

Case Study

The Client

The client is a Southern based PCT and the case took place when the provision of Phlebotomy services in its region became the responsibility of doctors' surgeries rather than the hospitals in the area.

The Challenge

The Primary Care Trust asked us to provide locum Phlebotomists to staff the service as they did not have the required numbers of experienced Phlebotomists to provide the new level of service and needed support while they built up their own team.

Our Solution

We provided locums on an ad-hoc, on-going basis and, as the service quickly expanded, we worked with eight surgeries within the PCT. We provided the service for around nine months while the PCT built up its own team of Phlebotomy staff and continued to provide contingency cover for some time thereafter, to support the "in-house" team. At the point when the PCT began using its own team we were able to provide permanent staff to help build their team.

As well as supplying locums we also provided complete rota management for the group of surgeries in the group, covering all required sessions, from three hours to full days, using a bank of approximately 30 high quality, Advantage Phlebotomists. To ensure only high quality staff were provided, all our Phlebotomists have a minimum of six months UK experience (most had considerably more) and all went through our stringent recruitment and compliance checks. The PCT was given a single point of contact within the Advantage Healthcare AHP team for all their Phlebotomy requirements.

Each week the Phlebotomy Co-ordinator at the PCT issued a blank rota for the requirements of the group of surgeries. We would then issue rotas and confirmations detailing the personnel that would be covering each session.

Each surgery's needs were very different and their needs changed from week to week. By working with us the PCT gained a great deal of flexibility - each week we would usually receive changes to rotas and additional staff requirements, which were accommodated easily and rotas were amended to suit.
