



HOUSE OF COMMONS

LONDON SW1A 0AA

David Carter  
Chief Executive  
Bedford Hospital  
Sent via email

14 January 2025

Dear David,

**Re: Blood tests at Bedford Hospital**

I am writing to you again to highlight the ongoing issues my constituents are facing in accessing blood tests at Bedford Hospital.

My constituents have reported that this system has worked well over a number of years, however, since September 2024, they are finding it increasingly difficult to book an appointment or get through to the department on the telephone. In addition, I am told that there are problems with the Sangix system whereby blood tests appointments are being released two weeks out and the waiting list is just for cancellations as opposed to when free appointments become available.

As you may be aware, my office previously raised this issue with Bedford Hospital on 01/11/2024 and again on 03/12/2024. Unfortunately, despite being advised by Bedford Hospital that they are increasing the number of phlebotomists, are in the process of recruiting a telephonist, and are working hard to mitigate the issues, it appears that the situation has not improved.

In light of the above, I would be grateful if you could advise on the following:

1. Whether and how the booking process for appointments has changed over the past two years?
2. What are the reasons for any changes?
3. How does the Trust estimate demand : met and unmet?
4. What wait time data does the Trust maintain and can they make that available on a monthly average basis for each month of the past two years?
5. What is the Trust's plan to improve performance?

Given public interest in this matter, please be aware that I will be publishing the response I receive.

I look forward to hearing from you.

Yours sincerely

Richard Fuller MP

