

PATIENT INFORMATION

Hospital requested blood test

Your hospital doctor has asked
you to arrange a blood test

Important information about your blood test request

We are introducing a new electronic patient record system called *Epic*. This means the way hospital blood tests are requested is changing.

Your GP surgery is not currently connected to this system. However, you can still choose to have your blood test at your local GP practice.

To do this, please book your appointment with your GP surgery in the usual way. After your hospital appointment, you will be sent pre-printed labels in the post. Please take these labels with you to your blood test appointment, as they are needed to process your test.

There are several ways to have your blood test. More information about your options is included in this leaflet.

If you have received any paper forms before, talk to your doctor or nurse to see if you still need to use them.

What can I do?

You have several options for getting a blood test:

Your GP Practice

You can arrange an appointment at your local GP practice for your blood test.

However, if your GP Surgery is one of the following, please arrange for your blood test at Torbay Hospital or Brixham Hospital (if you live in that area).

- Albany Surgery
- Chilcote Surgery
- Compass House medical Centre

Torbay Hospital – Level 2 Outpatients

You can book an appointment at Torbay Hospital. The hours for appointments are:

Monday to Friday 8:30am to 5pm

To make an appointment, call our booking team on 01803 655544.

Brixham Hospital – Outpatients Department

Brixham patients can book appointments at Brixham Hospital on:

Tuesday, 9am to 1:20pm

Friday, 9am to 1:20pm

To make an appointment, call our booking team on 01803 655544.

Paignton Hospital – Outpatients Department

Patients who live in Paignton can book appointments at Paignton Hospital on:

Wednesday, 8:30am to 3:20pm

To make an appointment, call our booking team on 01803 655544.

Specialist Blood Requests

Please talk to your hospital doctor to see if you need any special preparation for your blood test. If you need any of the tests listed below, please schedule your appointment at our clinic in Torbay Hospital.

- ACTH
- Aldosterone
- Ammonia
- C peptide
- Calcitonin
- Cryoglobulins
- Gastrin (fasting)
- Glucagon (fasting)
- Homocysteine
- Insulin C Peptide
- Lactate
- PFA Studies
- Plasma amino acid
- Plasma Metanphrines
- Renin
- T spots
- Vitamin A
- Vitamin E

Some GP surgeries are unable to offer a phlebotomy service for blood tests requested by the hospital. If this is the case, please call our booking team at: 01803 655544.

Zero tolerance

The Trust is committed to providing high quality care to patients. However, we wish to advise all patients and visitors that abuse to staff both verbal and physical will not be tolerated.

Family and Friends Feedback

The Friends and Family feedback is vital in helping to improve our services and supporting patient choice.



Patient Advice and Liaison Services (PALS)

Patient Advice and Liaison Service (PALS) is available for patients, their families or carers. If you have been unable to resolve a problem by speaking with the healthcare staff directly involved, we can help you with your questions or concerns.

Many problems, upsets and concerns, can be sorted out locally and quickly by identifying the problem and trying to resolve it. Prompt action can stop problems escalating. After listening to your concern, we will discuss the options available with you and offer further assistance if required. If the problem is such that we cannot resolve the situation personally, we will put you in touch with the most appropriate person to help.

Alternatively, a message can be left on the PALS Freephone number 0800 0282037. This is available 24 hours a day, 7 days a week.

Telephone: 01803 655838 Freephone: 0800 02 82 037

Email: tsdft.feedback@nhs.net

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.