



New Online Blood Test Appointment Booking Service

To enable the safety of patients attending Hospitals for Blood Tests, Swansea Bay University Health Board has set up an appointment system to allow patients to book themselves an appointment and maintain social distancing. This service is initially planned to support pressures at Morriston Hospital utilising capacity at the Bay Field Hospital but over the coming weeks we hope to include Singleton and Neath Port Talbot hospitals as well.

Please note - If you need to use public transport, we would advise booking at a main hospital site. Whilst the Bay Field Hospital has space it is not a conventional hospital: there are no wheelchairs, there is only limited disabled parking and a walk from the car park to the blood tests area is needed.

This leaflet will guide you through how to book and manage your blood test appointments.

If you are unable to access online bookings, please telephone 01792 601807 to book an appointment.

To help you plan your appointment and know **when** to book your blood test, your doctor will be indicating on your blood form how quickly they want you to book i.e. within:-

- same day

- 48 hours
- 1 week

To book an appointment:

Please visit Swansea Bay University Health Board's website <https://sbuhb.nhs.wales> and search for 'blood tests'.

<https://sbuhb.nhs.wales/hospitals/a-z-hospital-services/blood-tests/>

There will be a link to the booking system on the page to book an appointment.

You will be presented with the booking screen and will need to follow the instructions below:

- Click on the site you wish to attend
- Click on the date you wish to attend
- Click on the time you wish to attend
- Enter your name
- Enter your email address
- Enter your telephone number
- Please then click the tick box to consent to the Health Board's use of your information
- Click BOOK

You will then be sent a confirmation of your appointment details via email. This email will also provide you with a "Manage Booking" button which will allow you to cancel and reschedule your appointment.

IMPORTANT - So that we can maintain social distancing, please do not arrive in the department more than 5 minutes before your appointment.

PLEASE NOTE – YOU MUST STILL BRING YOUR BLOOD FORM TO YOUR APPOINTMENT.

The booking page will look like this

You will need to enter your name, email address and telephone number. Please be assured that NHS Wales handles your information in the strictest confidence whenever it is used.

This service is only available for patients who are over 12 years old at the main hospital sites and over 16 years old at the Bay Field Hospital.

For patients under 12, please contact the appropriate Paediatric Department on the numbers below:

Morrison – 01792 330635

Singleton – 01792 285685

Neath Port Talbot – 01639 862413

Why does the Swansea Bay University Health Board collect your information?

When you come into hospital, your information may be recorded, on paper or on a computer, to help us take care of you. We obtain the information we hold on you from your GP and from you directly, or from others involved in your care elsewhere within the Health Board or externally. The information is used as part of your health record and will be kept in case we need to see you again. We collect information so that health professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need. This will lead to better care both for you and for other patients in the future. If you ever need to complain about the care you receive, your case can be properly investigated if we have more information.

How your records are used

- ✓ **To help you:** Your information will be used to keep accurate, up-to-date information about you. This helps staff to assess your health and care for you in the best way possible.

- ✓ **To help others:** Your information will help us provide high quality care and meet all our patients' needs, train healthcare professionals and support future medical research and development. Your information will also contribute towards national NHS statistics and audit, helping the health service to better review and improve care.

Sharing your information

We share your information between departments within the health service to take better care of you. Sometimes we have to pass on information by law, for example to notify a birth or where a formal court order has been issued. We may share your information to improve public service provision. We may need to share information about you to non-NHS staff, for example Social Services. We will only do this if it is absolutely necessary, and we would discuss this with you at the time as required.

Your rights

You have many rights when it comes to your health records as it is your personal information. For example you have the right to know how we will use your personal information, the right to see your health record, the right to object to us using your information for certain purposes, and the right to ask for your information to be changed or erased if it is factually incorrect. If you want to access your own clinical information, please contact the Access to Health Records Department via accesstorecords@wales.nhs.uk or 01656 752135.

Please visit the following websites for more information on;

- **What we do with your information -** <https://111.wales.nhs.uk/lifestylewellbeing/yourinfoyourrights>
- **Your rights -** <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>
- Details on **how to access your information -** <https://sbuhb.nhs.wales/> or;
- You may request this additional information by emailing ABM.DPO@wales.nhs.uk



Contact information

Phlebotomy Department Morrison Hospital –
01792 703049

Directions to Bay Field Hospital

Bay Hospital is located close to Amazon Warehouse on Ffordd Amazon, Crymlyn Burrows, Jersey Marine, Swansea, SA1 8QX. There is no entry to the site from Fabian Way.

From Swansea follow Fabian Way, past the University and pass Amazon or if coming from the M4, head towards Swansea and you will see the signs for Amazon.

Take the turning for Amazon at the roundabout (onto Ffordd Amazon).

Bay Field hospital is signposted from this point. Continue, following signs for Bay and pass the main Amazon site on your left hand side. Continue forward past two mini roundabouts and Bay Field Hospital is on your left surrounded by grey railings. There is a manned security cabin at the front gate and you will be directed to the car park and our support team will direct you to the entrance of the blood testing area. Please stick to your allocated appointment time as you may be turned away if you arrive early.