

Question from Maureen Simpson, Jan 2024:

I am concerned about the new blood testing system at St Thomas', Guy's, Gracefield Gardens and Tessa Jowell Centre, in that you have to book online to get an appointment rather than just taking a ticket and having queues from time to time. People are being turned away.

I am digitally capable to a degree but even I fail sometimes, why does it have to be completely digital – there needs to be other ways of dealing this. I was not happy with the written answer from the last Public Forum. We have to go back and look at this and I don't think this is an unreasonable request.





Alice Jarvis, (Director of Operations and Partnerships at GSTT) contacted Kate Stoneman, (Senior Governance Manager – Pathology Business Unit, King's College Hospital & Guy's and St Thomas') who provided the following information:

Please see additional attachments for a Swiftqueue overview that sets out the service provision, as well patient feedback data for October-December 2023. This shows a positive trend in all areas, with an average waiting time score of 9.2/10 for December.

The extracts below are taken from the Synnovis website. The only scenario where a walk-in patient would need to book an appointment for a future date would be where no remaining same-day appointments were available.

“What if a patient isn't confident with digital technology?”

You can make an appointment on behalf of someone else by adding them to your Swiftqueue account. Our friendly phlebotomy team are also on hand to support you in making an appointment or you can use a kiosk which is available in the waiting areas at phlebotomy clinics. A same day service will be maintained for those who are unable to book online”.

“Will walk in appointments still be available?”

A same day service will be maintained for those who are unable to book online. Patients who walk in will be given an appointment time for that day where available or be supported to book an appointment for another day”.



I raised at the Pan-Synnovis Governance, Quality and Risk meeting last week that it would be really helpful if we could see data for how many walk-in patients are bled the same day, and what proportion are re-booked for another date. The Synnovis team agreed to look into this. One of the Synnovis Directors of Operations also confirmed that same day capacity is reviewed for all clinics each week to enable the number of same-day walk-in slots to be adjusted in accordance with demand.

The Pathology Business Unit and Synnovis have continued to reiterate the message with stakeholders that walk-in appointments are still available for patients where they and their carers/relatives are unable to book online.

