APR
2026

HEALTH SERVICES LABORATORIES

Information for West Essex Service Users

Relocation of Princess Alexandra Hospital Site Phlebotomy Services

From **Monday 27th April 2026**, the majority of blood testing services will relocate to the **Harvey Centre in Harlow**. A map showing the exact location can be found below.

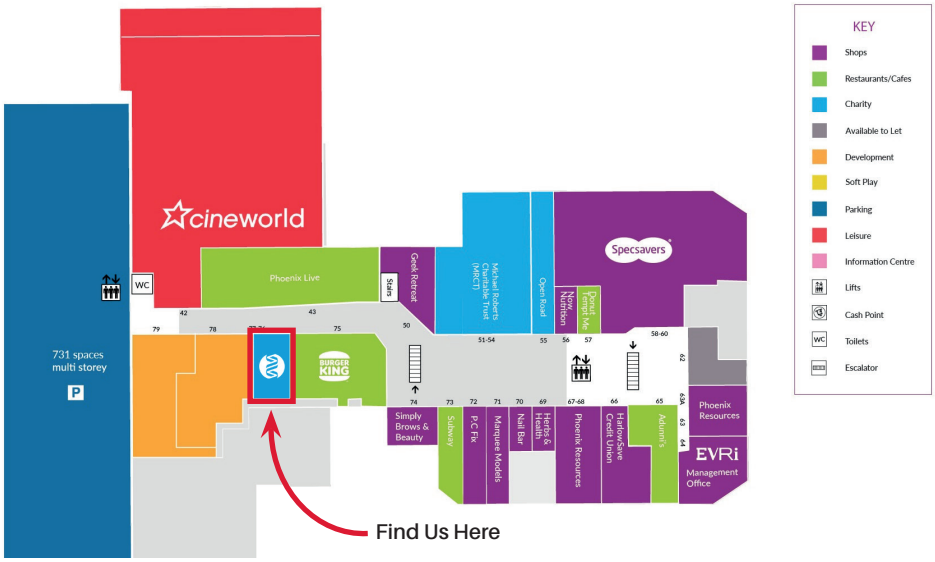
Introduction

Blood test appointments are currently provided at the main Princess Alexandra Hospital (PAH) site; however, as part of the Hertfordshire and West Essex (HWE) Pathology Transformation program, the majority of these services will move to a new, purpose-built facility on the first floor of the Harvey Centre (opposite Cineworld). The opening times of the service and capacity provided will remain the same as they are currently.

However, this change will:

- Make appointments easier for patients to attend
- Provide a more modern, efficient and patient-friendly environment
- Reduce pressure and footfall on the main hospital site
- Free up valuable clinical space for services that need to be delivered at PAH

Getting to the Harvey Centre



Lead Up to the Change

There are currently appointments still available prior to the service transfer date at PAH. However, any patient who has already booked an appointment at PAH on a date after **27th April** will receive both text and email confirmation, as well as reminder messages that their appointment will take place at The Harvey Centre.

The PAH website for blood tests and the Swiftqueue booking pages have been updated to reflect the change and further messages are planned to ensure patients are aware before the opening date. This includes an updated message provided to the ICB to include on the GP waiting room screen, the accompanying posters for GP waiting areas, and patient information leaflets that we request be provided to patients when tests are ordered for them.

Routine appointments will also continue to be carried out at St Margaret's Hospital in Epping and Herts and Essex Hospital in Bishop's Stortford. Please note there are two aspects of the current service that will remain on the main PAH site:

Phlebotomy Provision for Under One Year-Olds

- This service will be provided by the PAH paediatric department on Gibberd Ward, Building 6
- The service will be provided on Fridays between 1-3pm
- Appointments in this clinic can be booked via Swiftqueue
- Any patients already booked in after the Harvey Centre opening date will be contacted and rebooked into the appropriate clinic at PAH

Phlebotomy Provision for Patients Requiring a Certain Small Number of Specialist Tests

- This service will be provided by Health Services Laboratories on the main site within the Radiology department - Ground Floor
- The service will be provided Monday to Friday between 12-1pm
- The tests requiring attendance at this clinic require that the sample collected be kept in very specific conditions prior to drop-off at the lab or require receipt at the lab within an hour of the bleed to ensure the best result. For these reasons, it is necessary for the appointment to take place at the hospital and NOT at the Harvey Centre.
- When requesting a blood test that requires an appointment at the specialist clinic, the ICE requesting system will now provide a pop-up message highlighting the need for the requestor to book the appointment at this onsite clinic.
- Any patients already booked in after the Harvey Centre opening date for whom these tests have been requested will not be identifiable in the booking system; the number is expected to be extremely small. However, if a patient does attend, we will do our best to ensure an appointment is arranged onsite that day or the following day to avoid delays

The tests for which this clinic will provide a service for are:

Test	Stability Requirement
ACTH (Adrenocorticotrophic Hormone)	Plasma must be spun within 15 mins of venepuncture
IGF1 (Insulin Like Growth Factor 1)	Must be spun within 60 mins of venepuncture
CH50 (Total Haemolytic Complement 50%)	Separated within 60mins of venepuncture
CH100 (Total Haemolytic Complement 100%)	Separated within 60mins of venepuncture
GUT Hormones	Must be spun within 15 mins of venepuncture
VLCFA (Very Long Chain Fatty Acids)	Spun and separated within 120mins of venepuncture
Insulin	Spun and separated within 60 mins of venepuncture
C Peptide	Spun and separated within 60 mins of venepuncture
Zinc	Spun and separated within 60 mins of venepuncture
Chrom / Colbalt (Chromium and Cobalt)	Spun and separated within 15 mins of venepuncture
Calcitonin	Sample requires specific temperature controls
Cryoglobulins	Sample requires specific temperature controls
Cold Agglutinins	Sample requires specific temperature controls

Patients with appointments already booked from **27th April 2026** onwards will be informed of any changes.

Book A Blood Test Appointment

Routine: Patients or requestors should book appointments online via Swiftqueue, not by phone or email: **https://www.swiftqueue.co.uk/pah.php**

They will be directed to create an account and make an appointment, providing their name, date of birth, and email address (this does not need to be their own; it could be a friend, relative or carer assisting them).

Under One Year-Olds: Patients or requestors should book appointments online via Swiftqueue: **https://www.swiftqueue.co.uk/pah.php**

Specialist Tests: Patients or requestors must book appointments by contacting the phlebotomy booking line on **01279 827 163**.

Your assistance is greatly appreciated in supporting patients to seamlessly transfer to the new location.