

Case Study

The Client

The client is a University Hospital, to whom we have provided a preferred supplier on-site service to for a number of years.

The Challenge

The Hospital approached us in September 2004 and asked us to provide Phlebotomy cover for their A & E Department. They required round the clock cover, (usually only required one member of staff at a time) to perform the majority of Phlebotomy duties within the A & E department, and also wanted to take advantage of our complete rota management service, where we arrange all cover, based on their requirements.

Our Solution

We began providing the service immediately covering 70% of required cover within the first week and providing round the clock cover after two weeks.

As the service became established, using a bank of approximately 30 Phlebotomists, we provided a locum 24 hours per day, 7 days per week except for two hours each morning Monday to Friday (06:00 - 08:00) where the service was not required. We generally provided a 10-hour day shift (12 hours at weekends) and a 12-hour night shift, although these remained flexible as required.

To ensure the high quality of staff, all Phlebotomists provided had a minimum of 6 months UK experience, most with considerably more, and all went through our own stringent recruitment and compliance checks.

The A & E Department were given a single point of contact within the AHP team for all Phlebotomy requirements. Each week we issued a rota and confirmations detailing the personnel that would be covering each shift. We also kept in close contact with the A & E Department and our locums to ensure that everything was running smoothly.

We provided this service for over 18 months and, once established, cover was continuous throughout, including Bank Holidays, Christmas etc.
