



What blood test?

Improving attendance of community paediatric patients for blood tests

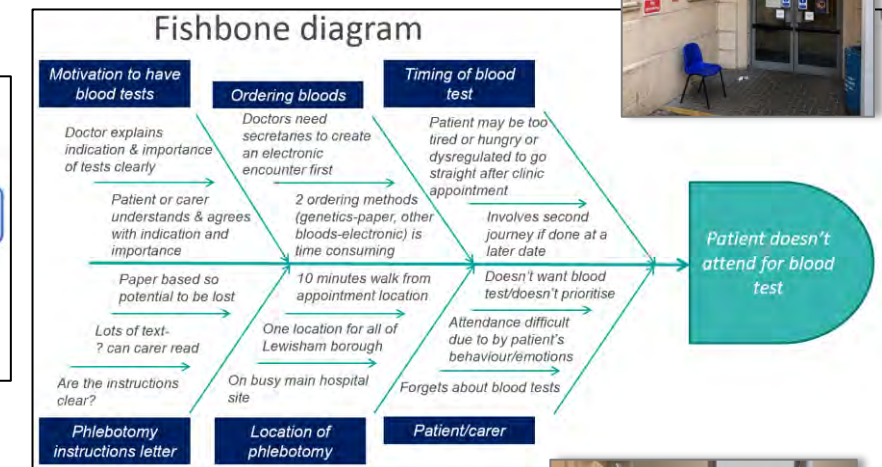
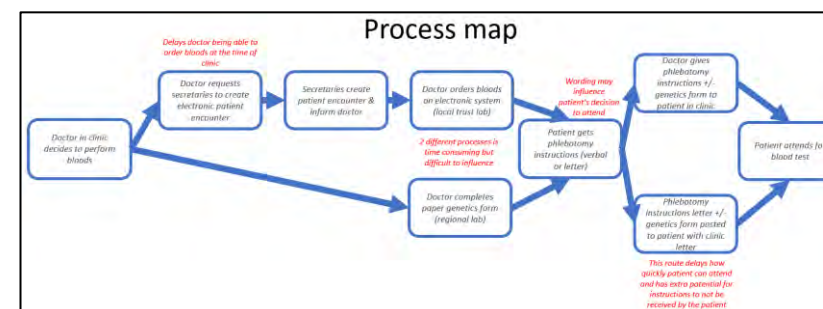
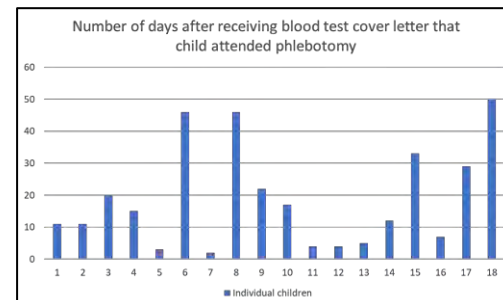
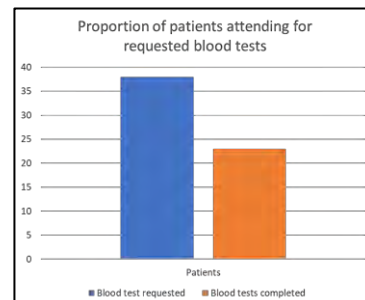
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BACKGROUND

Blood tests are often requested when children are seen in community paediatric clinics.

Getting children to attend for blood tests is difficult. 4 in 10 never go! This stops us identifying conditions that delay their development and long term health issues.

DIAGNOSTICS



CHANGE IDEAS

- Ask patients why they didn't go.
- Send patients who haven't attended a reminder letter to encourage them to go.
- Phone patients who haven't attended to encourage them to go.
- Give patients the phlebotomy instructions in clinic rather than posting out later.
- Visit phlebotomy to understand options for analgesia, clinical environment & waiting times.
- Speak to Service Manager regarding moving phlebotomy on site.
- Translate the phlebotomy instructions to other languages.
- Change the phlebotomy instructions letter to include photos of the phlebotomy department or a social story.
- Add 'indication for the blood tests' sentence to the phlebotomy instructions letter.

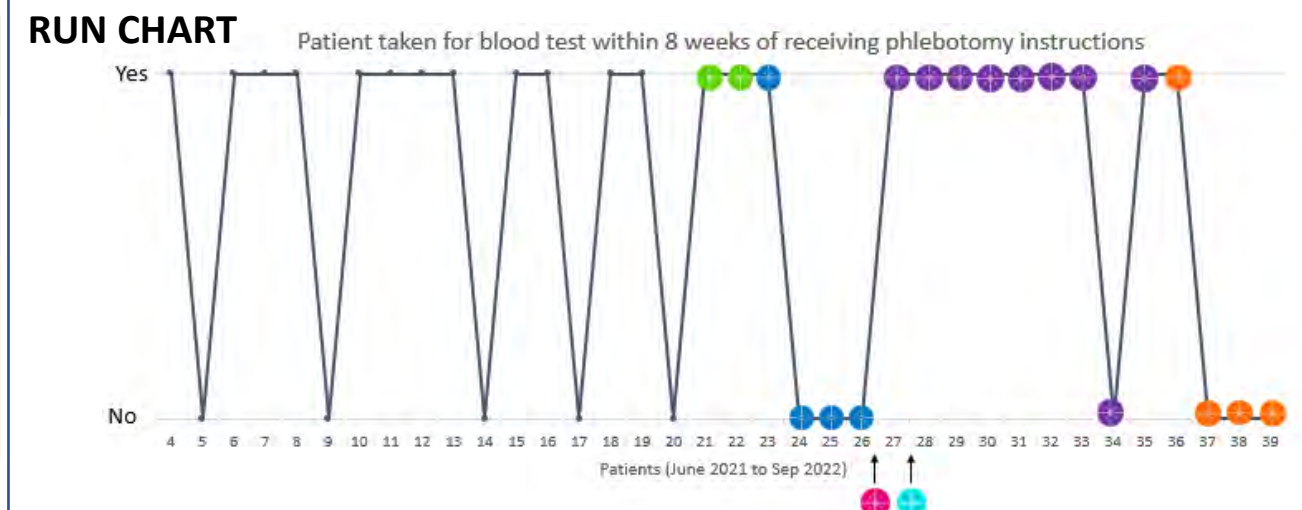
PDSA CYCLES

PDSA Test #	PLAN	DO	STUDY	ACT
1	Prompt at next appointment	Patients attended well	Good strategy but most children don't have repeat appointments	Adopt where possible
2	Send patient a reminder letter	Only 1 in 4 letters prompted a blood test attendance	Labour intensive for little gain	Consider phoning parents instead

PDSA Test #	PLAN	DO	STUDY	ACT
5.	Give phlebotomy instructions in clinic rather than posting out later	Patients often went same day.	Patients went more frequently & more promptly.	Continue & encourage colleagues to do the same.
6.	Phone parents to encourage them to go	Only 4/6 patients could be contacted at all. Often required repeated calls to get answer.	3/4 didn't attend. Only successful attendance was also prompted by school teacher.	Neither time efficient nor effective.

PDSA Test #	PLAN	DO	STUDY	ACT
3.1	Visit phlebotomy department	Better understanding of environment and procedure. Manager agrees not well set up for children.	More information to counsel patients. Awareness of potential plans to set up phlebotomy in local GP surgeries or on community paediatrics site (improved access).	Consider using this information to adapt the phlebotomy instructions. Contact service manager about phlebotomy moving.
3.2	Contact Service Manager about phlebotomy on site	Phlebotomy identified as key priority for future room availability.	Potential to make access easier due to on site service.	Adopt if room availability allows.

PDSA Test #	PLAN	DO	STUDY	ACT
4.	Ask patients why they didn't attend (phone calls)	3/4 never received the blood test cover letter 1/4 lost it 1/4 had a bereavement	Identified clear reasons why patient's didn't attend. Problem in distribution & paper format.	Give forms in person in clinic. Consider virtual blood test cover letter sent by text or email.



REFLECTON & LEARNING

Giving phlebotomy instructions in clinic was more effective than posting later.

Patients often didn't receive phlebotomy instructions when posted.

Letter and telephone reminders are time consuming & ineffective.

Discovered potential for moving phlebotomy on site or to GP surgeries.