

If You Are Not Housebound

You will be required to attend your GP surgery or community hub for your blood test. Please see transport options below for you to utilise if needed.

Local Transport Options

Access Plymouth

Volunteer-led transport for Plymouth residents (small fee may apply).

T: 01752 600633

W: www.accessplymouth.co.uk

Yelvercare

Transport and support for Yelverton residents.

T: 07775 695864

Ivybridge & District Community Transport Association

Transport for Ivybridge, South Brent and Yealmpton.

T: 01752 690444

W: www.ringandride.net

Modbury Caring

For patients registered with Modbury Health Centre needing transport to appointments.

T: 01548 830666

Norton Brook Medical Centre Transport Support

Transport for Norton Brook Medical Centre patients.

T: 01548 855128

Tavistock Area Support Services (TASS)

Advice on travel options around West Devon (e.g., Tavistock–Okehampton).

T: 01822 617525

W: www.tassatavistock.org.uk

Public Transport in Plymouth

Bus journey planning and travel advice.

T: 01752 668000

W: www.plymouth.gov.uk/plan-your-bus-journey

This leaflet can be provided in an alternative format if required.

We support people to lead independent, healthy lives

Phlebotomy Services



Phlebotomy services are provided for patients who are housebound and cannot attend their GP surgery or a community hub

Contact details

Kingsbridge Community Nurses; Tel: 01752 438211

Email: livewell.kingsbridgedn@nhs.net

Ivybridge Community Nurses; Tel: 01752 898283

Email: livewell.ivybridgednteam@nhs.net

Tavistock Community Nurses; Tel: 01752 436508

Email: livewell.tavistockdnteam@nhs.net

Plymouth Phlebotomy Service; North: 01752 436716, East: 01752 434546, South: 01752 434851, West: 01752 434423

Our office opening hours are 08:30 - 17:00, Monday to Friday (excluding Bank Holidays). If generally unwell call 111.

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Introduction

Your doctor or healthcare professional may request a blood test for many reasons. Most samples are taken using phlebotomy (venepuncture), which involves taking blood from a vein. Our phlebotomy service visits adults who are housebound—meaning you cannot leave your home without significant assistance. For some people, this may be temporary.

The service is part of the Community Nursing Service, and your visit may be carried out by a phlebotomist, healthcare assistant, nursing associate, or registered nurse. Local contact details are listed at the end of this leaflet. All information is kept confidential and shared only with your consent, unless there are exceptional circumstances. Your privacy and dignity will always be respected.

FAQ's;

What can I do to make the process easier?

Staying well hydrated can make it easier to take your blood sample. Drinking plenty of water is ideal, as drinks like tea and coffee can be dehydrating. If you have been asked to fast, only drink plain water until after your test.

How do I cancel or rearrange a visit?

If you need to cancel or rearrange a visit, please contact your phlebotomy team. Their contact details can be found on the back of this leaflet.

Who gets my results?

Your results will be available on your NHS app and/or with the referring clinician.

What Happens During the Visit?

The healthcare professional will follow clear steps to keep the procedure safe and comfortable: Confirm your details, Explain the procedure and gain consent, Hand hygiene and apply gloves and apron, Arm Positioning, Selecting a vein, Taking the blood sample, After the blood is taken & Safe disposal and documentation

What complications could I expect?

Most blood tests are quick and simple, and complications are uncommon.

However, some people may experience:

- Bruising or a small lump (haematoma),
- Feeling faint, Some people feel light headed or faint during or after a blood test. If this happens, the healthcare professional.
- Difficulty finding a vein, Sometimes a vein may be missed. If this happens, the healthcare professional will remove the needle and try again. They will make no more than 2–3 attempts, and only with your consent.

Our Expectations

- Politeness; Livewell Southwest has a **zero-tolerance** policy to aggressive and abusive behaviour towards its staff.
- We would ask for facilities to wash our hands and a clean space to work within
- During a visit, we may need to request that pets are not present in the room for safety and hygiene purposes
- A smoke free environment– we may ask you to move to an alternative smoke free room but if not possible we may ring you prior to visiting to request no further smoking and for ventilation.
- Your consent to treatment– and consideration to consent to share information with other services involved in your care.
- Livewell Southwest is committed to improve patient care and will ask you to provide service feedback where appropriate.

Useful information

How do I provide feedback about my care?

Please contact our Customer Services team using the telephone number or email address below. They manage all complaints, concerns and compliments for the organisation.

Tel: 01752 435201

Email: customerservicespch@nhs.net