

Swiftqueue Online Booking Patient User Guide

What is Swiftqueue?

Swiftqueue is an innovative solution that is transforming patient experience.

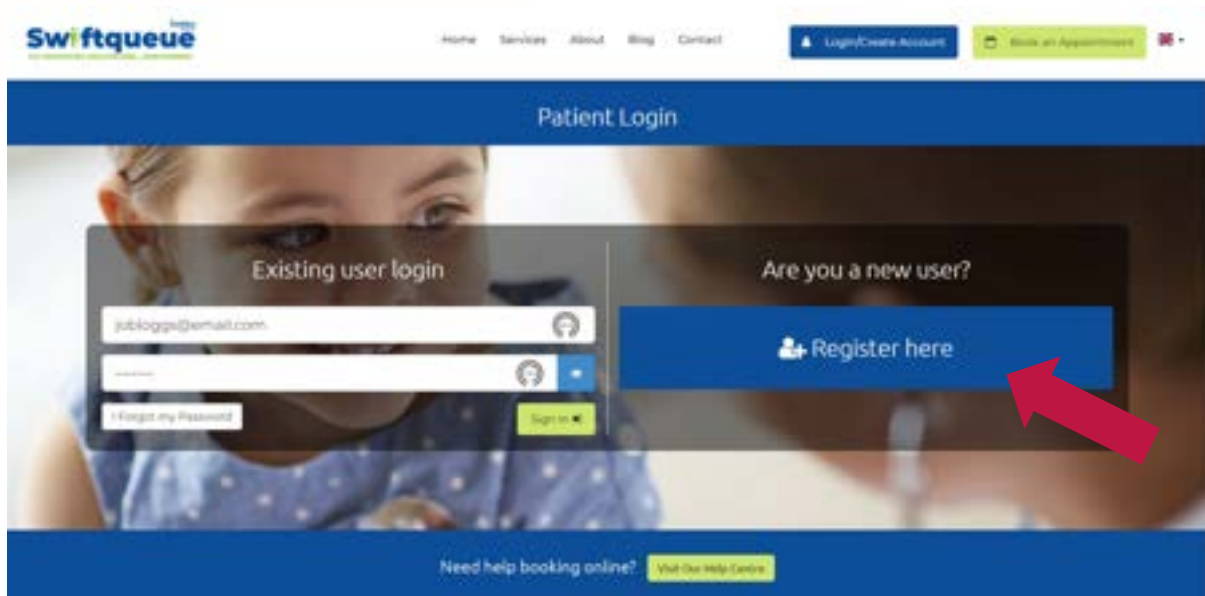
Swiftqueue allows patients to see live appointment availability and make a booking at a convenient time and location of their choice. This will improve patient flow, minimise wait times and reduce overcrowding. Patients are also able to cancel and reschedule appointments online. There is no change to the number of blood tests that will be taken at each phlebotomy site.

Registering

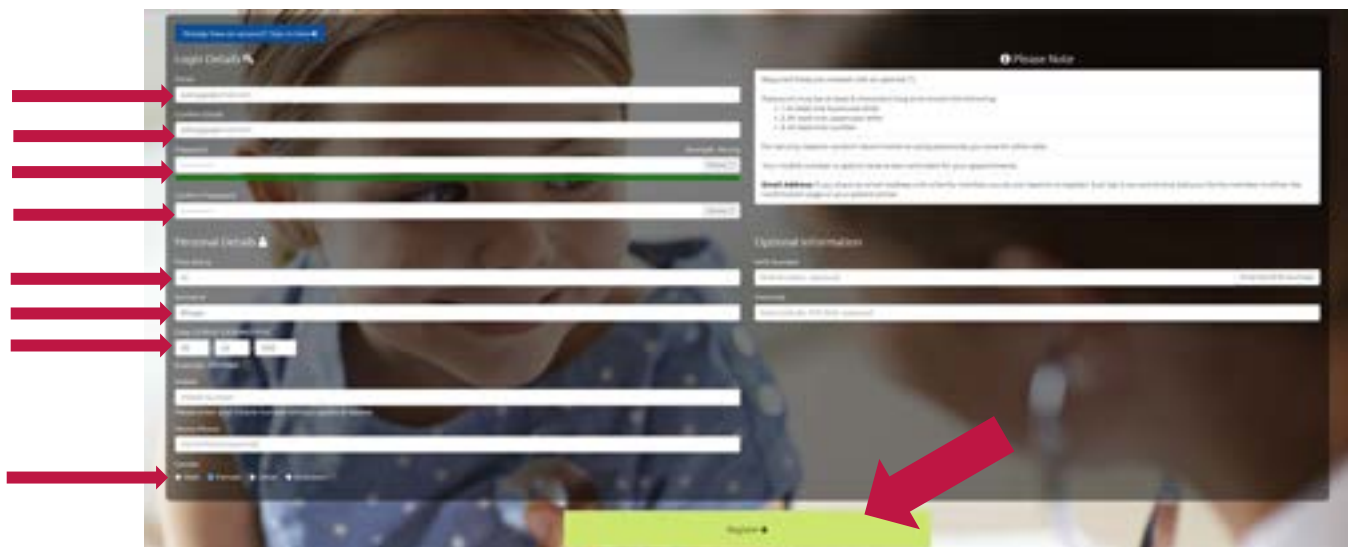
1. First, register on the Swiftqueue website. Follow the link or scan the QR code at the bottom of your blood test form.



2. Register your details with Swiftqueue by clicking on the blue button that says new users register here.



3. Complete the registration form. Mandatory fields are marked with an asterisk and click register.



- Once that is completed, you will be sent an activation code. You will be required to enter this code in the next screen.

Activate Your Account

You're almost done! An email has been sent to charlie.hayes@mhsolutions.co.uk containing your activation code.

Please enter the code below.

- Enter this code and proceed to the confirmation page.

Activate Your Account

You're almost done! An email has been sent to charlie.hayes@mhsolutions.co.uk containing your activation code.

Please enter the code below.

Booking an appointment

Once you have registered, you will need to book your appointment. To do this:

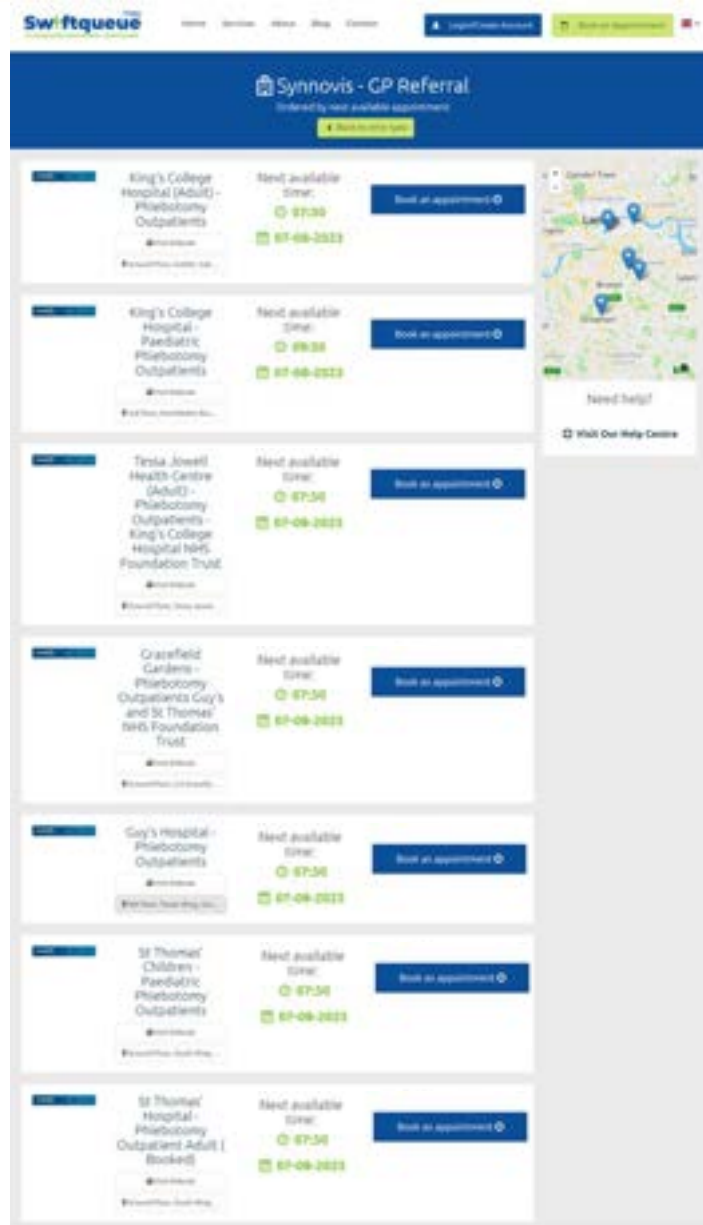
1. To book an appointment follow the Synnovis booking link - www.swiftqueue.co.uk/Synnovis.php



2. Select GP Referral or Outpatient Referral



- Choose your clinic by selecting from the list. Remember to book your blood test at the same hospital trust as the clinic you attended.



The screenshot shows the Swiftqueue website interface for Synnovis - GP Referral. The page is titled "Synnovis - GP Referral" and includes a "Book an appointment" button. Below the header, there is a list of seven clinics, each with a "Next available time" and a "Book an appointment" button. The clinics listed are:

- King's College Hospital (Adult) - Plebotomy Outpatients
- King's College Hospital - Paediatric Plebotomy Outpatients
- Tina Jowell Health Centre (Adult) - Plebotomy Outpatients - King's College Hospital NHS Foundation Trust
- Cranfield Gardens - Plebotomy Outpatients Guy's and St Thomas' NHS Foundation Trust
- Guy's Hospital - Plebotomy Outpatients
- St Thomas' Children - Paediatric Plebotomy Outpatients
- St Thomas' Hospital - Plebotomy Outpatient Adult (Booked)

Each clinic entry shows a "Next available time" of 07:30 and a date of 07-08-2023. A map on the right side of the page shows the location of the clinics. The page also includes a "Need help?" section with a "Visit Our Help Centre" link.

4. Select the blood test type.

Please Select Your Appointment Reason

⊙ Blood Test
➤

⊙ Cancel Appointment
➤

← Back




5. Select the date and time and then click next.

When would you like to come in?

Tue, 02 May	Wed, 03 May	Thu, 04 May	Fri, 05 May	Tue, 09 May
Morning 9 Available	Morning 16 Available	Morning 13 Available	Morning 17 Available	Morning 12 Available
Noon 18 Available	Noon 24 Available	Noon 24 Available	Noon 23 Available	Noon 20 Available
Afternoon 3 Available	Afternoon 4 Available	Afternoon 6 Available	Afternoon 6 Available	Afternoon 6 Available
16:30				
16:20				
17:20 ✓				


You have selected **Tue, 2nd May 2023 at 17:20** ← Back Next ➤



6. You can click the right arrow to move to a later date if the one offered is not convenient.

ld you like to come in?

Thu, 04 May	Fri, 05 May	Tue, 09 May
Morning 13 Available	Morning 17 Available	Morning 12 Available
Noon 24 Available	Noon 21 Available	Noon 20 Available



7. You will then be prompted to log into your Swiftqueue account

Swiftqueue

Home Services About Blog Contact

Login/Create Account Book an Appointment

Patient Login

Existing user login

jbloggs@email.com

password

[Forgot my Password?](#)

Sign in

Are you a new user?

Register here

Need help booking online? [Visit Our Help Centre](#)

8. On the confirmation page select the name of the patient.

Confirm Your Appointment

Who is this appointment for?

Jo Bloggs

Add New Family Member

9. An add comment box will be displayed. You may add your comments if there is anything you wish to inform the phlebotomy team about.

Additional Comments (optional):

10. You will then see the special assistance option. Alert staff to any special assistance or adjustments you may require for your visit.

Do you require any special assistance?

<input type="checkbox"/>  Sight	<input type="checkbox"/>  Immobility
<input type="checkbox"/>  Hearing	<input type="checkbox"/>  Learning Difficulties
<input type="checkbox"/>  Wheelchair	<input type="checkbox"/>  Requires Translator/Interpreter
<input type="checkbox"/>  Fainting	<input type="checkbox"/>  Needle Phobia

11. Tick both boxes to agree to the terms and conditions then click confirm.

Terms & Conditions of this Appointment

I agree to the [terms of this appointment](#)

12. Once booked you will receive a confirmation email.

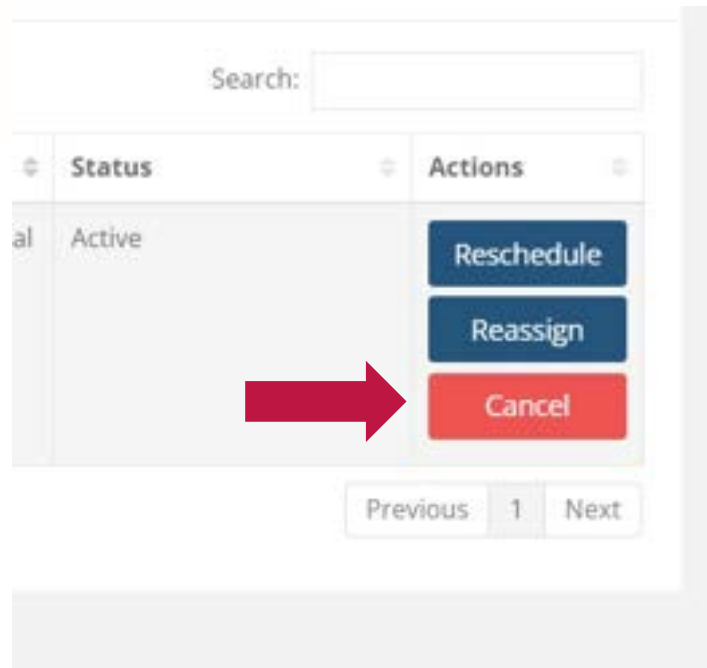
Cancelling/rescheduling an appointment

To cancel or reschedule a blood test appointment log in to the Swiftqueue website using your email address and password.

1. Click on the upcoming appointments button. You will see an option to either cancel your appointment or to reschedule it.

The screenshot shows the Swiftqueue website interface. At the top left is the 'Swiftqueue' logo. Below it is a 'Home' link. The main content area features a dark header with the text 'Here's your profile summary for today.' and two buttons: 'Book an Appointment' and 'Cancel an Appointment'. Below this are four colored cards: 'Upcoming Appointments' (green, with a red arrow pointing to it), 'Active Referrals' (teal), 'Past Appointments' (dark blue), and 'Cancelled Appointments' (red). The 'Upcoming Appointments' card shows a count of '1'. Below the cards are two sections: 'Upcoming Appointments' with a list item for 'Tue, May 12 2023 12:20' at 'St. Bartholomew's Adult Polyclinic - prebooked Blood Test for ja', and 'Manage your Account' with buttons for 'Change your Password', 'Edit your Profile', and 'Manage Family Members'. A 'Support' button is located at the bottom right.

2. Click the cancel button should you wish to cancel the appointment.



3. Confirm the cancellation by clicking the Yes button.

My Appointments

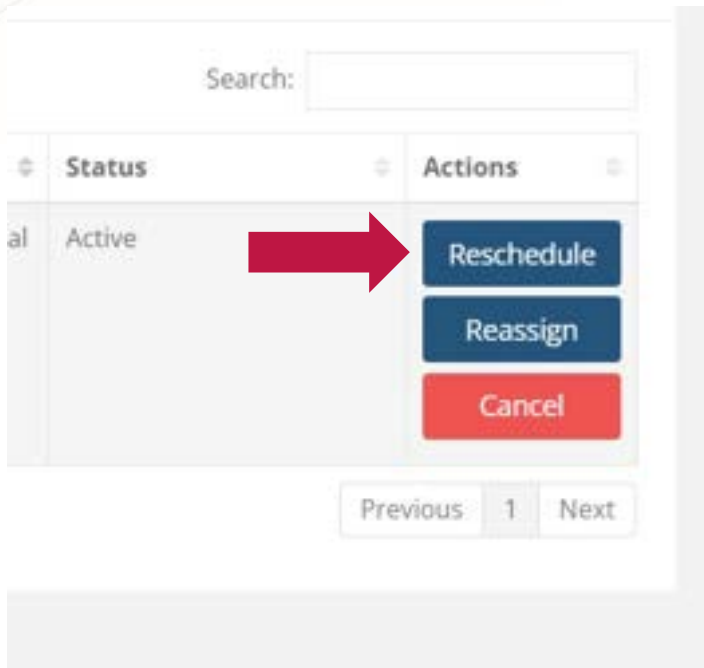
[View Past Appointments](#) [Book an Appointment](#)



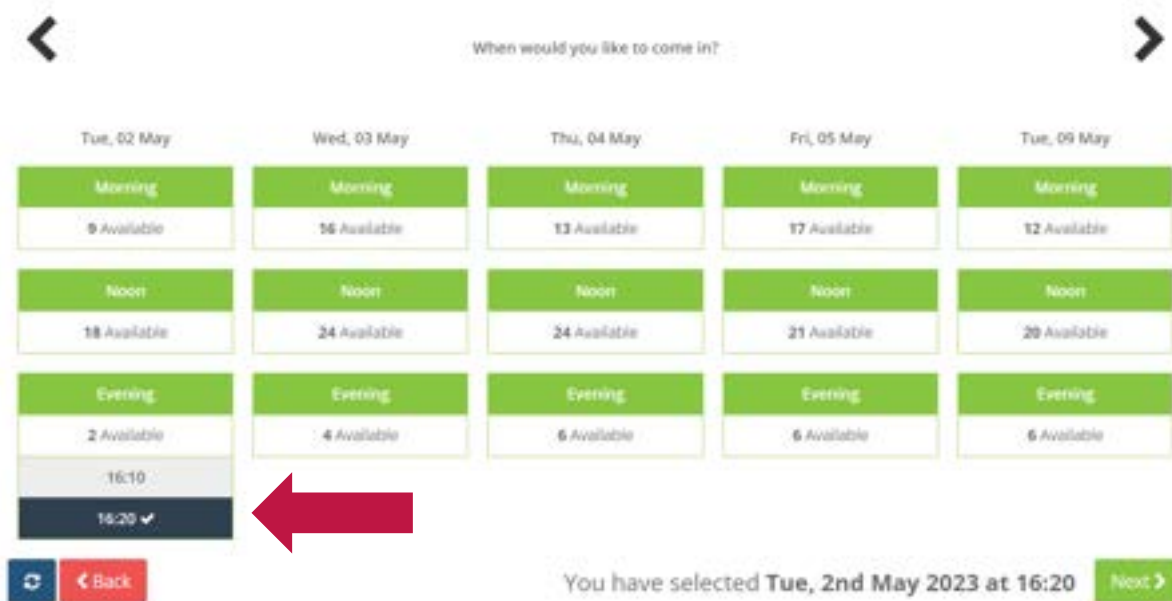
4. The appointment will be removed from your account.



5. Click the reschedule button if you wish to reschedule.



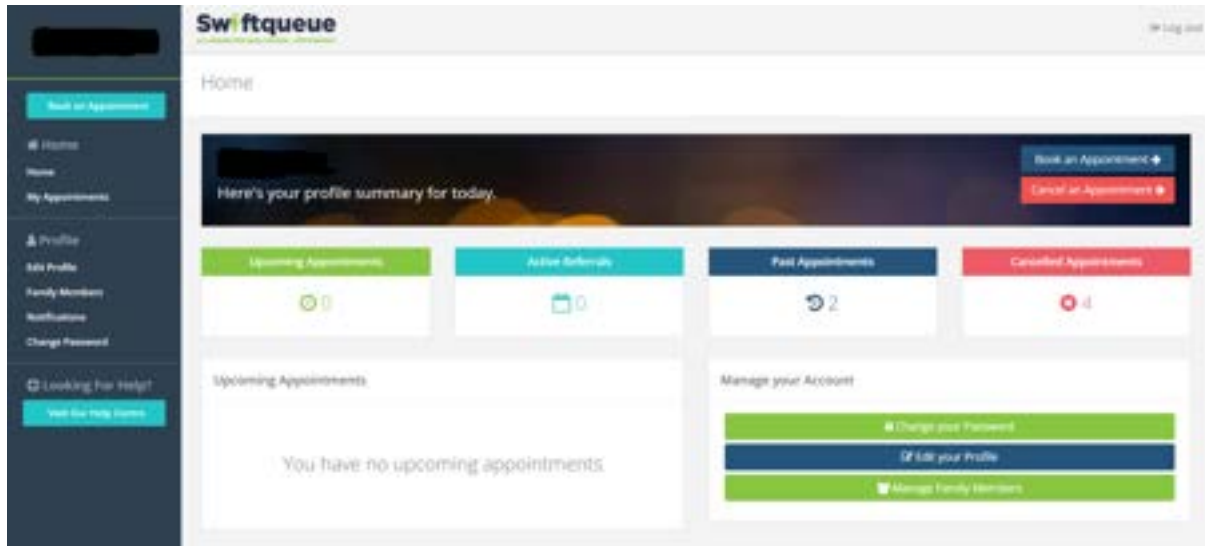
6. Select another date and time before confirming.



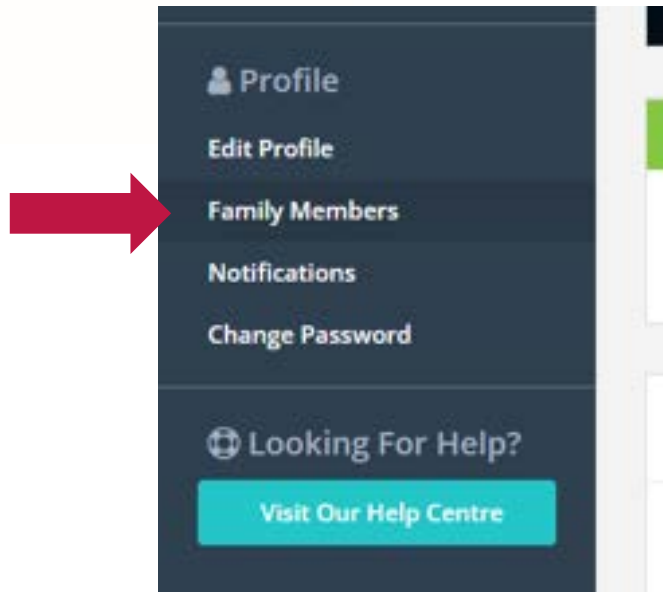
Booking a family member appointment

To book an appointment for a family member you will need to register them on your account.

1. Log in to your patient portal on the Swiftqueue website.



2. Select the Family Members button and then click Add New Family Member.



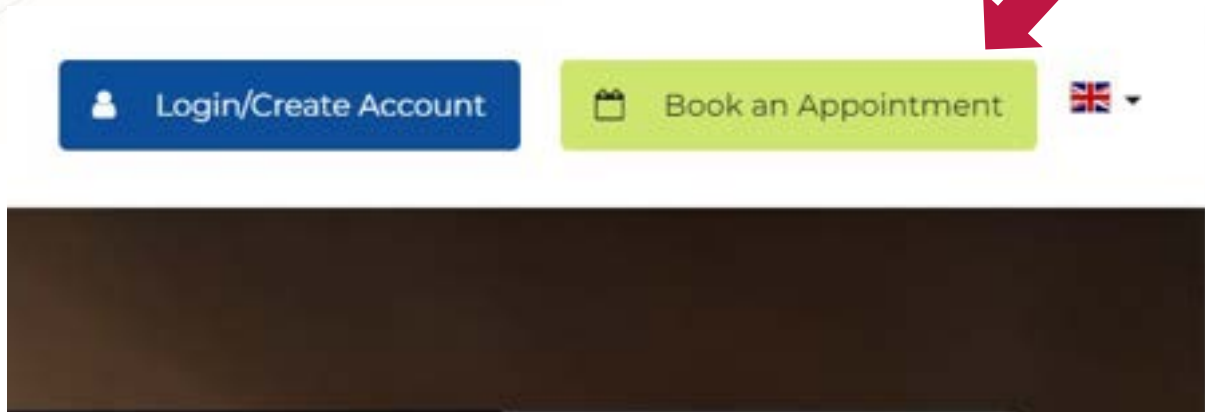
Family Members



3. Complete the form with your family member's information and click save.

A form with two columns. The left column is titled 'Personal Information' and contains fields for: Relationship (dropdown menu with 'Son' selected), Firstname (text input with 'Joe'), Surname (text input with 'Bligo'), Gender (radio buttons for Male, Female, Other, Unknown; Male is selected), Date Of Birth (DOB/MM/YYYY) (date picker with '27 / 03 / 1995'), Mobile (text input with '07912345678'), and Home Phone (text input with '02012345678'). The right column is titled 'Optional Information' and contains fields for: NHS Number (text input with 'NHS Number') and Postcode (text input with 'Postcode'). At the bottom right of the form are two buttons: 'Cancel' (red) and 'Save' (green). Five red arrows point to the Relationship, Firstname, Surname, Gender, and Date Of Birth fields.

4. Click on the book appointment button.



5. Choose your clinic by typing the name of it in the search box.



6. Select the blood test type.



7. Select a date and time and then click next.

When would you like to come in?

Tue, 02 May	Wed, 03 May	Thu, 04 May	Fri, 05 May	Tue, 09 May
Morning 9 Available	Morning 16 Available	Morning 13 Available	Morning 17 Available	Morning 12 Available
Noon 18 Available	Noon 24 Available	Noon 24 Available	Noon 23 Available	Noon 20 Available
Afternoon 3 Available	Afternoon 4 Available	Afternoon 6 Available	Afternoon 6 Available	Afternoon 6 Available
16:30				
16:20				
17:20 ✓				

You have selected **Tue, 2nd May 2023 at 17:20** [Back](#) [Next](#)

8. At the top of the confirmation page, you will be asked who the appointment is for. Select the correct family member from the list.

Confirm Your Appointment

Who is this appointment for? [Add New Family Member](#)

Joe Bloggs

Select Patient









Jo Bloggs

Joe Bloggs

NHS

9. Complete the rest of the confirmation form, agree to the terms and conditions and click confirm.


Do you require any special assistance?

<input type="checkbox"/>  Sight	<input type="checkbox"/>  Immobility
<input type="checkbox"/>  Hearing	<input type="checkbox"/>  Learning Difficulties
<input type="checkbox"/>  Wheelchair	<input type="checkbox"/>  Requires Translator/Interpreter
<input type="checkbox"/>  Fainting	<input type="checkbox"/>  Needle Phobia

Additional Comments (optional):

Terms & Conditions of this Appointment

I agree to the [terms of this appointment](#)



Can't book online?

Our friendly team are also on hand to support you in making an appointment or you can use a kiosk which is available in the waiting areas at phlebotomy clinics. A limited walk-in service will be maintained for those who are unable to book online.