

How to book your blood test – information for patients

Your GP has asked that you book an urgent blood test at the Outpatient Assessment Centre. This is in the Dolphin Centre in Poole Town Centre.

Here's what you need to do:

- 1) Call the blood test service on 0300 019 8900. This number will be answered between 8am and 1pm, Monday to Friday; extended to 4pm on Monday and Thursday.
- 2) Tell the blood test service that your GP has asked you to book an **urgent** blood test and tell them which GP practice you are registered with.

Please note the following:

- Please make every attempt to make the call to book your blood test on the same day that your GP asked you to book an appointment.
- Please try to attend for your blood test appointment within 3 working days of when your GP asked you to book an appointment.
- If you are unable to manage an escalator or stairs, please do not book a blood test at Beales. Please book an urgent blood test at your GP practice instead.

If the Outpatient Assessment Centre does not have an appointment within 3 working days, they will ask you to book an urgent blood test appointment at your GP practice instead. This is unlikely. However please contact your GP practice to book an urgent blood test, if this happens.

Information on how to get to your blood test appointment is on the next page.

How to get to your blood test appointment – information for patients

Please note that your blood test appointment is at the **Outpatient Assessment Centre** located at the **Dorset Health Village** on the second floor of **Beales Department Store, Poole**.

Important:

The lifts are unreliable at the Outpatient Assessment Centre. If you are unable to use escalators or stairs, please contact your GP practice to book an urgent blood test at your GP practice instead.

Location details:

The entrance to this NHS clinic is on the first floor of the shopping centre. **Please do not attend any of the hospital sites**. If you are using a sat nav, please use the postcode **BH15 1SN**, which will direct you to the multistorey car park. Where possible, **please park on level one** in the multistorey car park to make it easier to access the clinic. Kindly note, the car park has a height restriction.

Facilities:

You are encouraged to use the **Dolphin Centre toilet facilities** before your appointment. These facilities are on the first floor of the centre and provide full accessibility, including disabled access and family changing areas.

For additional information and support in planning your visit, please visit:

www.uhd.nhs.uk/about-us/think-big/plan-your-visit

Thank you.