

Phlebotomy Service video transcript

0:00:01.200,0:00:07.520

Hello, we're the blood testing service,
also known as the phlebotomy service.

0:00:07.520,0:00:12.000

We provide blood tests to adults
and children aged over five to

0:00:12.000,0:00:17.600

help understand and monitor your health.
If you're anxious about having your blood taken,

0:00:17.600,0:00:22.640

just let us know and we will listen to your
concerns, explain what's happening, and make sure

0:00:22.640,0:00:28.160

you feel comfortable throughout the experience.
Our clinics are held at West Berkshire Community

0:00:28.160,0:00:34.960

Hospital and these are by appointment only. We're
not able to accept walk-ins or self-referrals.

0:00:34.960,0:00:39.840

You'll need to have a blood test request from your
GP or hospital clinic which will allow you to book

0:00:39.840,0:00:45.520

an appointment slot using our online system.
Alternatively, you can use our automated

0:00:45.520,0:00:50.960

telephone service. Call the number found on our web page and select option one.

0:00:50.960,0:00:55.840

If your request is urgent or you're making a booking for your child, select Option 3

0:00:55.840,0:01:00.560

to speak with one of our call handlers. Please be aware that we cannot help with

0:01:00.560,0:01:05.760

getting your blood test results or helping you understand them. Contact your GP or

0:01:05.760,0:01:10.560

the health care professional who referred you about your results. You can find more

0:01:10.560,0:01:17.360

information about the blood testing service and what we offer on our web page. Thank you.