

PARTNERSHIP SOUTHWARK STRATEGIC BOARD

Questions received from the public with responses

MEETING DATE: 7 September 2023



Working together to improve health and wellbeing for the people of Southwark

This set of questions was received prior to the meeting taking place. The response document is published on the SEL ICS's website and also emailed to those who submitted the questions. Where a question was raised on behalf of a group, the person's name is listed below; where the person did so as an individual, then their name has not been published.

Question 1 Belinda Blanchard	The private company that runs the Phlebotomy Depts in the Hospitals now wants us to register with them and make an appointment for our blood tests. This is impossible for digitally excluded. So I was told to tell the lady next to me that she has to come in to make an appointment then come in again for it. She had 2 walking sticks. No phone number was available. I refuse to register with a private company. As I am told to go from dept to dept within the hospital for tests etc then back to consultant why should I now have to register and have an appointment on a different day?! This is immoral and unethical. Please discuss.
Response	<p>Thank you for your question. We've looked into the service highlighted and hope you find the information here helpful.</p> <p>Synnovis is a provider of phlebotomy services at Tessa Jowell Health Centre. To help improve patient experience through reduced waiting times, better patient flow and reduced overcrowding, they have introduced an online booking system called Swiftqueue. This booking system is used in over 50 NHS Trusts across the country. Swiftqueue requires those wishing to use it, to register online.</p> <p>Ensuring that people are not digitally excluded from the service is essential. To make sure this is the case, Synnovis have committed to having a developed system alongside the online booking system. The non-online booking service has the following features: (see overleaf)</p>

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Response – question 1 continued

If a patient is unable to book online they can attend a phlebotomy clinic and a same day appointment will be made for them. Although this is a change from the ticket-based system currently in operation, the patient journey will remain the same and they will be seen that day.

There will be digital kiosks in the waiting areas of phlebotomy clinics available for use by members of the public. These can be used by those who do not have access to their own internet enabled device.

Phlebotomy team members will have access to digital tablets which can be used to support patients with familiarisation of the new booking system.

Swiftqueue also supports the function for family members or carers to make appointments on behalf of someone else. they have employed additional team members to support patients in our waiting areas over the introduction of the new system. they've also created a step-by-step guide with screenshots and a video user guide to provide patients with the support they need to use the system.

We will raise a concern with the provider that someone was asked to come back the next day, as this is not meant to be the case.

