

Scaling an out-of-hours phlebotomy clinic



Salford Primary Care is an NHS organization that provides out-of-hours phlebotomy services and smear tests to over 8,000 patients, across 3 clinics. They are based in the north of England, in the Manchester area.

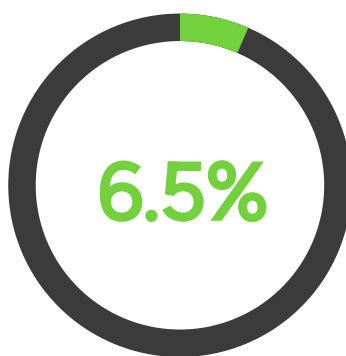
Challenges

Pen and paper bookings and a rising demand

During the summer of 2021, Salford Primary Care was experiencing an increase in demand for blood tests. They were managing the end-to-end appointment process via pen and paper and were finding the workload challenging. This was causing a lot of admin, resulting in a growing appointment backlog. They needed an online booking tool to manage patient appointments better and reduce admin burden.



Appointments booked monthly



No-show rate after adoption



Day average wait time

Solution

Adopting online scheduling across three UK phlebotomy clinics

Salford began their 10to8 onboarding in September 2021, enabling them to quickly and easily set up their services and staff allocations across their 3 clinics.

Following a soft launch towards the end of October 2021, they fully implemented 10to8 across their organization by the start of November 2021.

Some of the key features they needed included:

- **Availability** to book appointments within specified hours and manage staff across different locations.
- **Open calendar view** along with an end-to-end patient management experience to streamline scheduling
- **Locations** to set up services, across different clinics, and manage appointments more effectively.

"It's great helping NHS organisations deliver better care to more patients within their significant constraints. Salford Primary Care have done an amazing job implementing 10to8 to digitise care and meet their performance objectives."

Matthew Cleevely

CEO, Sign In Scheduling



Results

A 650% appointment increase and an extension clinic launched 6 month later

Salford Primary Care has seen a significant rise in appointments. In 2021, they were taking around 200 appointments per month. Fast forward to May 2022, and they are **taking 1,500 appointments per month, a 650% increase**. Following the success of their Primary Care clinics, They launched an extension clinic through Sign In Scheduling and are now taking an **average of 10-12 appointments per working day**. their current **wait time is 1-2 days**, and they have a **no-show rate of under 7%**.

Results at a glance

- 650% appointment increase
- Over 9,000 appointments booked to date across 3 clinics
- Typical wait time of 2 days
- Extension clinic launched 6 months later



Let's start your success story!

We would love to get to know your organization and its scheduling and visitor management requirements. Let's talk!

[Book a call](#)