



NHS Doncaster CCG - Governing Body

04/06/2020

Patient Story

Patient summary

- Nurse
- Diagnosis of Chronic Lymphatic Leukaemia
- Shielding in line with Government Guidance
- Managed by Haematologist at DRI



Patient journey

- Routine appointment due 05/05/2020
- Text message received to inform of cancellation and arrangements for telephone consultation
- Follow up letter received to confirm OPA telephone consultation and plans for blood tests required as part of the review
- Telephone call from Secretary to confirm that the patient was happy with plans
- Blood test completed at the Keepmoat “Drive through”
- Call from the Haematologist at time of OPA
- Prescription generated and collected by family member at DRI Pharmacy



What went well?

- Communication self explanatory
- Excellent timely visit for blood test at “Drive Through” survey completed whilst on site
- Happy with the consultation
- No need to find and pay for parking
- No lengthy wait in OPD
- No lengthy wait at pharmacy



What did not go well or needs to change?

- The patient had nothing to report as not going well - all was good
- They were happy with the service and would use it again however stated that their health is good at present and should they have any concerns regarding their health they would prefer a face to face consultation



Thank You

Any Questions?

