

MIDER

QI 1291 Improving Blood Test Processes in the CAMHS Eating Disorder Service

Item Type	Internal Poster
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Citation	Wilkinson, Joshua; Sherratt, Anna. QI 1291 Improving Blood Test Processes in the CAMHS Eating Disorder Service. Coventry and Warwickshire Partnership NHS Trust. 2025.
Publisher	Coventry and Warwickshire Partnership NHS Trust
Rights	Attribution-NonCommercial-NoDerivs 2.0 UK: England & Wales
Download date	2026-04-11 10:39:32
Item License	http://creativecommons.org/licenses/by-nc-nd/2.0/uk/
Link to Item	https://mider.dspace7.openrepository.com/handle/20.500.14200/8532

QI-1291 Improving Blood Test Processes in the CAMHS Eating Disorder Service

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With thanks to Dr Eleanor Davies (GP) and Dr Eimear Leyden (Specialty Doctor), supported by The Improvement Team



Project Aim: To reduce the time for blood tests to be completed and results reviewed in CAMHS ED by 30% by July 2025.

Summary:

For staff in the CAMHS Eating Disorder Service, a lot of clinical time is spent chasing blood test results as staff are not always informed when tests have been done. There are instances where the team are not aware that blood tests have been done and upon checking the results, urgent action is required (near misses). Often patients are not able to book a blood test in a timely fashion as they are required to book through third parties such as swiftqueue, or they have to wait in A&E, both of which result in a negative experience for patients and their families. The service felt that implementing an in-house phlebotomy clinic may help to reduce these challenges and reduce the length of time taken from request for blood tests to be completed and the results reviewed.



Change Ideas Tested:

- Central list of all patients who have had blood tests requested.
- Standardise days for checking if blood tests were done and the results.
- Increase the number of days checking the lists to see if bloods were done.
- Implement an in-house phlebotomy clinic at the Coventry GP surgery base.



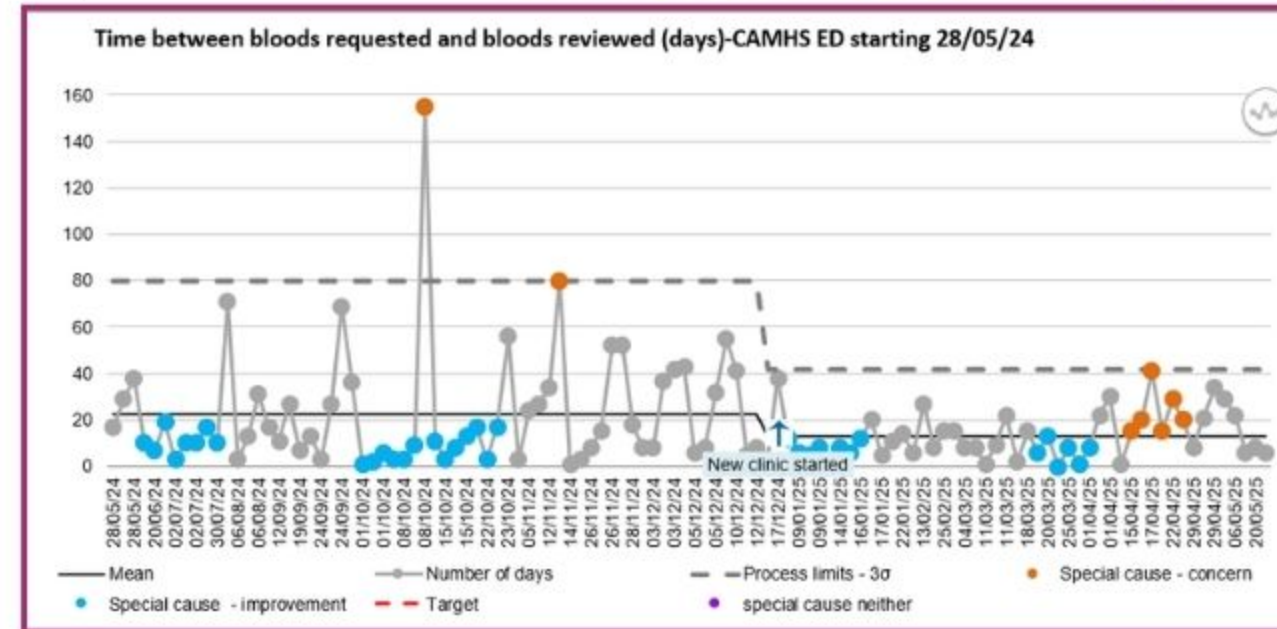
QI Tools:

- Staff feedback
- Patient/parent feedback
- SPC charts
- PDSA cycles



Outcomes Achieved:

Time between blood tests being requested and results reviewed has improved, showing the changes have had a **positive impact**. There is less variation in the data, and consistency of approach. Since starting the clinic, the mean number of days between request and review has **reduced from 22.46 to 13.20 days**.



Checking bloods is taking **much less time** since starting the clinic; less patients on the list as a lot of patients are now seen in clinic.

Patient Feedback:

100% of patients report satisfaction with the in-house blood taking service



"It's lovely here...
The best team 😊"

"Easy when having
an appointment here"

Overall, we achieved a **41% reduction** in the time taken for blood tests to be done and reviewed



Measures:

Number of days between blood tests:

1. Requested and done
2. Done and results reviewed
3. Requested and results reviewed



Next Steps:

- Increase the number of in-house phlebotomy clinics offered (consider other possible locations).
- Continue to gather feedback from patients and families about the new clinic and potential changes.
- Monitor data on A&E attendances, incidents and near misses to look for a reduction.
- Gather information on the reasons patients might choose to have blood tests elsewhere.

