



CHILDREN'S PHLEBOTOMY

# Patient appointment booking system

at Bedford Hospital

PATIENT  
INFORMATION  
BOOKLET



## Improving Patient Experience

With over 500 patients a month visiting our department, it is vital that we can see everyone in a safe and social distanced way to protect both our staff and our patients.

With this in mind, we have now finalised arrangements to introduce an appointment booking system for all patients and this will see a reduction in the waiting and queuing time for blood tests.

### **Blood tests are by appointment only at:**

Children's Outpatients Department, Cygnet Wing, Bedford Hospital, Kempston Road, Bedford, MK42 9D

You can book, cancel or rearrange an appointment by:

- Using our online service (available 24/7). Parents/carers will need to register online using your **child's details**:

**<https://myappointments.online/>**

- Or calling our automated telephone booking service (available 24/7): **01234 868006**

You can speak to our Paediatrics Team by calling **01234 730421**, Mon-Fri, 9.00am-10.00am and 4.00pm-5.00pm, particularly if your child has additional needs, or for fasting and hormone tests.

When you attend for your appointment please ensure you have the blood test request form from your GP showing your name and NHS number.

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## Frequently Asked Questions

### **Do I book using my own details?**

Please use your child's name and date of birth on the online system and when booking via phone.

### **I have more than one child who needs a blood test. Can I use the same email address to register?**

Yes, you are able to use one email address for multiple children.

### **What if patients are unable to book blood tests online?**

In circumstances where a patient is unable to book the blood test online themselves, they can be helped by their family members or carers to set up an account. Alternatively, please call Children's Outpatients on **01234 730421, Mon-Fri, 9.00am-10.00am and 4.00pm -5.00pm** and one of the team will be happy to help, particularly if you can't book an urgent test within 1-2 weeks, your child has additional needs, or those with special requests such as fasting, genetics and hormone tests.

### **What happens when we arrive for a blood test?**

When a patient arrives, they will need to check in with the receptionist. The patient and parent/carer will be required to sit in the waiting room until they are called for by the phlebotomist.

### **What if I'm late for an appointment?**

If a patient is more than 10 minutes late for their appointment, they will have the choice of either waiting until the next available slot, if there is one available, or rebooking for another day.

**Please make sure your child is well hydrated before the blood test; this will help the phlebotomists when taking the sample.**

## **Fasting blood tests**

Children may only drink water after midnight the morning before their blood test and will need to attend the clinic as early as possible and inform Reception they are fasting.

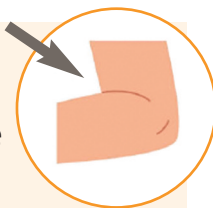
## **Results:**

We are unable to give out blood test results. Please contact the person that requested the blood test, e.g. the GP or the named consultant's secretary.

## **Needle phobia**

If your child is really scared of needles please advise the member of staff you speak to when booking your child's appointment. This will enable the team to speak to the play specialist team to arrange for them to assist and also arrange a longer appointment slot. We will do all we can to make this experience a positive one for you and your child.

We would suggest that you ask your GP to prescribe a local numbing cream prior to the test or you can purchase this from your local chemist. Place it on the inner elbow as indicated right.



Do not rub it in. Secure this with the plasters provided or Clingfilm (Clingfilm does not pull when you take it off!).

If your child is under the age of 2, place cream on the back of both hands as well. This needs to be applied ONE HOUR before the appointment.