

Outreach Phlebotomy Service

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Aim: “Improving the service delivery and adherence for patients requiring blood monitoring.”

Background

- Herefordshire is a large rural county.
- It has a small main hospital with 5 surrounding community hospitals.
- All patients with MS requiring blood tests had to go to their GP Practice.
- 600 PWMS living in Herefordshire.
- 2 MS Specialist Nurses & 1 MS OT.

Past

Letter and blood form notification posted to patient, prompting them to have bloods obtained.

Reliance on patient to remember to arrange appointment which was variable.

Arranging a suitable timely appointment was challenging due to appointment availability & reluctance of GP's.

This would invariably involve negotiating time off work.

May have to rely on others for transport.

GP's predominately receiving results and not notifying MS Service and not having specialist knowledge on the DMT.



Present

Text or Telephone notification to patient arrange suitable time/place for bloods to be taken.

Bloods obtained at location convenient to patient, ie home/work.

Bloods obtained on time as per DMT guidelines.

Bloods delivered to pathology the same day.

100% Adherence to blood monitoring of those who use the phlebotomy service.

Bloods results reviewed in a timely manner and escalated to GP if necessary.

Impact

This meant **100%** of patients had to attend their GP surgery

Now **80%** use the Outreach Phlebotomy Service