



Blood test appointment booking system

Frequently asked questions

How can I book my appointment?

Appointments can be made online by the patient themselves, at an outpatient appointment when a blood test is requested, or through an automated phone line. The hospital offers this service for hospital requested blood tests only, the majority of routine and non-urgent blood tests should be carried out at your local GP surgery.

Online

You will need to create an account using the link below before booking a blood test for the first time:

[Sign up for an account](#)

Sign up for an account

Once you have an account, you can book an appointment using the following link:

[Book a blood test appointment](#)

Telephone

Appointments can also be made through an automated phone line. Call **01983 210 927**. This line is operational 24hrs per day, 7 days a week.

Why is this change necessary?

There are many benefits in moving to an online appointment system. The system we have chosen is widely used in other NHS Trusts throughout the UK and has proven to be very successful.

Switching to an appointment system has advantages for both staff and patients.

- It allows patients to book a convenient time for themselves, avoiding long waiting times so patients can plan the rest of their day accordingly.
- It benefits the efficiency of the service for patients and staff. This includes an improvement in patient confidentiality and creates space in the waiting room.

Will I have to wait longer for an appointment?

The introduction of this new booking system should reduce waiting times. A number of slots will be left available each day meaning same-day appointments should be available for those who need an urgent test. The new system will give you more flexibility in terms of choosing a convenient date and time for your non-urgent test.

Can I book my appointment at the time I am referred by a hospital department or my medical practice?

If you are referred by the hospital you can book your appointment online, on the telephone or by coming into the department. If your GP or nurse wants you to have a blood test, please contact your GP practice to arrange or book an appointment with them.

What happens if I need a test urgently?

Time will be set aside each day for emergency blood tests so patients should still be able to book a same day test and the waiting time on arrival should be shorter.

What blood tests should I have at my GP Practice?

If your GP or nurse wants you to have a blood test, please contact your practice to arrange or book an appointment. This includes GP requested blood tests such as:

- Routine
- Urgent
- Fasting
- Annual routine

On occasion your GP Practice may still need you to attend St Mary's Hospital for your blood test, if so, please use the new booking system.

What about blood tests for Children?

- All blood tests for children **aged 9 and under**, will be done by the Paediatric Department at St Mary's Hospital. There is no need to use the new booking service to make this appointment, please call 01983 534691.
- Children **aged between 10 and 12** should make an appointment to attend the Outpatients Phlebotomy Clinic using the online booking system or automated phone service (children can be added to the account of a parent or guardian).
- GP requested blood tests for children **aged 12 or over** can be carried out at the GP practice. Patients **under the age of 16** may be asked by their GP to come to the hospital. All appointments should be made using the online booking system or automated phone service (children can be added to the account of a parent or guardian).

All hospital requested blood tests will be carried out at St Mary's Hospital.

Where can I find out more information?

Our Phlebotomy Reception is open Monday to Friday from 7.40am to 4pm and can be contacted on: 01983 534768. Please note that patients will not be able to book an appointment by calling this number as this line is for enquiries only.

June 2023