

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine

management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Who to contact

Phlebotomy administration

t: 0300 123 3444

8am-4pm Monday – Friday not including bank holidays

Medway Community Healthcare CIC, providing services on behalf of the NHS
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637

Our privacy notice is available at medwaycommunityhealthcare.nhs.uk/privacy/
If you would like to view or request a copy of your patient record, please contact us at medch.dataprotection@nhs.net or on 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 calendar month. More information can be found by visiting: medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/

Customer care

Please send any comments about Medway Community Healthcare services to: -
Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham, Kent, ME8 0PZ

t: 0300 123 3444

medch.customercare@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please contact: medch.communications@nhs.net

Leaflet reference number: MCH 161.6



Blood testing clinics

Phlebotomy



Welcome

Medway Community Healthcare provides a range of local blood testing clinics. If your GP requires you to have a blood test, they will give you a form that will show the test(s) that you require. Please drink plenty of water in the hours before your blood test.

Preparation

Fasting:

If you asked to fast for your test please drink plenty of water the day before and on the morning of your test.

To fast correctly, you should **only drink plain water. No black tea, coffee, milk, chewing gum, sweets or food of any kind before your test.**

Fasting times:

Glucose - 10 hours
Lipids - 12 hours

Diabetic – fasting

If you have diabetes and are on tablets or insulin, please **do not** have your medication until after your blood test.

Tablets

You can take your tablets with water. However, you will not be able to take the tablets that you would normally take with food. Please speak to your GP for further advice.

Blood for **Digoxin** levels is taken 6 hours after you have taken the digoxin.

If you are taking **Warfarin** or **Aspirin**, please inform the Phlebotomist taking your blood, prior to your test, as these tablets may affect the time you take to stop bleeding after the test.

At the clinic

We do not make appointments for the clinics. On arriving you should take a ticket and then wait for your number to be called. Whilst waiting, please remove your coat and have your blood test form ready.

If you feel unwell before or after your blood test please inform the phlebotomist straight away.

Children

Children over two years of age are welcome; they will be seen as soon as possible. However if we are unable to take their blood we may need to refer to our colleagues on the children's ward at Medway Maritime Hospital.

You may prefer to book an appointment for your child, if so, please call us on **0300 123 3444**

Analgesic creams

Emla cream is an analgesic, which can be used by both children and adults and can be purchased from most pharmacies. If you intend to use this cream, please apply to both arms (in and around the elbow area), one hour prior to your blood test. Please check the information leaflet inside the cream for further advice.

Clinics held at:

(All clinics below are appointment only)

Lordswood Healthy Living Centre

Mon - Thurs 7am – 11.30am

MCH House

Mon, Tue, Wed and Fri 7am – 3.30pm
Sat 8am – 11.30am

Parkwood Health Centre

Tues, Wed, Fri 8am – 11.30am

Rainham Healthy Living Centre

Mon - Fri 7am – 11.30am

Walter Brice Centre

Mon - Fri 8am – 11.30am
Mon 11.30am – 3pm

Keystone

Mon, Tues, Thurs, Fri 8am – 11.30am

Twydall Green

Mon, Thurs, Fri

Balmoral Gardens

Thurs 8am – 3pm
Sat 8am – 11.30am

Clinics may close earlier than scheduled if experiencing a high demand. This is to ensure that all samples are taken in time for transporting to the laboratory.