Patient Representative Information Sheet

# Phlebotomy Clinical Design Group and Steering Group

13.07.2021 FINAL



**Information Pack**

Thank you for thinking about joining NHS Shropshire, Telford and Wrekin Clinical Commissioning Group (CCG) as a Patient Representative. We really appreciate your interest and want to make it as easy as possible for you to register an interest.

We are seeking enthusiastic volunteers for the following roles:

* Patient Representative for the Phlebotomy Clinical Design Group
* Patient Representative for the Phlebotomy Steering Group

**About NHS Shropshire, Telford and Wrekin Clinical Commissioning Group (CCG)**

The new CCG was established on 1st April 2021. It replaces the former NHS Shropshire Clinical Commissioning Group and NHS Telford and Wrekin Clinical Commissioning Group and is be responsible for planning and purchasing NHS health and care services for people living in Shropshire and Telford and Wrekin.

You can find out more about the new CCG on our website.

<https://www.shropshiretelfordandwrekinccg.nhs.uk/>

**What is Phlebotomy?**

Phlebotomy is a clinical procedure that involves the removing of blood through a small puncture through the skin in order to obtain a sample of blood for analysis, monitoring and diagnosis of illnesses. This task is completed by staff specially trained and identified as being competent.

When considering the range of technical investigations that are now available across the NHS, phlebotomy is a very simple procedure.

**Background to the Review of Phlebotomy Services**

At the beginning of the COVID pandemic a decision was made to consolidate all phlebotomy activity in the community away from the acute site, and to end the provision of practice based support. NHS Shropshire Community Trust provided home based support to patients shielding.

As the services were restored the variation in service and commissioning arrangements were exposed and a system review of phlebotomy was identified as a priority.

It was agreed that the review would need to be co-produced at every level – with engagement with the public underpinning the design of options for future service delivery.

A steering group was established to oversee the work with representatives from all organisations across the system.

The structure overleaf (appendix 1) sets out the governance system – it identifies a series of task and finish groups.

The first one of these to be established was the engagement group.

This group was responsible for designing the engagement activity that was required to ensure feedback on the experiences and views of service users underpinned the design of options for future service delivery.

The group designed the communications and engagement plan.

NB/Changes in the local economy (due to national NHS guidance) will affect the governance. The project team are currently working to update the accountability arrangements.

**Engagement Activity**

The detail below summarises the feedback that has been received.

**Patient survey** - 3495 survey responses. All paper responses have been entered onto the electronic survey. 25 patients contacted by telephone/received a paper survey tool that was entered onto the system by CCG staff.

**Focus groups** – A total of seven focus groups were held. All documents signed off by the group as a fair representation of views

**Primary care survey** – 40 surveys received from GP practices

**Provider (Hospital and Community Services) survey** – limited responses x 9 (6 Shropshire Community Trust, 2 RJAH, 1 SaTH)

**Next steps**

We are now in the process of analysing the feedback we have received which will be used to inform the options for the clinical design of the service.