

Our Ref: FOI ID 47735

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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding blood sample services within NHS Southport and Formby CCG.

Request/Response:

Yesterday I attended the Health and Wellbeing Centre in the centre of Southport to provide a blood sample. It was my first experience of the new 'take a ticket and wait' system. Despite the fact that there were only 4 or 5 patients ahead of me in the queue, I was appalled at having to wait 40 minutes to be seen. I understand that the service provider has changed and an appointments system (which has worked perfectly for, at least, me has been ditched). The old adage 'If it ain't broke, don't fix it' seems wholly appropriate. Please treat this correspondence as both a complaint and a request for information under Freedom of Information about the background to the change.

What is the basis of this change?

NHS Southport and Formby CCG contracts this service from Lancashire Care NHS Foundation Trust who in turn contract this service from St Helens and Knowsley NHS Trust. They have advised us that all changes made during this year were in order to improve access to the service and avoid waits for booked appointments.

Was it made for financial reasons?

We have been advised that there were no cost savings associated with this service change.

Was it made in an attempt to improve the service?

Please see question 1.

Did you seek the views of users of the service before making changes?

Please contact Lancashire Care NHS Foundation Trust for details relating to their engagement with service users.

Freedom.Of.Information.Requests@lancashirecare.nhs.uk