

The Phlebruary Report

Patient experiences of
blood testing services
in Trafford



February to March 2018

Published July 2018

Table of Contents

Acknowledgements.....	1
Introduction	2
Executive summary.....	3
Recommendations	4
Background	5
Methodology.....	6
Points to note	7
Results index	8
Findings	21
Appendix 1 - The survey questions.....	28
Appendix 2 - Demographic results	34

Acknowledgements

We wish to thank those that have made putting together this report possible. Thanks to all the people that responded to our survey, and the people that got in touch with us to report their experiences of blood clinics which became our case studies and began the process.

We would also like to give thanks to those that made it possible for us to run our drop-ins at clinics around the borough.

Special thanks to the Healthwatch Trafford volunteers that contributed to the creation of this report:

Aleksandra Gorczynska for graphic design, Ralph Bilsborrow for qualitative analysis, Kevin Costello for quantitative analysis and Peter Longmire for organisational and administrative support.

Thanks to the following volunteers for their energy and time in engagement activities at drop-in sessions:

Ann Day, Catherine Barber, Don McGeachin, Georgina Jameson, Jacqueline Blain, Jean Rose, Mary Rowland, Nasrin Khaleghian, Natalie Hine, Peter Johnson, Sandra Griesbach and Zeenat Mohammed.

Introduction

This report has been produced by Healthwatch Trafford. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Trafford. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Trafford people tell us.

We have produced several reports in the past covering many elements of health and social care in Trafford. These can be found on our website at <https://healthwatchtrafford.co.uk/our-reports/> or by contacting us directly using the details on the back cover.



Executive summary

Following concerns raised with us numerous times in the last two years, Healthwatch Trafford collected the experiences of well over 300 people using phlebotomy services in Trafford.

Across the month of February, we held 'Phlebruary' - a project where we promoted the chance for people to have their say about blood testing services in Trafford. We undertook a Trafford Healthwatch 100* online survey, which was promoted on social media using the hashtag #phlebruary, as well as by email to our existing Healthwatch 100 members. We then visited seven of the eight blood clinic locations, where we met people attending these clinics on a one to one basis and asked them to complete our survey. In total, we held 10 sessions at nine venues and collected 327 completed surveys.

This provided us with a large amount of information about the views and experiences of people using the phlebotomy service. We have thoroughly analysed this data and based on what we found, we have been able to make six recommendations for consideration by decision makers. We believe that adoption of some/all of these six recommendations will improve the experience and effectiveness of phlebotomy services in Trafford.

Key findings

67% of respondents would rather book an appointment for a blood test than turn up on the day and wait. The current system of drop-in sessions has no provision at all across the borough to book a specific time for a blood test, which many find a barrier.

A third of people complained about waiting times. More than a third of people had to wait longer than an hour for a blood test, with one in 25 waiting for more than three hours. The drop-in sessions, particularly at hospitals, led to long waiting times. Comments often cited staff shortages and five people that responded said that they were not able to be seen on the day.

Information about where you can access a phlebotomy clinic varies considerably across Trafford. 37% of people were not given options of where they were able to go for a blood test. We were able to obtain some of the handouts that were given to patients and the quality and accuracy of the information provided ranged from comprehensive to incorrect and limited.

More than three out of every four respondents were unable to access blood tests at their own GP practice. Expense, accessibility for those with mobility problems and the additional time it takes were all raised as problems with having to travel for a blood test. Interestingly, 70% of people from outside of Trafford were able to access blood tests at their own GP practice.

There are no blood clinics in Trafford that take blood outside of working hours. Comments we received included those who feel it is unreasonable to take two-three hours out of a working day to get a blood test.

**For more information about the Trafford Healthwatch 100 project, please visit <https://healthwatchtrafford.co.uk/the100/>.*

Recommendations

Our six recommendations are as follows:-

1. **Offer the ability to book specific times for appointments.** A large majority of people want to be able to book specific times to have their blood test. There is also a clear desire amongst a significant minority to have some drop-ins, so a balance of both systems is required.
2. **Improve and standardise the information given out to people about where they are able to go for a blood test.** There are GPs that appear not to be giving people options, causing variation of information available across the borough. This could be easily standardised and provided to all Trafford patients. This could include information about availability of home visits for blood tests and eligibility criteria.
3. **Make blood testing available outside of working hours.** The fact that blood tests are only available to people during standard business hours can cause problems for those that are employed as well as their employers resulting in financial loss for both parties. There should, therefore, be some provision for early evening/weekend tests.
4. **Increase capacity/staffing levels at Trafford General and Altrincham hospitals to match appointment or ad hoc clinics and be prepared for staff absences.** Waiting times are the most common complaint, with more than 100 people complaining about them. Some people have either not gone for tests at all because they are put off going, or are unable to wait because of staff shortages. As a consequence, there could be people whose health may suffer and it is also a waste of precious NHS resources. For improved patient safety and experience, capacity needs to be better matched to demand.
5. **Increase the number of GPs offering blood testing.** Many commented that they would much rather be able to get a blood test at their own GP practice and dislike the inconvenience and expense incurred in having to travel elsewhere for a blood test.
6. **Improved communication of waiting times.** Giving people information on how long they are going to have to wait for their test allows them to prepare themselves and ensure they are able to eat and drink (particularly important for people who have been told to fast), inform employers, friends, family or organise transport.

Background

Blood testing clinics in Trafford are a subject that has been brought to the attention of Healthwatch Trafford repeatedly over the last few years.

It came up as a subject of annoyance among some people when we produced our report ‘Opinions on Health and Social Care Services voiced at Parent and Toddler Groups in Trafford’, but that report came out as new timings and clinics for phlebotomy across the borough were being put in place. Since then, the feedback we have received concerning people’s experiences of obtaining blood tests has been overwhelmingly negative.

When we have conducted drop-ins at Trafford General Hospital and Altrincham Hospital waiting areas in the past year collecting patient experiences, blood-testing was often a topic that came up.

It is an issue that we have kept an eye on and we decided to run one of our Trafford Healthwatch 100 surveys on the subject to gauge people’s experiences and feelings. The Trafford Healthwatch 100 is a programme of regular surveys that we run, made up of quick-to-complete questionnaires on differing subjects that can be completed by anyone. These

are sent out by email to a growing database of people that have signed up to receive them. These surveys are available online and publicised via our website and social media. They provide us with information that we can use to decide on whether to investigate further or if there is any action needed. Our recent report on NHS dentistry is a case in point*.

In this case, we ran the Healthwatch 100 survey on phlebotomy online, but we also felt it important to carry out these surveys in person at the clinics themselves in order to hear first-hand from the people using these services.

This report is the result of this survey.

*You can find our dentistry report at <https://healthwatchtrafford.co.uk/our-reports/>.



Methodology

Our survey comprised three main parts - one collecting demographic information and contact details, a section collecting multiple choice answers and a section containing a free text box asking if there was anything that people wanted to mention.

[The survey questions can be found in appendix 1.](#)

This was carried out online using SurveyMonkey (an online survey tool), with links sent to people via email, social media or it could be found on our website. In addition to this, we took printed copies out to drop-in sessions that we held at blood clinics, as well as other public places.

At drop-in sessions, our volunteers and staff would base themselves in a waiting room for the clinic and invite people that were waiting to take or fill a survey out with them. This happened at all but one of the phlebotomy clinics in Trafford, with the only exception being Ayres Road surgery, where we were prevented from carrying out a pre-arranged drop-in.¹

Phlebruary!
Learning more about blood testing this February

Healthwatch Trafford volunteers are visiting every blood-testing clinic in Trafford during February 2018 to listen to your experiences of the local phlebotomy service.

Have your say

Talk to us... Find us in the following locations or give us your views at:
www.healthwatchtrafford.co.uk/the100

When	Where
Monday 5th Feb	Woodsend Clinic Woodsend Crescent Road, Flixton, M41 8BH
Tuesday 6th Feb	Delamere Centre Delamere Avenue, Stretford, M32 0DF
Thursday 8th Feb	Timperley Health Centre 169 Grove Lane, Timperley, WA15 6PH
Wednesday 14th Feb	Altrincham Hospital Railway Street, Altrincham, WA14 2RE
Wednesday 21st Feb	Partington Health Centre Central Road, Partington, M31 4FL
Wednesday 21st Feb	Ayres Road Surgery Ayres Road, Old Trafford, M16 7GS
Friday 23rd Feb	Chapel Road Clinic Chapel Road, Sale, M33 7EG
Wednesday 28th Feb	Trafford General Hospital Moorside Road, Davyhulme, M41 5SL

healthwatch
Trafford

We are the independent health & social care services champion for the people of Trafford. We gather and represent your views to show where services are doing well and where they can be improved.

Company Registration no. 08466421 Registered in England & Wales

All the paper copies of the surveys were collected and painstakingly transferred on to SurveyMonkey to allow us to analyse the results.

Analysis was split into two main areas - statistical analysis of quantitative data and qualitative analysis of the free-text responses.

Statistical analysis was carried out using SurveyMonkey, Microsoft Excel and the statistical analysis programming language 'R'. Qualitative analysis was performed manually.

¹ These were the only phlebotomy clinics in Trafford at the time the survey was carried out. Changes to services and additional clinics may have been implemented since the survey took place.

Points to note

Further analysis of the statistical data collected may raise further points. There are more areas of analysis that we have not been able to conduct in the timescale of producing the report. We are willing to share the dataset with any organisation with who we deem to have a legitimate interest in the information. All responses data will be anonymised before being made available so that no personal data will be shared.

Those that answered as 'outside Trafford' in the survey were either not residents of Trafford or were not registered with a Trafford GP, but were using blood testing services in Trafford.

Information provided to patients about where they can go to get a blood test

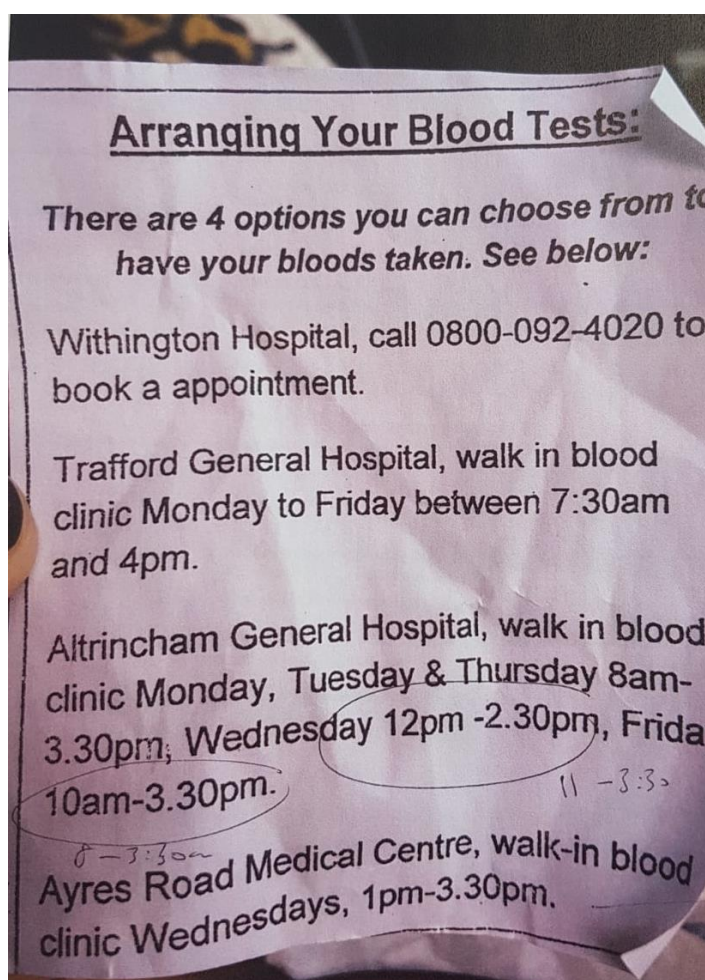
The information provided varies considerably, from letters that give its recipient no choices of where they can go, to leaflets that list only four locations including one outside of Trafford.

The information on the website of Central Manchester University Hospitals NHS Foundation Trust (now Manchester University Hospitals NHS Foundation Trust) listed only Ayres Road clinic in its information and the Ayres Road surgery website made no mention of phlebotomy clinics at all.

On one handout, the times of the clinics were incorrect. Many people were not given a handout at all.

It is this variation of quality and availability of information for patients that leads us to call for a standardisation of the information people are given across Trafford about where they are able to go.

You can find a supplement that contains images of these handouts on our website [by clicking here](#).



<https://healthwatchtrafford.co.uk/our-reports/the-phlebruary-report-additional-information/>

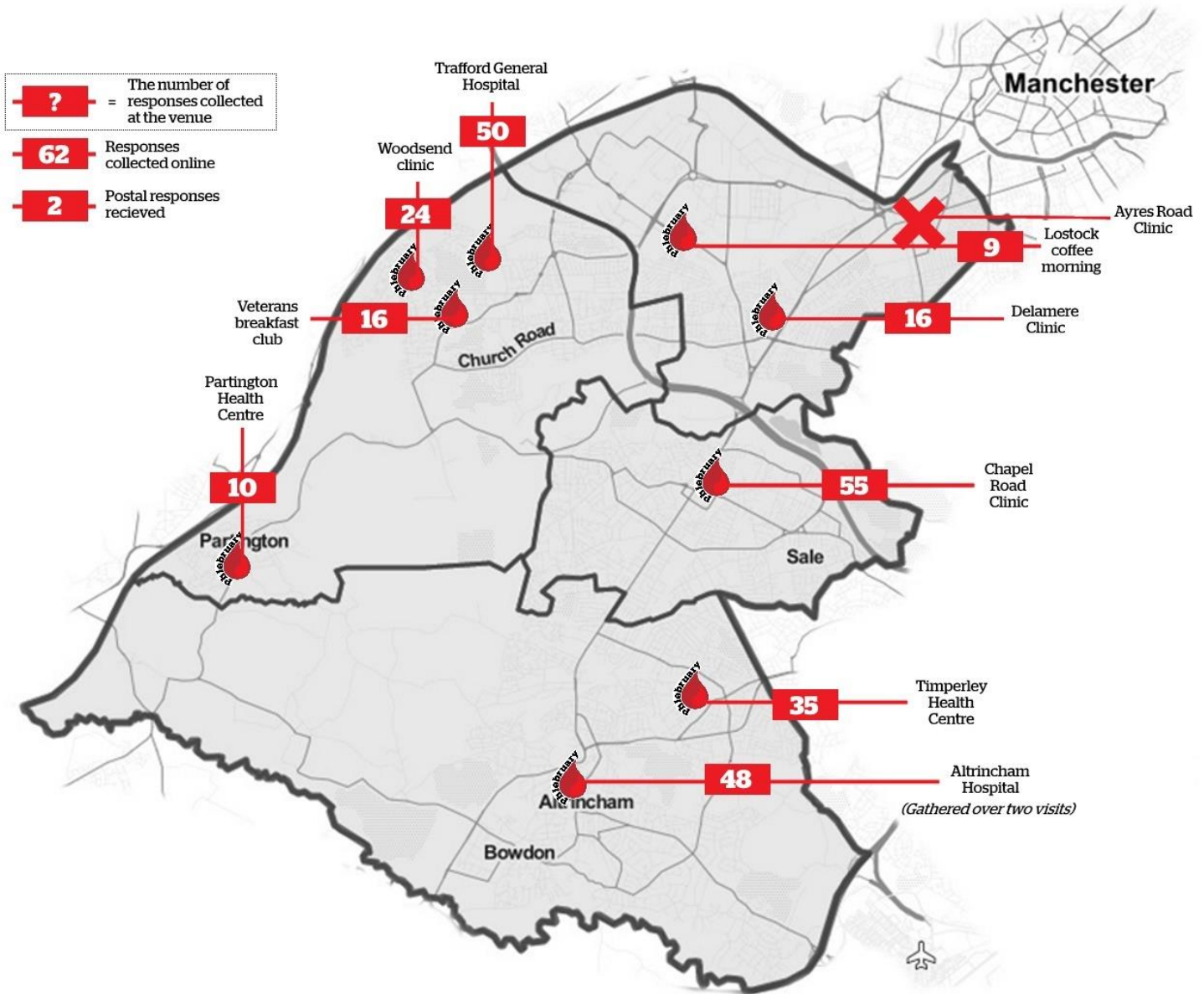
Results index

Results of questions concerning the blood testing services and experiences are shown in the results section (questions 12 - 19). The overall demographics information (questions 1 - 11) is in [appendix 2](#). The findings section works through the whole set of answers in the order they were asked in the survey.

Results data	9
Map of where responses were collected	9
Question 12 - Was your most recent blood test in the last:	10
Question 13 - Where did you go for your most recent blood test?.....	10
Question 14 - How long was the waiting time at your last blood test?	11
Question 15 - Do you have the option of having a blood test at your GP surgery?	12
Question 16 - Did your GP give you options for where you could get a blood test when needed?	12
Question 17 - Would you rather:	13
Question 18 - Which of the following would you be happy to have blood taken by?.....	13
Question 19 - Is there anything else you would like to tell us about blood testing/phlebotomy services? Open Ended Comments.	15
Detailed breakdown	20
Findings	21
Appendix 2 - Demographic results	34
Question 1 - Which gender are you / do you prefer to be recognised as?.....	34
Question 2 - Which ethnicity do you feel most closely describes you?.....	34
Question 3 - Age group.....	35
Question 4 - Sexual Orientation	36
Question 5 - Do you identify as being disabled person? Do you consider yourself to have a disability?	36
Question 6 - What is your current employment status?	37
Question 7 - Are you a carer?	37
Question 8 - Do you have children?	38
Question 9 - What is your marital status?	38
Question 10 - In which area/locality do you live?.....	39
Question 11 - Which GP practice are you registered with?	40

Results data

Map of where responses were collected



Questions 1 to 11 (demographics) results can be found in [Appendix 2](#).

Survey question responses

Question 12- Was your most recent blood test in the last:

% of

Response to Question	Response Count	Responders	Surveyees
Three months	65	20.7	20.1
Week	59	18.8	18.3
Month	53	16.9	16.4
Six months	53	16.9	16.4
Year	44	14.0	13.6
More than two years ago	18	5.7	5.6
Two years	16	5.1	5.0
Skipped Question	9	2.9	2.8
I have never had a blood test	6	1.9	1.9

Question 13- Where did you go for your most recent blood test?

% of

Response to Question	Response Count	Responders	Surveyees
Trafford General Hospital, Moorside Road, Davyhulme	90	28.8	27.9
Altrincham Hospital, Railway Street, Altrincham	74	23.7	22.9
Chapel Road Clinic, Chapel Road, Sale	39	12.5	12.1

Question 13 - Where did you go for your most recent blood test?

Response to Question	Response Count	% of	
		Responders	Surveyees
Other (please specify)	32	10.3	9.9
Timperley Health Centre, 169 Grove Lane, Timperley	30	9.6	9.3
Delamere Centre, Delamere Avenue, Stretford	20	6.4	6.2
Woodsend Clinic, Woodsend Crescent Road, Flixton	15	4.8	4.6
Skipped Question	11	3.5	3.4
Partington Health Centre, Central Road, Partington	10	3.2	3.1
Ayres Road Surgery, Old Trafford	2	0.6	0.6

Question 14 - How long was the waiting time at your last blood test?

Response to Question	Response Count	% of	
		Responders	Surveyees
30 minutes to an hour	80	26.8	24.8
15-30 minutes	63	21.1	19.5
1 - 2 hours	61	20.5	18.9
Up to 15 minutes	34	11.4	10.5
2 - 3 hours	33	11.1	10.2

Question 14 - How long was the waiting time at your last blood test?

% of

Response to Question	Response Count	Responders	Surveyees
Skipped Question	25	8.4	7.7
No waiting time, I was seen on arrival	15	5.0	4.6
longer than 3 hours	7	2.3	2.2
I could not be seen on the day	5	1.7	1.5

Question 15 - Do you have the option of having a blood test at your GP surgery?

% of

Response to Question	Response Count	Responders	Surveyees
No	229	76.1	70.9
Yes	72	23.9	22.3
Skipped Question	22	7.3	6.8

Question 16 - Did your GP give you options for where you could get a blood test when needed?

% of

Response to Question	Response Count	Responders	Surveyees
Yes, they gave me a number of options	188	63.1	58.2

Question 16 - Did your GP give you options for where you could get a blood test when needed?

Response to Question	Response Count	% of	
		Responders	Surveyees
No, I was told to go to hospital for a blood test	90	30.2	27.9
Skipped Question	25	8.4	7.7
No, I was told to go to a specific practice or health centre	20	6.7	6.2

Question 17 - Would you rather:

Response to Question	Response Count	% of	
		Responders	Surveyees
Book a specific time for a blood test	203	67.0	62.8
Turn up on the day and wait	100	33.0	31.0
Skipped Question	20	6.6	6.2

Question 18 - Which of the following would you be happy to have blood taken by?: (tick all that apply)

Response to Question	Response Count	% of	
		Responders	Surveyees
Practice nurse	254	84.9	78.6
Phlebotomist	253	84.6	78.3

Question 18 - Which of the following would you be happy to have blood taken by?: (tick all that apply)

Response to Question	Response Count	% of	
		Responders	Surveyees
GP	220	73.6	68.1
District nurse	188	62.9	58.2
Midwife	117	39.1	36.2
Skipped Question	24	8.0	7.4

Qualitative results

Question 19 - Is there anything else you would like to tell us about blood testing/phlebotomy services? Open Ended Comments.

Everyone who took part in the survey was invited to make any open-ended comments that they wished to.

Tally of responses

Most recent Test Location	Positive Comment	Waiting Time Issues	Comments about Work	GP / Clinic Test Preference	Would Prefer Appointment	Questions re Competency	Total Respondents
Altrincham Hospital	0	39	2	6	4	0	74
Trafford Hospital	3	31	2	5	4	4	89
Ayres Road Clinic	1	1	0	0	0	0	2
Chapel Road Clinic, Sale	3	9	0	1	1	2	39
Delamere Clinic, Stretford	1	5	1	0	0	0	20
Partington Health Centre	0	1	0	0	0	0	10
Timperley Health Centre	2	9	0	1	3	0	30
Woodsend Clinic, Flixton	0	5	0	1	1	0	15
Other /Unknown Locations	1	9	0	0	0	1	31
Totals	11	108	5	14	13	7	310

Complimentary Comments - (10 comments).

Typical comments were:

"I find it to be a reasonably good and well organised experience with pleasant, helpful staff, both clerical and medical. Thank you."

"When seen for the test it was very quick and painless. They were also lovely to my little girl who had to come with me."

"This is the first time I have had a blood test here. The system seems to work well, with the number of people."

Reviewing other comments that were made, it is clear that by far the greatest trend is one of complaints relating to the length of, or uncertainty about, waiting times for blood samples to be taken.

Waiting Time Complaints - (108 comments).

Many complaints simply noted that the length of time that the patients had had to wait seemed unacceptable, with comments such as:

"Altrincham waiting time 2 1/2 hours. Very slow?!"

"The waiting times are ridiculous!"

"There has to be a better way than take a ticket and queue. Waiting times can vary from 5 minutes to 2.5 hours - unacceptable. Aggravated by lack of personnel at lunch times."

"Recently I've been to Trafford General Phlebotomists in total I've waited 3 1/2 hours, I am totally disgusted, a beautiful hospital and brilliant staff going to waste. It's terrible."

"I work as a staff member at Altrincham. This service does not work! The staff are constantly harassed about waiting times, reception staff often exposed to abuse from patients and phlebotomy staff stressed and unhappy. This is a poor service for patients who have to wait an unacceptable amount of time and unacceptable for staff to be constantly apologising when nothing seems to be being done about the problem!"

A significant number of complaints related to the fact that patients had attended drop-in centres, had not been seen on that day and had had to return on one or more occasions before they had a blood sample taken. Typical comments include:

"Altrincham hospital blood testing is disgraceful. I have been 3 times now. First time I was advised of a 2 hour wait, the second time another day 2 hour wait. Just been today @ 1 pm (19/02), told list closed for blood tests, over 60 people waiting. They gave me a list of other clinics in the area but not easy to get to. An older couple I spoke to said they had been 3 times and not been able to get a test and they had to come in a taxi each time... "

"23-02-18: Third time this week at different centres to have blood taken. Wed - Trafford General, queues outside into corridor. Thurs - Timperley, very long queues. Fri - Chapel Road, reasonable queue. System overloaded. Why no phlebotomist at Firsway? They always had a dedicated phlebotomist."

"I have arrived several times to (Altrincham Hospital) to have blood test and been told that the facility is closed due to staff shortages. It is very difficult to come again. The waiting time is very ridiculous. Surely these wonderful brand-new services and fantastic building should be priority. The services should be open and closed for a specific time which I can suggest 8.00-3.00pm."

Not knowing how long the wait would be was also mentioned as a significant issue for some patients, with comments like:

"It would be helpful to know how long the wait for the blood test is going to be as a lot of Altrincham has a time limit for parking of 2 hours."

".....On 21/03/18 at Altrincham Hospital, there was a probable 3 hours wait. Parking at Altrincham is expensive to wait over 3 hours for a 5- minute procedure...."

Problems in relation to arrangements with work - (5 comments).

A number of comments emphasised the difficulty some patients have where it is difficult or expensive to take time off from work, with comments as:

"Would love to see out of hours service for those of us who work.... I would be happy to turn up on the day and wait, provided the wait is under 30 minutes."

"I am self-employed and taking 2-3 hours out of my working day is very expensive. Seeing a queue of 50-60 people is disheartening and appears as a disregard of peoples' time."

Preference for having a blood test taken at their GP practice / local clinic - (14 comments).

Fourteen respondents reported a preference for having a blood test taken at their GP practice / local clinic. Several expressed a simple preference without noting any associated issues, such as:

"Local GPs should have blood testing facilities."

However, three respondents mentioned this preference in relation to travel issues:

"I think it is ridiculous that it can't be done at the GP surgery. No matter which hospital or clinic you go to it involves either getting a bus (time consuming and incurs a cost) or driving and finding somewhere to park..."

"I think blood tests should be done at the GP practice when they give you the form. Especially important for people who are less mobile or have to travel to Altrincham Hospital, i.e. one trip instead of two, and more efficient."

"If St John's Medical Centre updated their service and took blood in the practice then that would solve the problem of sending elderly and young people etc to take a ticket at Altrincham General and sit for 3 hours. It is horrific to expect people to do this."

And two other respondents associated a test at their own GP surgery with having a timed appointment - avoiding any uncertain waiting period:

"Without a specific appointment it is difficult to find a suitable time to go for a blood test as it is hard to know how long the wait would be I would prefer to be able to go to my own GP surgery."

"Hospital can be very busy would prefer small clinic or GP with a time slot or appointment."

Problems in relation to young and elderly patients - (6 comments)

There were some comments that were made in relation to the particular problems relating to very young and old patients, including:

"I realise it's a very necessary and busy testing service but the sometimes very long wait at the centres, especially for the elderly and very young, can be exhausting."

"For me the wait is not an issue. However, I bring my mother-in-law here for her blood tests. She is 90 years old and struggles to sit for a long time. In the past we have waited over an hour. She is also diabetic. I think a person's age needs to be considered. On balance would be quicker if it was done by the practice nurse".

And two comments - mentioning old people also suggested that home visits for taking blood would be an advantage:

"For the elderly who have mobility issues or like my mother who has this (sic. Also has mobility issues) and is also a carer for my father who has severe dementia a home visit or booked appointment would help."

"My mother has health needs that make it difficult to leave home, she becomes very distressed and this affects her health. We were told that domiciliary blood tests would take several months but we need them urgently due to her diabetes. Could the waiting time for a home visit be reduced?"

Preference for an appointment system for blood tests - (12 comments).

There were a significant number of comments that stated that the patients would prefer to be able to book a specific appointment for a blood test, some of which included:

"Without a specific appointment it is difficult to find a suitable time to go for a blood test as it is hard to know how long the wait would be. It would be good if there were more early morning options (or evening) as I work full time 9-5pm...."

"Hospital can be very busy. I would prefer a small clinic or GP with a time slot or appointment"

"I am on Methotrexate and need a blood test every 6 weeks. Just before Christmas I tried to have blood taken at both Timperley Health Centre (refused to let me in as wait over 2 hrs) and the Altrincham Hospital (again refused as 3 hrs+ wait!). Very inconvenient for me as have to take off time / work around lunch break. Would strongly suggest to have a timed appointment system...."

Staff Competency - (7 comments).

There were a small number of comments relating to the competency of the staff taking blood samples.

Of these, four comments recognised that if a phlebotomist took the blood sample their expertise is appreciated, but other staff are often less expert and often leave some bruising at the site, as these typical comments:

" At Chapel Road the phlebotomists are very skilled at getting blood - other places I have gone have meant I have had bruising on both arms as I have small veins."

"I have to go to phlebotomy as the practice nurse / doctor can never find a vein....,"

However, three comments reported potentially more serious problems:

"Yes, further training required in some cases, both my sons had recent blood tests and both fainted due to the needle not being inserted in the vein properly and

them ‘wiggling’ the needle. It’s not good practice. One was in the blood room, the younger was in the children’s resource centre. The younger one ended up with oxygen and is now refusing to ever have a blood test again!”

“ On several visits, after the blood was taken and after the tourniquet was removed, the needle was left in place in my arm for nearly a minute. On one occasion (in another hospital) I collapsed because of this. Reason for this confirmed by a doctor. There is a lack of awareness of people being hypoglycaemic, as a disease in its own right. NOT diabetic, but hypoglycaemic.”

“Not to lose the results (of the test), causing delay to surgery!!!”

Detailed breakdown

We have carried out a thorough and detailed breakdown of the quantitative responses received from the 327 completed surveys that we received. This breakdown consists of more than 160 pages of tables and so is not included in full within this report. This full breakdown is available in its entirety on our website and can be found at <https://healthwatchtrafford.co.uk/our-reports/the-phlebruary-report-additional-information/>.

We have included parts of this breakdown that we deem to be statistically significant.

Findings

Basic demographic observations

These are all percentages of people that answered the question, not of overall responses. These are statistics that have been extracted to highlight areas of interest in the answers given. As some of these points may include multiple responses or take into account several answers, not all percentages in the following section will add up to 100%.

Q1 Gender

65% of responders identified as female, 34.5% male and 0.4% non-binary.

Q2 Ethnicity

87.5% of responders identified as white British or Irish, 12.5% did not.

Q3 Age group

22.1% were 44 years old or younger.

78% were 45 years old or over.

41.2% 66 years old or over.

58.3% were “Working age” - meaning they were in the age group from 18 years old to 65 years old.

Q4 Sexual orientation

92.5% identified as heterosexual/straight.

3.1% stated gay/lesbian/bi/other.

Q5 Disability

75.6% identified as not considering themselves to have a disability.

24.4% identified themselves as being disabled.

Q6 Employment status

50.2% identified as being retired.

6.7% identified as not working due to ill health and/or disability

38.2% identified as being employed or in education.

61.8% identified as being not Employed or in Education.

Q7 Carer

14.8% identified as being a carer.

Q8 Children

54.2 % said they had adult children.

29.6% said they had no children.

20.4% said they had school age children.

Q9 Marital status

64% identified as being married, 17.9% as divorced/widowed.

14.2% identified as being single.

Q10 Locality

3.4% said they were from outside Trafford

17.3% were from the North locality, 29.2% from Central, 23.1% from the West and 27.1% from the South.

Q11 GP practice registered with

Firway health centre had the most people that filled out the survey with 14% being registered there.

The average share of respondents registered at each practice was 2.9%.

Observations on blood testing section questions

Q12 When was your last blood test

10.8% said it was more than a year ago.

1.9% said that they had never had one before.

73.3% said in the last 6 months.

56.4% said in the last 3 months.

35.7% said in the last month.

Q13 Where did you go for latest blood test

52.5% went to a hospital (28.8% to Trafford General Hospital, 23.7% to Altrincham Hospital).

37.1% attended a clinic in a Trafford GP surgery.

Q14 Waiting times

37.5% waited less than 30 minutes for their blood test.

62.4% waited more than 30 minutes (including those that could not be seen on the day).

35.6% waited more than one hour (including those that could not be seen on the day).

15.1% waited more than two hours (including those that could not be seen on the day).

4% waited more than three hours (including those that could not be seen on the day).

1.7% could not be seen on the day.

Q14 - By disability

Generally those that identified as having a disability were seen quicker than those that did not. However the number of disabled people made to wait more than 3 hours was in fact greater than those that were not (6.3% v 1.1% or 4 people v 2). There were no people identifying as disabled that were not able to be seen on the day, compared to 2.1% (4 people) that did not identify as being disabled.

Q14 - By employment

This divides into three predominant groups - those that are employed, those that are retired and those that are not working (through disability, illness, job-seeking or not looking for employment excluding retirement). The student category only contains 2 responses.

Employed people appear to wait longer for a blood tests, with 43.9% waiting for more than an hour, compared to 32.4% of those that are retired and 28.1% for those not working. 34.6% of employed people are seen in half an hour or less, compared to 38.3% for retired people and 43.8% for those not working.

It is arguable from this data that those taking time off work for a blood test are having to wait longer, despite time pressures being more likely than those who are not employed.

Q14 - By carer

Results are largely similar between those that identified as a carer compared to those that didn't, with the exception that carers were less likely to wait more than an hour for a blood test (28.6% compared to 39.3% of those that did not identify as a carer).

Q14 - By locality

Wait times were shortest for respondents from the West of the borough, with 49.2% of people being seen in 30 minutes or less, comparing with 43.1% in the North locality, 31.7% in Central and only 26.3% in the South of the borough. These results are mirrored by those for respondents having to wait more than an hour, with the West having only 14.3% of people, the North 31.9%, Central 38.7% and South Trafford respondents having to wait more than an hour on average (53.9% of respondents).

Q15 Can you have a blood test at your surgery?

76.1% said no.

23.9% said yes.

Q15 - By ethnicity

People that identified themselves as being anything other than White British were less likely to have the option to have a blood test at their own GP surgery (17.1% v 25%).

Q15 - By age

Those 18-34 were less likely to be able to have the option to have a blood test at their own GP surgery (10.5% compared to 23.9% overall).

Q15 - By locality

South and Central localities are the least likely to be able have the option to have a blood test at their own GP surgery (84.1% and 85.9% respectively) with people in the North most likely to be able to (40% say they can).

Interestingly, those that identified as being from outside Trafford we much more likely to be able to get a blood test done at their own GP (70% said they could).

Q16 were you given options of where to go?

63.1% said yes they were given options of where to go.

36.9% said no, they were not given options.

Of these:

30.2% said they were told to go to hospital for a blood test.

6.7% said they were told to go to a specific clinic at a practice/health centre.

Q16 - By locality

There was some variation in the answer to the question across the localities. 84% of people in the Central locality say they were offered a number of options of where to go for a blood test. This contrasts sharply with the West locality, where only 33.3% said they were offered options. In the North and South, the majority said they were offered options (66.7% and 63.6% respectively).

In the West of the borough, the majority of people said they were told to go to hospital for a blood test (55.6%). In the Central locality only 4.9% said the same.

Q17 Would you rather...

67% said they would rather book a specific appointment for a blood test.

33% said they would rather drop in and wait for a blood test.

Q17 - By age

There was a clear preference among all age groups to be able to book a specific time for a blood test, but this was highest amongst the 18 - 34 age group.

It was noticeably higher in those aged 65 & under (69.7%) than those aged 66 and over (61.3%).

This shows the inverse is true, meaning the younger age groups are less likely to prefer a drop-in (31.3% in those 65 and under compared to 38.7% in those over 66).

Q17 - By disability status

People that identify themselves as being disabled have a higher proportion of people that would rather turn up on the day and wait than amongst those that did not identify themselves as being disabled (41.3% vs 32.1% respectively), however there were still 58.7% that would rather book an appointment.

Q17 - By employment status

People that are employed are more likely to want to book an appointment than those that are retired (69.6% v 62.7%). The most likely to prefer to turn up on the day were those that were not working due disability (45.5%), but that was still less than those in this group that would prefer an appointment (54.5%).

Q17 - By locality

The West locality had a significantly higher rate of people that would prefer to turn up and wait than any other locality (46%). The least likely to want to turn up and wait were those in the North (26.1%) and South (27.8%)

Q18 Who would you have blood taken by

Practice nurse = 84.9%

Phlebotomist = 84.6%

GP = 73.6%

District nurse = 62.9%

Midwife = 39.1%

Q18 - By gender

Men were much less happy for a midwife to take their blood (32.5%) than women (49.7%).

Q19 Is there anything else you would like to tell us?

Analysis.

As a general observation in relation to expressions of contentment or discontent in relation to the service, it may be significant to note that:

8 (out of 154) of those who made positive comments about the service came from patients who had had their most recent blood sample taken at their local GP surgery or health centre,

2 (out of 87) of those who made positive comments came from patients who had had their most recent blood sample taken at Trafford Hospital,

and no positive comments (out of 73) came from patients who had had their most recent blood sample taken at Altrincham Hospital.

And analysing the number complaints that were made in relation to waiting times:

1 out of 10 (=10%) patients who made complaints in relation to waiting times had had their most recent blood sample taken at Partington Health Centre,

2 out of 12 (= 17%) patients who made complaints had had their most recent blood sample taken at Woodsend Clinic, Flixton,

5 out of 20 (= 25%) patients who made complaints had had their most recent blood sample taken at Delamere Clinic, Stretford,

9 out of 39 (= 23%) patients who made complaints had had their most recent blood sample taken at Chapel Road Clinic, Sale,

9 out of 30 (=30%) patients who made complaints had had their most recent blood sample taken at Timperley Health Centre,

31 out of 89 (=35%) patients who made complaints had had their most recent blood sample taken at Trafford General Hospital,

and finally, 39 out of 74 (=52%) patients who made complaints in relation to waiting times had had their most recent blood sample taken at Altrincham Hospital.

This analysis shows that there is a considerable variation in satisfaction relating to different phlebotomy locations within Trafford.

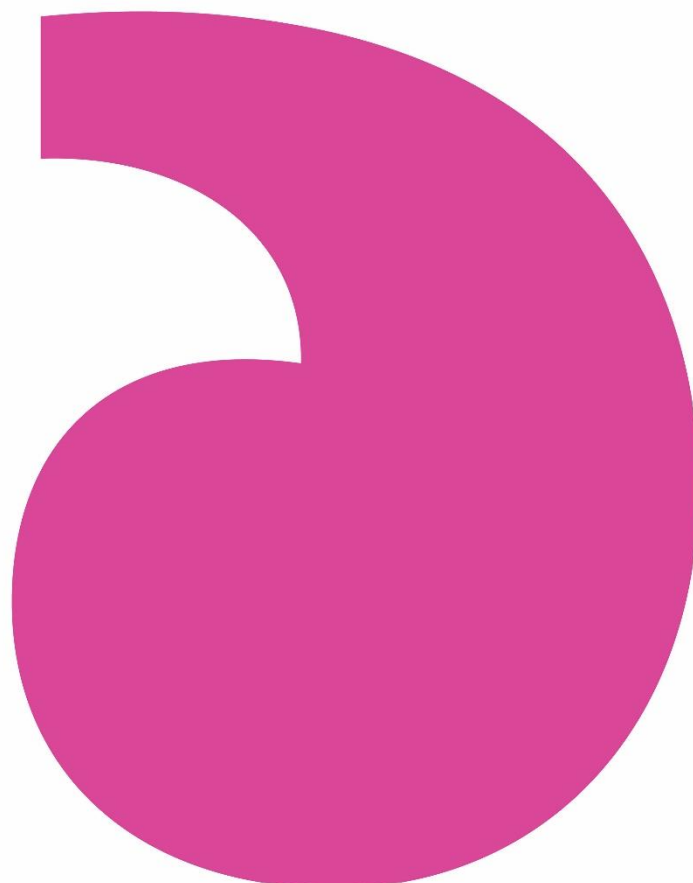
It also seems to suggest that there may be a trend to a greater level of dissatisfaction as the number of blood samples taken at any site increases, although more work would be needed to prove or disprove this.

However, it is also important to note that the level of dissatisfaction does not necessarily reflect on the efficiency of the site or its staff, but may more realistically suggest that some sites, particularly the two hospitals may have too many patients directed to them in relation to their physical or staffing capacity.

Additional information.

The answers to Question 16 indicated 36.9% said they were not given information about options for where they could go for a blood test in Trafford. This suggests that there is a variation in the information provided by GPs about where people are entitled to go for a blood test.

We have been provided with some of the information that people have been given by their GP when they have been told they require a blood test. You can find this and more information relating to this report at <https://healthwatchtrafford.co.uk/our-reports/the-phlebruary-report-additional-information/>.





Appendix 1.

Phlebotomy / blood testing services

Introduction

Healthwatch Trafford is the independent health and social care services champion for the people of Trafford. We gather and represent your views to show where services are doing well and where they can be improved.

During February 2018, our volunteers are visiting every blood testing clinic in Trafford to listen to your experiences of the local phlebotomy services. This short survey will help us to ensure that the voices of local people reach the ears of the decision makers. We want to improve the services in Trafford for the people that use them.

This survey consists of nine questions then asks for some details about you at the end (which you do not have to provide). The survey also available online at www.healthwatchtrafford.co.uk/the100

Your feedback will remain anonymous

Healthwatch Trafford
5th Floor, Sale Point
126-150 Washway Road
Sale
M33 6AG

Tel: 0300 999 0303
Email: info@healthwatchtrafford.co.uk

The Survey:

1. Which GP practice are you registered with?

Name of practice:	
Is the practice in Trafford?	

2. Was your most recent blood test in the last:

Week []	Year []
Month []	Two years []
Three months []	More than two years ago []
Six months []	I have never had a blood test []

3. Where did you go for your most recent blood test?

Altrincham Hospital, Railway Street, Altrincham []

Ayres Road Surgery, Old Trafford []

Chapel Road Clinic, Chapel Road, Sale []

Delamere Centre, Delamere Avenue, Stretford []

Partington Health Centre, Central Road, Partington []

Timperley Health Centre, 169 Grove Lane, Timperley []

Trafford General Hospital, Moorside Road, Davyhulme []

Woodsend Clinic, Woodsend Crescent Road, Flixton []

Other, please specify:

4. How long was the waiting time at your last blood test?

No waiting time, I was seen on arrival []

Up to 15 minutes []

15-30 minutes []

30 minutes to an hour []

1 - 2 hours []

2 - 3 hours []

Longer than 3 hours []

I could not be seen on the day []

5. Do you have the option of having a blood test at your GP surgery?

Yes []

No []

6. Did your GP give you options for where you could get a blood test when needed?

No, I was told to go to hospital for a blood test []

No, I was told to go to a specific practice or health centre []

Yes, they gave me a number of options []

7. Would you rather:

Book a specific time for a blood test []

Turn up on the day and wait []

8. Which of the following would you be happy to have blood taken by:
(tick all that apply)

GP []

Practice nurse []

District nurse []

Midwife []

Phlebotomist []

9. Is there anything else you would like to tell us about blood testing/phlebotomy services?

About You

You don't have to answer any of the questions you feel uncomfortable with but the more information you give the more helpful it will be for us. Your details will never be passed on or supplied to any other organisation and we will only ever use it for the purposes of this project.

Gender (please circle): Female Male Non-binary

What ethnicity do you feel most closely describes you? (please tick)

- | | |
|--|--|
| White British [] | Asian or Asian British - Indian [] |
| White Irish [] | Asian or Asian British - Pakistani [] |
| White other [] | Asian or Asian British - Bangladeshi [] |
| Black or Black British - African [] | Asian or Asian British - Chinese [] |
| Black or Black British - Caribbean [] | Asian or Asian British - Other [] |
| Black British - Other [] | Multiple heritage - mixed race [] |
| | Other [] please specify: |

Age group (please circle): 18-34 35-44 45-65 66-79 80 or over

Sexual orientation? (please tick):

- | | | |
|-----------------------------|--------------|-----------------------|
| Heterosexual / Straight [] | Bisexual [] | Gay [] |
| Lesbian [] | Other [] | Prefer not to say [] |

Do you identify as a disabled person- do you consider yourself to have a disability? (please tick):

- Yes [] No []

What is your current employment status? (please tick)

- | | |
|---|-------------------------------------|
| Employed [] | Not working - due to ill health [] |
| Unemployed - seeking employment [] | Not working - due to disability [] |
| Unemployed - not seeking employment [] | Not working - retired [] |
| | Student [] |

Are you a carer? (please tick):

- Yes [] No []

Do you have children? (tick all that apply):

- | | |
|---|-----------------------------------|
| Pre-school age child/children [] | 16-18 year old child/children [] |
| Primary school age child/children [] | 19+ aged child/children [] |
| Secondary school age child/children [] | No children [] |

What is your marital status? (please tick)

- | | |
|-------------------------------|-------------|
| Married/Civil partnership [] | Widowed [] |
| Single [] | Other [] |
| Divorced [] | |

Please turn over >



In which area/locality do you live? (please tick):

North

Old Trafford, Stretford, Gorse Hill,
Longford and Clifford []

South

Altrincham, Bowden, Broadheath, Hale Barns,
Hale Central, Timperley and Village []

Central

Sale, Bucklow St Martin's, Aston upon
Mersey, Brooklands, Priory, Sale Moor and
St Mary's []

West

Urmston, Partington, Bucklow St Martin's,
Davyhulme East, Davyhulme West and Flixton
[]

Other []

Contact with Healthwatch Trafford:

We can contact you with the results of the survey, or other health and social care news, and you can become part of our ongoing survey panel, the Healthwatch 100, by providing us with your email address:

Your email: _____

- Please send me the results of the phlebotomy survey
- Please contact me with other news and information relevant to Trafford
- I'd like to join the Healthwatch 100 project

(You can unsubscribe at any time)

Thank you!

Completed surveys can be returned to us at our freepost address:

Freepost Plus RTHB-BARA-AJJX
Healthwatch Trafford
126-150 Washway Road
SALE
M33 6AG
(or pop it in a freepost envelope if one was provided)

Appendix 2 - Demographic results

Overall results : Demographics

Question 1 - Which gender are you / do you prefer to be recognised as?

Response to Question	Response Count	% of	
		Responders	Surveyees
Female	147	65.0	45.5
Skipped Question	97	42.9	30.0
Male	78	34.5	24.1
Non-binary	1	0.4	0.3

Question 2 - Which ethnicity do you feel most closely describes you?

Response to Question	Response Count	% of	
		Responders	Surveyees
White British	240	84.2	74.3
Skipped Question	38	13.3	11.8
White Irish	10	3.5	3.1
Asian or Asian British - Indian	7	2.5	2.2
Asian or Asian British - Pakistani	7	2.5	2.2
Black or Black British - Caribbean	6	2.1	1.9
White other	6	2.1	1.9
Asian or Asian British - Other	3	1.1	0.9

Question 2 - Which ethnicity do you feel most closely describes you?

% of

Response to Question	Response Count	Responders	Surveyees
Asian or Asian British - Bangladeshi	2	0.7	0.6
Other (please specify)	2	0.7	0.6
Black or Black British - African	1	0.4	0.3
Multiple heritage - mixed race	1	0.4	0.3

Question 3 - Age group.

% of

Response to Question	Response Count	Responders	Surveyees
45 - 65	100	36.8	31.0
66 -79	83	30.5	25.7
Skipped Question	51	18.8	15.8
35 - 44	39	14.3	12.1
80 or over	29	10.7	9.0
18 - 34	20	7.4	6.2
17 or under	1	0.4	0.3

Question 4- Sexual Orientation

% of

Response to Question	Response Count	Responders	Surveyees
Heterosexual / Straight	245	92.5	75.9
Skipped Question	58	21.9	18.0
Prefer not to say	12	4.5	3.7
Gay	5	1.9	1.5
Bisexual	2	0.8	0.6
Other	1	0.4	0.3

Question 5- Do you identify as being disabled person? Do you consider yourself to have a disability?

% of

Response to Question	Response Count	Responders	Surveyees
No	204	75.6	63.2
Yes	66	24.4	20.4
Skipped Question	53	19.6	16.4

Question 6 - What is your current employment status?

% of

Response to Question	Response Count	Responders	Surveyees
Not working - retired	142	50.2	44.0
Employed	106	37.5	32.8
Skipped Question	40	14.1	12.4
Not working - due to disability	11	3.9	3.4
Unemployed - Not seeking employment	10	3.5	3.1
Not working - due to ill health	8	2.8	2.5
Unemployed - Seeking employment	4	1.4	1.2
Student	2	0.7	0.6

Question 7 - Are you a carer?

% of

Response to Question	Response Count	Responders	Surveyees
No	225	85.2	69.7
Skipped Question	59	22.3	18.3
Yes	39	14.8	12.1

Question 8 - Do you have children? (tick all that are appropriate)?

% of

Response to Question	Response Count	Responders	Surveyees
19+ aged child/children	141	54.2	43.7
No children	63	24.2	19.5
Skipped Question	63	24.2	19.5
Primary school age child/children	33	12.7	10.2
Pre-school age child/children	27	10.4	8.4
Secondary school age child/children	20	7.7	6.2
0	14	5.4	4.3
16-18 year old child/children	9	3.5	2.8

Question 9 - What is your marital status?

% of

Response to Question	Response Count	Responders	Surveyees
Married / Civil partnership	176	64.2	54.5
Divorced / Widowed	49	17.9	15.2
Skipped Question	49	17.9	15.2
Single	39	14.2	12.1
Other (please specify)	6	2.2	1.9

Question 9 - What is your marital status?

% of

Response to Question	Response Count	Responders	Surveyees
Question unavailable	3	1.1	0.9
Prefer not to say	1	0.4	0.3

Question 10 - In which area/locality do you live?

% of

Response to Question	Response Count	Responders	Surveyees
Central - Sale, Bucklow St Martin's, Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's	86	29.2	26.6
South - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village	80	27.1	24.8
West - Urmston, Partington, Bucklow St Martin's, Davyhulme East, Davyhulme West and Flixton	68	23.1	21.1
North - Old Trafford, Stretford, Gorse Hill, Longford and Clifford	51	17.3	15.8
Skipped Question	28	9.5	8.7
Other / outside Trafford	10	3.4	3.1

Overall results : blood testing

Question 11- Which GP practice are you registered with?

Response to Question	Response Count	% of	
		Responders	Surveyees
Firsway Health Centre	43	14.0	13.3
The Delamere Medical Practice	21	6.8	6.5
St John's Medical Centre	20	6.5	6.2
The Urmston Group Practice	19	6.2	5.9
Washway Road Medical Centre	19	6.2	5.9
Skipped Question	16	5.2	5.0
Davyhulme Medical Centre	15	4.9	4.6
Conway Road Medical Practice	12	3.9	3.7
Practice outside Trafford (please specify)	12	3.9	3.7
The Village Surgery	12	3.9	3.7
Flixton Road Medical Centre	11	3.6	3.4
Primrose Surgery	11	3.6	3.4
West Timperley Medical Centre	11	3.6	3.4
Bodmin Road Health Centre	10	3.3	3.1
Shay Lane Medical Centre (Drs Kelman, Cranston & Naylor)	8	2.6	2.5

Question 11 - Which GP practice are you registered with?

Response to Question	Response Count	% of	
		Responders	Surveyees
Dr RG Clare	7	2.3	2.2
North Trafford Group Practice (Seymour Grove site)	7	2.3	2.2
Altrincham Medical Practice	6	2.0	1.9
Barrington Medical Centre	6	2.0	1.9
Park Medical Practice	6	2.0	1.9
Partington Central Surgery	6	2.0	1.9
Gloucester House Medical Centre	5	1.6	1.5
Lostock Medical Centre	5	1.6	1.5
Partington Family Practice	5	1.6	1.5
Trafford Health Centre	5	1.6	1.5
Grove Medical Practice	4	1.3	1.2
Timperley Health Centre	4	1.3	1.2
North Trafford Group Practice (Chester Road site)	3	1.0	0.9
Shay Lane Medical Centre (Dr Patel)	3	1.0	0.9
Ayres Road Surgery (part of Gorse Hill Medical Centre)	2	0.7	0.6

Question 11 - Which GP practice are you registered with?

Response to Question	Response Count	% of	
		Responders	Surveyees
Brooks Bar Medical Centre	2	0.7	0.6
Gorse Hill Medical Centre	2	0.7	0.6
Riddings Family Health Centre	2	0.7	0.6
Boundary House Medical Centre	1	0.3	0.3
Old Trafford Medical Practice	1	0.3	0.3
The Family Surgery	1	0.3	0.3





healthwatch Trafford

Address: Sale Point,
126-150 Washway Road,
Sale,
Manchester,
M33 6AG

Phone number: 0300 999 0303

Text / WhatsApp: 07480 615 478

Email: info@healthwatchtrafford.com

Website: healthwatchtrafford.co.uk

Twitter: @healthwatchtraf

If you require this report in an alternative format, please contact us with your requirements.



Companies House number 08466421.
Registered in England and Wales.