternatively, please call children's outpatients via switchboard and one of the team will be happy to help, particularly if your child has additional needs, or those with special requests such as fasting, genetics and hormone tests.

What happens when we arrive for a blood test?

When a patient arrives, they will need to check in with the receptionist. The patient and parent/carer will be required to sit in the waiting room until they are called for by the phlebotomist.

What if I'm late for an appointment?

If a patient is more than 10 minutes late for their appointment, they will have the choice of either waiting until the next available slot that day, if there is one available, or rebooking for another day.

Please make sure your child is well hydrated before the blood test; this will help the phlebotomists when taking the sample.



You can book, cancel or rearrange an appointment by:

- ◆ Using our online service (available 24/7). Parents/carers will need to register online using your **child's details**:

www.bedfordpaediatrics.sangix.co.uk

- ◆ Or calling our automated telephone booking service (available 24/7):

01234 868006

When you attend for your appointment please ensure you have the blood request form from your GP showing your name and NHS number.