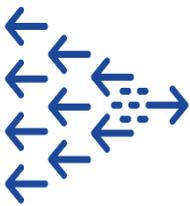


A quality improvement approach to reducing waiting times for phlebotomy services at Houldsworth Centre



Context

Houldsworth Centre is a new building situated in Wishaw, North Lanarkshire, that houses six GP practices and a treatment room service utilising five rooms across the centre among other health services alongside council services.



Why a change was needed

The existing phlebotomy waiting time for an appointment was 10 to 14 working days. An in-depth deep dive work found that the demand for phlebotomy was higher than what they could offer.



Impact

- Houldsworth reduced their waiting time median from 12.5 to 0 days.
- The success of the phlebotomy service is spreading across the Wishaw localities and is informing the improvement plans of wider Lanarkshire.



Top tips

1. Work as a team.
2. Have experienced and knowledgeable people in the core team.
3. Ensure you have quality improvement support to guide the team throughout the improvement journey.
4. Take the time to do scoping and the ground work.
5. Ensure there is a standard and clear referral process.
6. Monitor the service demand and adjust the capacity to meet the needs of the service.
7. Be creative with space (e.g. shared rooms, smaller chairs) considering the regulations.
8. Continuously engage with staff.
9. Consider how technology can help with reducing DNAs and supporting the service.
10. Centrifuge equipment can increase your phlebotomy services' capacity.
11. Find quality improvement support to help you visualise and understand the data.
12. Use data to motivate and engage with staff.

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Where can I learn more?

- The Lanarkshire Primary Care Improvement Team supported this work throughout and can be contacted by
 - E-mail: langms2018@lanarkshire.scot.nhs.uk
 - Twitter: [@LanPCIP](https://twitter.com/LanPCIP)
- Visit our website to find out the Primary Care Improvement Portfolio's [Community Treatment and Care services programme](#).

Tell us your thoughts

Did you find this case study useful? Do you want to find out more? Contact us by completing our [online form](#).

NOTE: Huge thanks to:

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