



05/06/2018

FAQs

Community Hub in the centre of Luton – Arndale House

1. Where is Arndale House?

Arndale House is a five-story building situated on top of the shopping mall in Luton. It has a discreet entrance and parking adjacent to the entrance. There is disabled access in the building. It is 3.8 miles by road from the Luton & Dunstable Hospital and 3 miles by foot.

2. What services have moved to Arndale House?

Luton Sexual Health Services, GP phlebotomy services, Anticoagulation phlebotomy and Dermatology outpatient services have now relocated and are fully up and running at Arndale House.

3. Have all phlebotomy services moved to Arndale House?

Only 33% of total phlebotomy services have moved to Arndale House; this is the adult GP phlebotomy and anticoagulation phlebotomy service only. Approximately 12,000 bloods per month will remain on the hospital site, these include:

- Inpatient bloods
- Outpatient bloods (one stop clinics) including bariatric bloods
- Pre admission bloods
- Haematology bloods
- new anticoagulation activity
- all paediatric outpatient bloods
- blood tests for patients requiring NHS transport
- blood tests for patients with learning disabilities or specific access needs

4. Are there any doctors working at Arndale House?

Around 80 Hospital staff have moved to Arndale House, including Consultants, Nurses, Health Support Workers, admin and clerical teams and other support staff.

5. What are the opening times of the services?

Phlebotomy

All patients

Monday: 08:30 – 16:00

Tuesday, Wednesday, Thursday and Friday: 10:00 – 16:00

Anticoagulation Patients only

Monday: NO CLINIC

Tuesday, Wednesday, Thursday and Friday: 08:30 – 10:00

Dermatology

Monday to Friday: 08:30 – 16:30

Sexual Health

Monday to Saturday: Booked appointments and Walk In clients vary between 09:00 and 19:00

Please note that services are not available on Sundays or Bank Holidays.

6. Does each service have its own entrance?

Each service is accessible via the Community Hub's shared lobby before patients are directed to dedicated entrances for each department, giving patients discreet access and improved confidentiality.

7. Can I pre book an appointment for blood tests?

The move sees the introduction of pre-bookable, one-hour appointment windows to reduce long waiting times by spreading patient numbers across the day. Patients can still walk in and wait on the day if they prefer the flexibility of a drop in service.

Patients with a GP blood form are encouraged to call 01582 718968 between 10:00 – 12:00 and 13:00 – 16:00 to book a blood test within a one hour appointment slot.

8. Where will the Dunstable phlebotomy patients have their bloods taken?

Only adult GP phlebotomy services have moved to Arndale House. Some local patients will continue to have their bloods taken at their GP surgery; others may choose to come to the L&D service at Arndale House. Patient living close to the hospital may experience an increase in travel time, others will see a reduction in their travel time. Overall, it is hoped that patient experience for all will be improved, with better access (by bus, train and car) and decreased waiting times.

9. If I have an appointment at the hospital do I still need to travel to Arndale House to have bloods taken?

Patients who are on site for medical appointments and require a blood test can have them done at the existing L&D facility to prevent visiting both sites on the same day.

10. What is the BLMK STP

Bedford Luton Milton Keynes Sustainability and Transformation Partnership.

12 local NHS organisations and four local authorities in Bedfordshire, Luton and Milton Keynes are working together to develop the STP for the area, which aims to improve health services and increase join up with social care so that everyone living in the region can have better services, live healthier lives and, if they should fall ill, have even better treatment than they currently receive. For more information see <http://www.blmkstp.co.uk/>

11. How do I get to Arndale House?

By Car: Sat Nav users should use LU1 2HN as the postcode.

By Bus: Various bus companies offer services to Luton Town Centre, including Arriva The Shires and Centre Bus. Many of these services stop directly outside The Mall. For further information please visit their websites.

By train: Arndale House is a 5 minute walk from Luton Train Station. Exit the station towards the town centre. At the traffic lights cross over Guildford Street and you will see The Mall's entrance directly ahead of you. Once on the ground floor of the Mall, the entrance to Arndale House can be found opposite the central information point and help desk.

12. Is there parking at Arndale House?

There are good parking facilities at the Mall, Luton. Parking is easy, safe and secure. There are three car parks offering convenient access to the Malls shopping centre and Arndale House. Market and Central Car Parks are open from 6am-10pm every day, with disabled parking and Parent and Child bays in each car park. The Library car park is open for 24 hrs a day. Central Car Park is the most convenient car park for Arndale House.

A car valeting service is available at Central Car Park (Level 1) and Market Car Park (Ground level) 7 days a week.

13. How much is car parking at The Mall?

0-2 hours	£1.50
2-3 hours	£2.00
3-4 hours	£3.00
4-5 hours	£4.00
Over 5 hours	£4.00
Thursday after 5pm	Free
All other evenings 6pm – 10pm	£1.00
Sundays and Bank Holidays	Up to 3 hours - £1 Over 3 hours – normal tariff applies

14. Can I cycle to Arndale House?

Yes. Approximately 20 spaces are available around the Mall for cyclists.

15. What will happen in the space that services moving to Arndale House are vacating?

Specifically, the space being freed up on the hospital site will support the following service improvements for patients:

1. Additional accommodation for emergency gynaecology clinics, and a movement of gynaecology outpatient clinics away from the obstetric clinics. A new pre assessment hub to support pre-operative care for all patients undergoing surgery at the hospital. Current facilities are spread out across the hospital and provided largely from an old portacabin which is not conducive to the high standard of patient care that we strive to achieve.
2. Additional accommodation to support an expansion of the ophthalmic clinic to support the introduction of an intra-vitreous treatment (IVT) suite and reduce overcrowding in the eye clinic

3. Additional outpatient accommodation to support expanded specialist medicine clinics (gastroenterology, rheumatology, respiratory and cardiology). Growth in these areas will support improved access for patient and importantly, the new model of care will aim to support admission avoidance, ensuring that patients receive timely care and can stay in the comfort of their own homes, avoiding emergency admissions.

16. What's better about Arndale House?

- a) New and improved patient environment
- b) Less overcrowding in waiting areas, with good toilet facilities and a separate children's play area
- c) Enlarged clinical environments to support the growth experienced in these areas
- d) More timely access to clinical services with shorter wait times
- e) Easier access to clinical services – good transport links by bus, train and car
- f) Better parking facilities, with cheaper parking rates
- g) Clinical teams for each service working together in one place
- h) Convenience of being located in the shopping Mall, by the shops
- i) Frees up much needed space on the Hospital site to grow clinical service provision for patients.

17. Will I have to wait longer for an appointment at Arndale House

No. The increased capacity at Arndale House supports improved access to clinics. The new timed phlebotomy appointments allow patients to book a blood test within an hour slot, improving the flow of patients visiting phlebotomy.

18. Will hospital transport services drop off at Arndale House?

GP phlebotomy patients requiring ambulance transport will continue to be brought to the Hospital for their bloods. Dermatology outpatients requiring ambulance transport will be seen at Arndale House.

19. My current appointment letter for Dermatology/Sexual Health/Phlebotomy tells me to come to the Hospital, is this right?

If you are a new or long standing patient of one of the services moving to Arndale House, your clinical team will make contact with you and let you know if your appointment location has changed.

20. Why has the sexual health service moved to Arndale House?

The Trust has a contractual commitment under the terms of the service contract from Luton Borough Council to deliver Sexual Health Services from the centre of Luton. This service has moved in its entirety to Arndale House in the centre of Luton. The facility provides a number of benefits to clients including the new and improved environment which will be more accessible to service users.

21. Why has Dermatology moved to Arndale House?

Consultation, diagnostics and therapeutic treatments are now offered at Arndale House to mirror and improve the current service. Improved access and patient facilities are available at Arndale House. Space on the hospital site remains limited, with significant growth in patient numbers year on year, the hospital has to respond and evolve to ensure patient care and patient experience is only ever improved.

22. Why has GP phlebotomy moved to Arndale House?

Approximately 33% of the total phlebotomy service has moved to Arndale House, this is the adult GP phlebotomy and anticoagulation service only. Facilities at the Hospital are cramped and demand on this services is increasing at a fast pace. A number of patients were unhappy with the current phlebotomy accommodation which is in need of refurbishment. Space on the hospital site remains limited, with significant growth in patient numbers year on year, the hospital has to respond and evolve to ensure patient care and patient experience is only ever improved.

23. Is there extra assistance on hand should we need?

We have L&D volunteers on site for the first few weeks to assist with additional patient queries, and will be collecting feedback to make immediate changes if necessary.

24. I am still not sure what this means. Where can I get more information?

If you feel that the above questions do not provide you with the information that you need, please contact the hospital PALS team who will be able to direct you to the relevant person.

Phone PALS on 01582 497990. You may get an answering machine if the team are busy. Please leave a message and we will return your call as soon as we can.

Email us at pals@ldh.nhs.uk or complete the form on our website www.ldh.nhs.uk/contact-us/contact-us-pals/