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এই তথ্যগুলো সহজে পড়া যায় অথবা বৃহৎ প্রিন্টের মত বিকল্প ফরম্যাটে পাওয়া যাবে, এবং অনুরোধে অন্য ভাষায়ও পাওয়া যেতে পারে। আরো তথ্যের জন্য আপনার ক্লিনিক্যাল টিমের সাথে কথা বলুন।

Na żądanie te informacje mogą zostać udostępnione w innych formatach, takich jak zapis większą czcionką lub łatwą do czytania, a także w innych językach. Aby uzyskać więcej informacji, porozmawiaj ze swoim zespołem specjalistów.

Macluumaadkaan waxaa loo heli karaa qaab kale, sida ugu akhrinta ugu fudud, ama far waa weyn, waxana laga yabaa in lagu heli luuqaado Kale, haddii la codsado. Wixii macluumaad dheeraad ah, kala hadal kooxda xarunta caafimaadka.

Bu bilgi, kolay okunurluk veya büyük baskılar gibi alternatif biçimlerde sunulabilir, ve talep üzerine Alternatif Dillerde sunulabilir. Daha fazla bilgi için klinik ekibinizle irtibata geçin.

یہ معلومات متبادل فارمیٹس میں دستیاب کی جا سکتی ہیں، جیسا کہ پڑھنے میں آسان یا بڑا پرنٹ اور درخواست پر متبادل زبانوں میں بھی دستیاب ہو سکتی ہیں۔ مزید معلومات کے لیے، اپنی کلینکل ٹیم سے بات کریں!۔

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Patient Advice and Liaison Service (PALS)

Please contact us if you need general information or advice about Trust services: www.bartshealth.nhs.uk/pals

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Patient information

Blood test services at The Royal London Hospital for patients aged 0-17 years



Blood test services at The Royal London Hospital Children's Phlebotomy Clinic have changed from a walk-in service to an appointment-based system. Parents/guardians can book an appointment online at:

www.bartshealth.nhs.uk/phlebotomy (please select: Mile End & The Royal London Hospitals).

The booking system is called Swiftqueue and is already in use at several local G.P Hubs. It is quick and easy to use, and parents and guardians can book and manage blood test appointments for their children. Swiftqueue will enable us to ensure capacity is always available. It will help to improve our patients' experience by managing waiting times, relieving congestion, and maintaining social distancing in waiting areas.

If patients do not have access to the internet, they can book an appointment by calling Central Appointments on 020 7767 3200.

Please be aware there could be a lengthy wait before you speak to an advisor, and we strongly encourage parents/guardians to set up an account and book blood test appointments online, which could be much quicker.

Hospital clinic patients will be able to book a slot for the same day as their outpatient clinic appointment, using the kiosk in the clinic. However, there may be a long wait for same-day un-booked slots, depending on how busy the clinic is at any time of day.

Patients referred by their G.P.s must have a pre-booked appointment.

The service is for patients below 18 years of age.

test clinic, or there may be a long wait for their support.

Therapeutic holding

It is important that the child remains as still as possible whilst blood samples are being obtained. This may be difficult for some children, and the phlebotomist will use a technique called therapeutic holding (or positioning). The child may have to be held in a way that is firm but does not hurt, so that the phlebotomist can obtain the blood sample in a safe way without causing harm to themselves, the child or other people who may be assisting. Therapeutic holding is done according to established guidelines. The phlebotomist may ask you to cuddle your child or to place their legs in between yours.

If you or your child feel uncomfortable during positioning, have any questions, or would like the procedure to be stopped, please inform the phlebotomist.

Children with special learning/developmental needs

Taking blood samples from children with special educational needs may take longer and require additional resources. Please highlight any requirements on the booking page and inform the phlebotomist.

Blood test services are available at several locations, including local G.P Hubs. Further information is available at www.bartshealth.nhs.uk/phlebotomy.

<https://www.bartshealth.nhs.uk/preparing> (Video guides for The Royal London Hospital).

Please let the phlebotomist know about any tips or strategies, such as looking away, holding the child in a certain position, etc., that have helped in the past.

Pain Relief

Two types of pain relief are used in the Children's Blood Test Clinic, to reduce the level of pain a child may experience from the procedure.

Numbing creams

These contain Lidocaine and need to be applied for about 45 minutes before the blood test. The skin may be numb for about 4-6 hours after application. Numbing creams can be used on children over 1 month old.

All children requiring numbing cream should allow at least an hour for the cream to work before their blood test appointment time, to ensure that they do not miss their slot.

Cold spray (Ethyl Chloride)

This is a vaso-coolant, and temporarily cools the skin as it evaporates. It works within seconds, but the effect wears off in a few minutes. It can be used for children who are sensitive to numbing creams. Some children may also dislike the way the spray feels on their skin.

Distraction and play

Distraction techniques such as music, videos, posters, and toys can be used to make the experience more pleasant for children.

There is a play specialist in the Outpatients' Clinic who can help to prepare children for a blood test. Please be aware that this is a limited service. The play specialist may not always be available in the blood

Frequently Asked Questions

How do I book a blood test for my child?

Parents/guardians can book via the following link:

www.bartshealth.nhs.uk/phlebotomy and selecting "The Royal London Hospital, Blood tests for Children and Young People".

When using Swiftqueue for the first time you will be asked to create an account. Minimal information is required, and it is confidential and securely stored. You will be asked to provide your name, date of birth and an email address. A mobile phone number is useful so that you can receive confirmation and reminders about appointments via text message.

After creating an account, you can add the child by clicking "Add New Family Member".

If the family member or guardian who manages the child's blood test appointments changes, they will need to set up a new Swiftqueue account and follow the steps above.

What if I do not have access to the Internet?

If you do not have access to the Internet, please call the Central Appointments team who will be able to book an appointment for your child.

Central Appointments is open 9.00am-5.00pm, Monday-Friday (closed weekends and public holidays).

When should I book an appointment for my child?

Please book as advised by your child's clinical team and before the next clinic appointment. You can choose a day and time* convenient for you.

**Always book a morning appointment for a fasting blood test.*

Where should I book an appointment for?

Please select "The Royal London Hospital" on the booking screen and choose "Blood tests for Children and young People".

What happens when I book?

After the appointment has been booked, you should receive a text message or email confirming the booking. You can also view booked appointments in Swiftqueue.

What if I need to cancel or rearrange an appointment?

This can be done online at any time. Simply log into your account and follow the instructions or call the Central Appointments team.

I have forgotten my username and password?

Please follow the links in the system to reset your username or password.

What happens when I arrive for my child's blood test?

When you arrive, please check-in using the kiosk in the Blood Test Clinic waiting area. Blood Test clinics do not have receptionists. The reception desks in the areas are for other departments, and will be unable to assist you with checking-in. If you need help, please ask a Phlebotomist in the Blood Test Clinic.

What happens after I have checked in?

Take a seat and watch the screen above the kiosk. When called, follow the signs to the Blood Test Clinic.

What happens if I am late for an appointment?

If you are more than 10 minutes late your child may miss their appointment and will have the choice of either booking another on the same day if any are available or booking for another day.

What happens if my child is attending the hospital for an appointment and the doctor asks my child to have blood tests on the same day?

You may book a same day slot using the Swiftqueue kiosk in the clinic after your child's appointment (if available), or via your phone or other internet enabled device.

****Same-day appointments are not available for G.P. patients.****

My child is unable to make/missed an appointment. Can I book another one?

Yes. Please log on to Swiftqueue and book a further appointment on a date and time convenient for you. If necessary, please cancel your child's existing appointment via your account or by calling the Central Appointments team.

My G.P has requested blood tests. Where can my child have these done?

Children under the age of 18 referred by a G.P. should book an appointment via the www.bartshealth.nhs.uk/phlebotomy link, in The Royal London Hospital/ Blood tests for Children and young People" section. All G.P. patients will need a pre-booked slot.

Information for Parents/Guardians

Phlebotomists appreciate assistance from parents/carers, but please let them know if you would prefer not to do this.

Phlebotomists will make the experience as comfortable as possible for the patient. This can be done in various ways, but please be aware that the child may still feel some discomfort from the procedure or whilst the arm or hand is being held in the correct position.

Consent

By bringing your child to clinic, you are giving consent to allow the phlebotomist to take blood samples from them. The phlebotomist will ask you and your child to confirm consent before they start the blood test procedure. They will also ask for consent to hold your child during the procedure if necessary. If you or your child wish to stop the procedure at any point, please inform the phlebotomist.

Preparing your child for a blood test

You can help to prepare your child for a blood test at home by using one of the age-appropriate leaflets in the Children's Blood Test section of our website. A blood test training video is also available at