South East London Integrated Care System

Appendix 1: Community Blood Testing – Guidance for Secondary Care in South East London

Patients are increasingly able to choose **where** and **when** they have their blood tests performed. Many services now use online booking platforms, such as **Swiftqueue,** which offer greater flexibility in terms of location and appointment timing and can significantly improve the efficiency of blood testing services and the overall patient experience.

However, this flexibility also introduces complexity. The ability for blood test results to flow automatically back to the requesting clinical service depends on **where the test was first ordered, which central system was used, and which phlebotomy service manages and runs the testing process.** Where systems currently do not align, results may not return automatically, requiring manual follow up and creating avoidable delays to clinical decision making and treatment.

The purpose of this document is to provide secondary care clinicians with clear guidance on:

- Where patients should be directed for blood tests (both by online appointment and walk-ins)
- Which locations offer optimal system compatibility
- Where site-specific or service-level limitations apply

This guidance was created in February 2026 and will be subject to review.

South East London Integrated Care System

NHS South East London

Cross-site Blood Test Access (Epic-based sites)

The below table summarises the blood test options for Epic-based sites. In most cases, blood tests are ordered electronically in EPIC and can be performed at any Synnovis-run phlebotomy location, with appointments booked separately via Synnovis Swiftqueue.

There are two EPIC-based sites with service-level restrictions:

- Guy's Hospital
- The Princess Royal Hospital (PRUH) – including Orpington and Beckenham Beacon

At these locations tests can still be ordered via Epic: however, local service arrangements mean that patients either cannot be bled on-site or are limited to site-specific pathways rather than using Swiftqueue. These exceptions require **explicit clinician guidance to ensure patients attend an appropriate phlebotomy service.** More information on the advised guidance can be found below.

Site	Phlebotomy service options	Process
Epic-enabled sites	**Sites with online patient booking systems** GSTT (**St Thomas' Hospital** only) King's College Hospital (Denmark Hill) Tessa Jowell Health Centre Gracefield Gardens	Synnovis-specific Swiftqueue link - patients able to book appointment https://www.synnovis.co.uk/swiftqueue. Link can also be found on Synnovis website and Trust websites. **Note**: these sites also offer some same-day appointments for urgent Trust outpatient blood tests, issues accessing Swiftqueue (e.g. digital exclusion) and other mitigating circumstances, though **this is not guaranteed, and subject to availability**. In this case, the patient can obtain support from phlebotomy staff to secure the next available appointment (must be done via Swiftqueue), counsel the patient on waiting times, and support with booking a future appointment in the case of no availability.

	Walk-in sites King's College Hospital (Princess Royal University Hospital) Orpington Hospital Beckenham Beacon	Patients can attend the PRUH, Orpington Hospital or Beckenham Beacon if their bloods were requested at other Epic-enabled sites. PRUH, Orpington Hospital and Beckenham Beacon operate on a walk-in only system for secondary care patients These sites operate on a walk-in and wait system – patients receive a ticket and are subject to waiting times on the day. **Note**: Synnovis have taken on outpatient phlebotomy at the PRUH, with effect from October 2026. This is currently a walk in ticketing service and if Swiftqueue is implemented in the future, an update will be provided. Orpington Hospital and Beckenham Beacon will continue to run their own services and also have a walk-in only system.

Lewisham and Greenwich Trust Services (LGT)

This table outlines blood test pathways for Lewisham & Greenwich Trust services, which operate outside EPIC (currently) and use separate booking systems. Blood tests ordered within these services should be undertaken at Lewisham & Greenwich phlebotomy locations, using their own Swiftqueue platform. Cross-attendance between EPIC/ Synnovis services and Lewisham & Greenwich Trust Services is not currently supported.

Site	Phlebotomy service options	Process
Lewisham & Greenwich Trust Services (LGT) Lewisham & Greenwich Trust Services comprises of 14 sites: **Bexley / Greenwich sites:** • Queen Elizabeth Hospital • Erith Hospital • Eltham Community Hosp • Queen Mary's Hospital Sidcup • Lakeside Medical Practice • Plumstead Health Centre **Lewisham sites:** • Lewisham Hospital • Sydenham Green • Waldron Centre • Lea Health Centre • Downham Health Centre • Honour Oak Health Centre • Novum Health – Rushey Green Group Practice • South Lewisham Health	Lewisham & Greenwich Trust Services (LGT)**	Raise request on i-Care system - orders picked up internally. Once the blood test is ordered, the patient can choose any LGT phlebotomy site (full list of sites in left hand column). These sites operate on a walk-in and wait system – patients receive a ticket and are subject to waiting times on the day.

South East London Integrated Care System

NHS South East London

QR Code