

# Information about your phlebotomy appointment

We are pleased to be resuming face-to-face phlebotomy appointments at NCH&C. It is important that you read the information in this leaflet prior to attending your appointment.

## **Safety –**

We want to keep everyone safe, so if you have any of the following symptoms please **DO NOT** attend your appointment. The main symptoms of coronavirus are:

- **New, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **High temperature** – this means you feel hot to touch on your chest or back (you do not need to take your temperature)
- **Anosmia (loss of, or change to, your sense of smell or taste)** – this means you've noticed that you cannot smell or taste anything, or things smell or taste different to normal

Anyone with symptoms should self-isolate for ten days from when their symptoms started. If someone else in your home has symptoms, then you should self-isolate for 14 days from the day symptoms were noticed.

If you then develop symptoms within the 14 days, you should remain at home self-isolating from the start of the symptoms for 10 days and until you are symptom free.

Please go to [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) for more information about COVID-19 testing.

## **Appointments –**

For your phlebotomy referral to be added to the triage waiting list, please call the following number, **01603 518444**. The triage team will contact you within two days to book your appointment and will contact you to book an appointment if you have not been in touch.

Please note:

- When we contact you, our number may appear on your phone screen as an “unknown number”
- You will need to arrive at the correct time for your appointment
- Upon arrival you will need to use an alternative entrance for the phlebotomy clinic which will be signposted out the front. Please do not use the main entrance
- If you do have any symptoms you will be asked to stay at home and a new appointment will be arranged
- If you develop COVID-19 symptoms prior to your appointment, please contact us so that we can help you to rearrange the booking
- We will not be able to see you if you have not booked an appointment in advance

## What to expect when you arrive for your appointment:

You may have to queue outside



**You may be asked to wait in your car if the waiting room is already fully occupied**

You will have to wear a face covering when you arrive for your appointment at any of our premises. You may also be required to wear a face mask for your appointment. This can be supplied by NCH&C on arrival.



**Please attend the appointment on your own where possible. If you require someone to help you to attend your appointment, can they wait in a car? If you do have to be accompanied, only one person can attend with you.**

If you are accompanying a child for an appointment, you may want to bring your own toys/books as these have been removed from our waiting areas



**Please don't arrive too early for your appointment. If you are running late for your appointment, please call the dedicated phoneline for advice**

There may be a one-way system in place, please follow the arrows



**Your clinician will be wearing protective clothing, including a face mask**

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If you would like this leaflet in large print, Braille, alternative format or in a different language, please contact us on **0800 088 4449** and we will do our best to help.

### Feedback

You can receive help with queries about NCH&C services, or provide feedback about them, by contacting our Patient Advice and Liaison Service:

Telephone: **0800 088 4449** | Email: [pals@nchc.nhs.uk](mailto:pals@nchc.nhs.uk) (Monday-Friday 9am-4pm)