Sanjiv Luckhea

Assistant Director CHSCS (Adult) & Redbridge EMN Ambassador

Sanjiv Luckhea is an Assistant Director of Integrated Adult Health and Social Care Community Services in North East Foundation Trust (NELFT). As part of his remit, Sanjiv oversees the NELFT Community Phlebotomy services in Barking & Dagenham, Havering, and Redbridge as well as a plethora of other adult community-based services. NELFT Community Phlebotomy services operate across 11 sites as well as providing a home phlebotomy visiting service. Sanjiv is passionate on partnership working across the whole system and a culture of continuous improvements to deliver people centred service that is safe, effective, and efficient. One key area that Sanjiv is looking at developing more is the use of assistive technologies like access to appointment self-booking integrated with self-checking in & out systems to improve responsiveness and the flow of people traffic through extremely busy health centres. Sanjiv is also looking at the implementations of onsite blood samples centrifugation to increase the lifespan of biochemistry samples thus helping the pathology laboratories to spread their testing workload as well as the accuracy of their biochemistry test findings. Sanjiv is keen to work with partners to implement the use of paperless blood tests request and reporting systems from referrers via patient, phlebotomy service, pathology laboratories and back to the referrers with timely and accurate blood tests results. Looking ahead, Sanjiv has started an early conversation with Local Authority in Redbridge about the procurement of community domiciliary care services to test aspects of ongoing health monitoring of a frail cohort of people in need with the use health monitoring technologies and timely referral care pathways to healthcare partners to promote home living free from moderate to severe harm. Sanjiv is looking to learn from others in terms of innovative ways to improve efficiency, effectiveness and safety of health and care services as well as to share our learnings so far. Sanjiv is contactable via Sanjiv.luckhea@nelft.nhs.uk