

# Phlebotomy (blood test) changes

From 10 March 2025

From 4 March 2025, patients at East Surrey Hospital can access the new online portal below to **book an appointment from 10 March 2025**, whilst patients at Crawley and Horsham Hospitals will be able to book appointments from **1 April 2025**.

For anyone unable to book using the online booking system, **please call 0300 6134117 between 8am - 8pm Monday to Friday** and a member of our team will book an appointment for you.

To help support a smooth transition, the Trust will continue to accept walk-in patients until Monday 31 March 2025. Walk-in patients at East Surrey Hospital must go to the old phlebotomy unit in the orange zone.

## Why are you changing to booked appointments?

Our blood testing departments often experience high demand, leading to long wait times for patients. This can be especially challenging for individuals with other commitments, such as carers and those with additional needs.

To improve patient experience, we are introducing a booking system that will:

- Reduce waiting times by eliminating the need for patients to sit and wait.
- Enhance accessibility by allowing us to better accommodate those with specific needs.
- Improve efficiency, ensuring patients visiting the hospital solely for a blood test can complete their appointment more quickly.

This change is designed to make blood testing more convenient and accessible for everyone.

Scan code to book or visit [www.surreyandsussex.nhs.uk](http://www.surreyandsussex.nhs.uk)

