

**Patient
Information**

Haematology Clinics

Introduction

You have been invited to attend the Haematology Clinic. This leaflet gives you information about what will happen at the clinic and the staff you may meet.

Haematology is the study of blood and the bone marrow. People attending these clinics will usually be suspected of having a problem with their blood.

Clinic staff

Medical

- Consultant Haematologist
- Junior Medical Staff/ Speciality Registrar
- Clinical Nurse Specialist/Advanced Nurse Practitioner

Medical students/nursing students or new nurses may be observing at some clinics. If you would prefer not to have them present during your appointment, please let the reception staff or clinic nurse know.

Nursing

The nursing staff in some of the Haematology Clinics will assist during certain procedures. They may also:

- Take blood samples.
- Give advice on diet, mouth and skin care.

Phlebotomist

A phlebotomist is trained to take blood samples and will be present at most clinics. Most haematology patients have a blood sample taken at each hospital visit.

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Department

Haematology

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How the clinic works

New patients

When your GP refers you to a haematologist, it is often as a result of an abnormal blood test. The haematologist will look at the request and you will be sent an appointment to attend a clinic.

All new patients are seen by a consultant or a member of the team. You are welcome to bring a relative or friend with you to the appointment.

Please arrive 45 to 60 minutes before your appointment time. This will allow for blood tests to be taken and processed before you see the doctor.

On arrival at the clinic, report to the receptionist. You will then be called for your blood sample to be taken (if this has not already been done at your local surgery). Your bloods will be sent for processing. This usually takes up to 60 minutes.

However, unexpected delays can happen, either in the transport or processing of your blood. If this happens you may be seen later than your appointment time.

Your appointment will last about 40 minutes. Further tests/investigations will be arranged if needed.

Occasionally a patient may be in with the doctor for longer than planned. This will cause the clinic to run late. We can only apologise if this happens and ask you to be patient.

We will try to keep you fully informed should the clinic be running late. If you wish to know if your appointment will be later than planned, please ask either the receptionist or the nurse supporting the clinic. They will be happy to help you.

Follow up clinics (at the hospital)

A follow up appointment will be arranged for you to attend a speciality clinic. At the follow up clinic, the results of any tests or investigations will be discussed with you. It may be helpful if a relative or friend accompanies you on this visit.

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A blood test is usually needed each time you attend the follow up clinic. This can be done 1 to 2 days before your appointment, either at your GP's surgery or at the hospital (walk in clinics are available at Gloucestershire Royal and Cheltenham General Hospitals).

You can also book a test at Quayside Community Diagnostic Centre. Open 9:00am to 12:00 noon, Monday to Friday (closed on Wednesdays), call 0300 422 3900 or 0300 422 5293 to book an appointment.

You will be given a blood form after each appointment either by hand in the clinic or it will be sent to you by post.

If bloods have been taken in advance, then you do not need to attend the appointment early. If the bloods are being taken on the day of your appointment, then you would need to arrive 45 to 60 minutes before your appointment time.

Telephone follow up appointment

Sometimes we may arrange a telephone follow up appointment. This will be because we feel we need to monitor your blood levels and discuss any results with you but it is not necessary for you to take the time to attend a hospital clinic appointment.

When a telephone follow up appointment is arranged, you will have already been given or received the blood form(s) to take to your GP's surgery or one of the hospital walk in clinics (West Block, Cheltenham General Hospital or the Edward Jenner Unit, Gloucestershire Royal Hospital). You will also be given the date when we will call you. Please have the blood test taken 1 to 2 days before this date.

Unfortunately, we are unable to give you an exact time for the telephone appointment. We will call you any time after 9:00 am on your appointment date. Please make sure that we have the best telephone number to contact you on.

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Further advice

You will receive advice from the doctors and nurses relating to your condition. There are also a number of information leaflets available. Please ask if you have not been offered these.

Cheltenham General Hospital

Clinics are held on a Monday and Tuesday in LINC Out-patient Suite.

Gloucestershire Royal Hospital

Speciality Clinics are held Monday to Friday (excluding bank holidays) in the Edward Jenner Unit.

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Making a choice

Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation.

* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>