



FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
	<p>On the 26th December 2023 Sherwood Forest Hospitals NHS Foundation Trust SFHNFT promoted a walk in service stating that there is no need to book an appointment.</p> <p>A SFHNFT spokesman said: “Help us spread the word so more people have quicker access to the blood tests they need. “We’re working hard to increase the range and availability of many other services at Newark Hospital.”</p> <p>SFHNFT withdrew the service in February 2024 after just one month. I have been told by the ICB that they have not withdrawn the funding for this service.</p>			
<p>1. Why the SFHFT have withdrawn this service.</p>	<p>SFHFT withdrew the General Practitioner (GP) walk in service at Newark in October 2024 due to complaints from patients. These related to waiting times which in some circumstances extended up to 2 hours, along with disputes between patients, and verbal abuse towards staff.</p> <p>The same changes were also introduced at Mansfield Community Hospital.</p> <p>A walk in service still remains for anticoagulation and oncology patients, and for patients requiring bloods immediately following a hospital or clinic appointment that same day.</p>			
<p>2. Provide me with the notes to the meeting that records SFHFTs decision.</p>	<p>The changes to Newark Phlebotomy services was approved at Trust Management Team meeting on 07.06.24. There are no Minutes for this specific meeting. Please see accompanying document FOI 1103 TMT</p>			

	<p>paper that was presented at the meeting and below is the snippet from the action tracker for the decision.</p> <table border="1" data-bbox="488 459 1496 646"> <tr> <td data-bbox="488 459 683 534"></td> <td data-bbox="683 459 1496 534"> <p><b>Approvals by TMT</b> <i>All papers for the agenda must be approved by the Exec lead prior to submission</i></p> </td> </tr> <tr> <td data-bbox="488 534 683 646"> <p>12/06/2024</p> </td> <td data-bbox="683 534 1496 646"> <p>TMT supported the booking process for phlebotomy at Mansfield Community and Newark Hospitals on the basis of Option 2 in the paper.</p> </td> </tr> </table>		<p><b>Approvals by TMT</b> <i>All papers for the agenda must be approved by the Exec lead prior to submission</i></p>	<p>12/06/2024</p>	<p>TMT supported the booking process for phlebotomy at Mansfield Community and Newark Hospitals on the basis of Option 2 in the paper.</p>			
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<p>12/06/2024</p>	<p>TMT supported the booking process for phlebotomy at Mansfield Community and Newark Hospitals on the basis of Option 2 in the paper.</p>							
<p>3. Provide me with a record of how you communicated this decision to Notts HSC, the ICB and local service users.</p>	<p>All service changes have been accompanied by clear communications, from our communications team to all GP practices in Newark, Sherwood, Mansfield and Ashfield districts. The communication distributed is provided below:</p> <p>'At the end of 2023, SFH opened up the Newark outpatient phlebotomy service to all patients with a referral, whether from General Practice or directly from SFH. Since introducing this, we have seen a higher than anticipated increase in the volume of patients accessing the service. For this reason, and to support both our hospital staff and patient waiting times, the decision was made to move to booked appointments only. This went live from 30th September, and we thank you for your patience and understanding with this change. We have received a range of feedback from patients, General Practice and our own internal teams following this move, which has been thoroughly reviewed and considered.</p>							

	<p>In order to continue to provide a high-quality service for our patients, we have made the decision to reinstate a walk-in service for INR and oncology patients, as well as patients requiring bloods immediately following a hospital clinic appointment that same day.</p> <p>For any patients referred for bloods by their GP, who wish to access the hospital service, the requirement for a pre-booked appointment will remain in place. This is to enable SFH to continue to serve those patients referred internally, whilst also accommodating additional activity from primary care.</p> <p>An instruction guide on how to sign-up for a practice Swiftqueue account has been circulated, in order for GPs to help patients they refer book a blood test at the hospital, should they wish to do so.</p> <p>We thank you for your support with these changes and look forward to continuing to work in collaboration with your practice to optimise services for our local population.'</p>			
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I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email [sally.brookshanahan@nhs.net](mailto:sally.brookshanahan@nhs.net).

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email [casework@ico.org.uk](mailto:casework@ico.org.uk).

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email [sfh-tr.foi.requests@nhs.net](mailto:sfh-tr.foi.requests@nhs.net).

Yours faithfully

### Information Governance Team

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