

### **Why are different bottles needed?**

Some of the tests requested by your doctor may require that your blood is preserved in different ways for the best quality results. Most tests will be performed in Haematology, Biochemistry or Microbiology – you will see the names of the tests on the request form



### **Your Information**

We only share information with services that need to have this to enable them to process your blood test.

We do not provide your information or results of your tests to anyone else without your express consent

If you have any questions or concerns about how your information is used, stored, or shared, then please ask our Management team and they will be happy to discuss this with you

### **Patient Feedback**

We are always striving to ensure our service meets the needs of our patients and this means making changes from time to time based on feedback from you, our patient.

We will therefore, be very grateful if you will please help us to help you by completing our patient feedback forms and letting us know if you have any ideas or suggestions to help improve the service



**Morden Hall Medical Centre**  
UNIVERSITY TEACHING PRACTICE

## **PHLEBOTOMY SERVICE INFORMATION LEAFLET**



### **Please note:**

We are only able to see **adult patients aged 16yrs and over**  
We are sorry but we cannot provide this service to children

## PATIENT INFORMATION

### Phlebotomy - a Guide to having blood samples taken

There are many situations in which your doctor may request you have a blood sample or samples taken - usually to aid diagnosis, to monitor treatment or exclude certain conditions.

In most cases these samples will be taken by a procedure known as phlebotomy or venepuncture, i.e. taking blood from a vein.

The information given here attempts to answer some of the most commonly asked questions concerning blood tests.

#### **Booking Your Appointment**

We are only able to take blood samples in specific clinics in our Practice each morning.

**Monday to Wednesday – 9:00 am to 12:00 noon**

**Thursday & Friday – 9:00am to 11:30am**

These are held on a first come first served basis and are busy clinics. Please expect to wait to up to **30 minutes to be seen**

#### **Home Visits for Blood Tests**

These are for Patients who are registered with us as being a **Housebound Patient**

Your Doctor will arrange the visit for you but generally one of our team will visit you at home on an arranged appointment from **Monday to Friday, between 11 am and 12 noon**, We will contact you by telephone to book the appointment to come to you.

We aim to see you within 2-3 days of you seeing our Doctor

#### **What happens when my blood is taken?**

The phlebotomist puts a tourniquet around your arm just above the elbow, cleans the area if needed and gently inserts a small needle into a vein on the inner arm.

They quickly draw just enough blood needed for all the tests and then gently remove the needle.

Pressure will be applied with a piece of cotton wool or gauze over the site to stop the bleeding and a small plaster applied – please let the phlebotomist know if you are allergic to sticking plaster.

The blood is then placed into one or more tubes and is sent to the laboratory for testing

#### **Is it a new needle?**

We always use a new sterile needle and remove the cover before taking your blood sample. Once this has been taken you will see the phlebotomist dispose of the needle into a container for sharp objects.

#### **Should I eat before my test?**

Generally, yes. Very few tests need any fasting beforehand. You will be advised by your Doctor if this is needed

#### **Should I take medication before my test?**

Please take all medication as you do normally

#### **Will it hurt?**

The initial insertion of the needle involves a pinprick sensation, but after that the rest of the procedure should be quite painless.

#### **Will it bruise?**

Some patients are naturally more likely to bruise than others. However, this can also be affected by medication e.g. Warfarin, Aspirin and Steroid medication from inhalers or tablets. Some Medications affect how quickly your blood clots, so you will bruise more easily from a blood test

Some people do naturally bruise more easily than others

To help minimise bruising it is important to press on the area the blood was taken from until the bleeding stops. If possible keep the arm slightly elevated and try not to carry any heavy bags (or children!) for a short while after the blood test.

#### **How long will my test results take?**

The results of most tests will be through in  
**1 week (5 working days).**

These results are available to your doctor through our computer system.

You can contact the surgery after 2:00pm, Monday to Friday, to speak to our Admin Team to find out your results.

We will contact you if your Doctor has any concerns about your results

#### **Why may I be asked to speak to the Doctor about my results?**

Not all results are normal and your Doctor will be able to tell you more about them, what they mean and what treatment may be needed.

Sometimes, the Doctor may still need to see you even if the result is normal and you are still experiencing symptoms.