

# 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.

**Swiftqueue**  
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Login/Create Account Book an Appointment

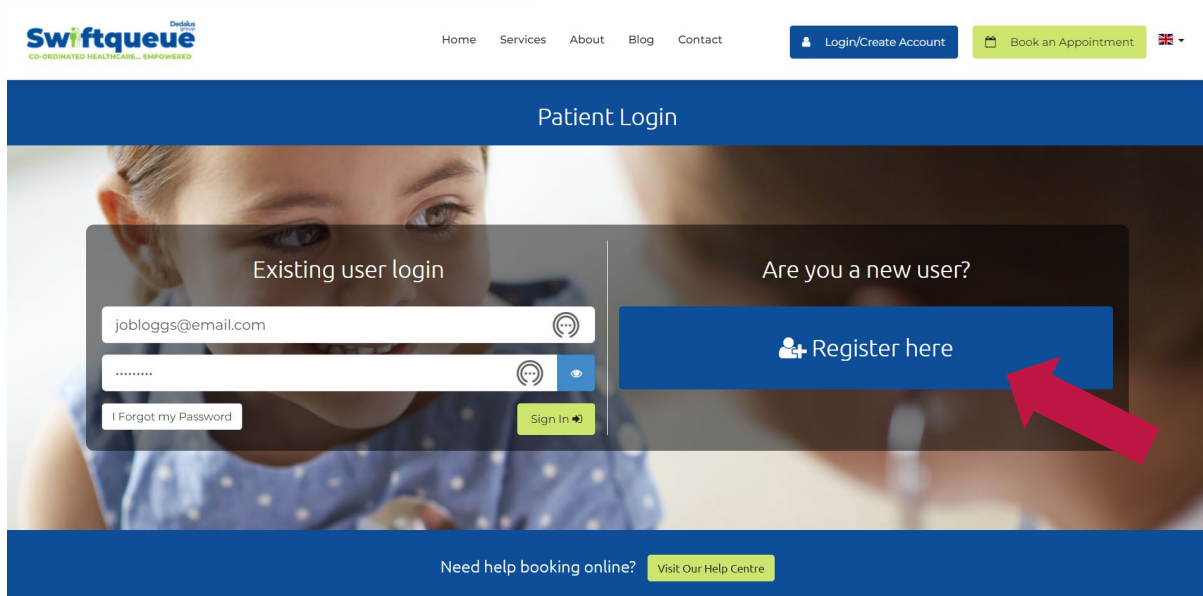
**The complete enterprise scheduling platform for healthcare**  
Patient Engagement made easy

Working with Hospitals and Clinics we are revolutionising healthcare appointments to enable a more efficient patient centered process to deliver on growing patient expectations.

Visit Our Help Centre Learn More

Online Appointment Electronic Referrals Automated Patient Flow Real Time Metrics

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



- 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@mihsolutions.co.uk](mailto:charlie.hayes@mihsolutions.co.uk) containing your activation code.

**Please enter the code below.**

[Resend Email](#)

- Enter this code and proceed to the confirmation page.

### Activate Your Account

You're almost done! An email has been sent to [charlie.hayes@mihsolutions.co.uk](mailto:charlie.hayes@mihsolutions.co.uk) containing your activation code.

**Please enter the code below.**

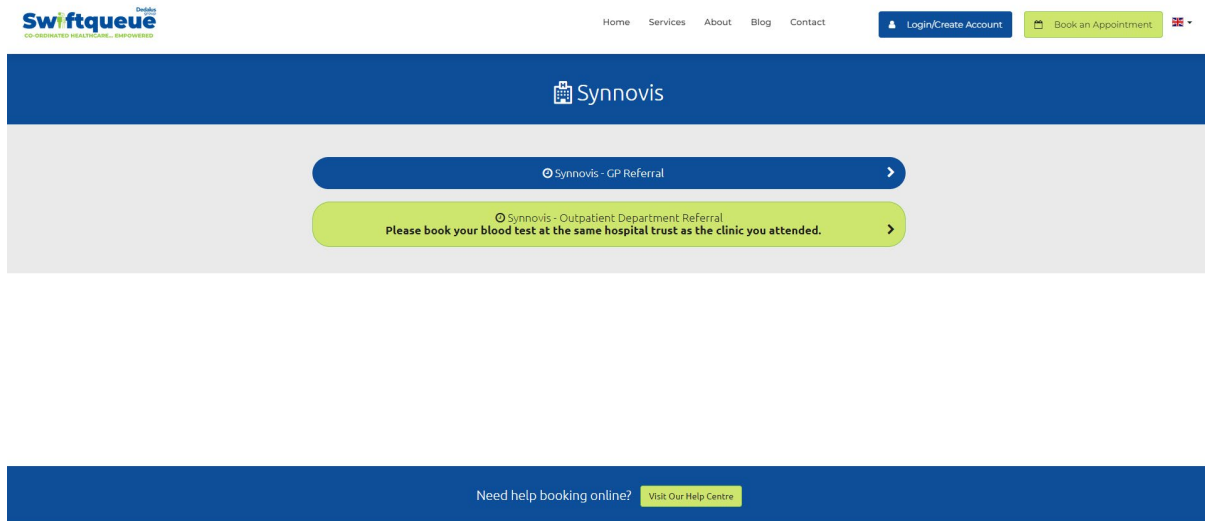
[Resend Email](#)



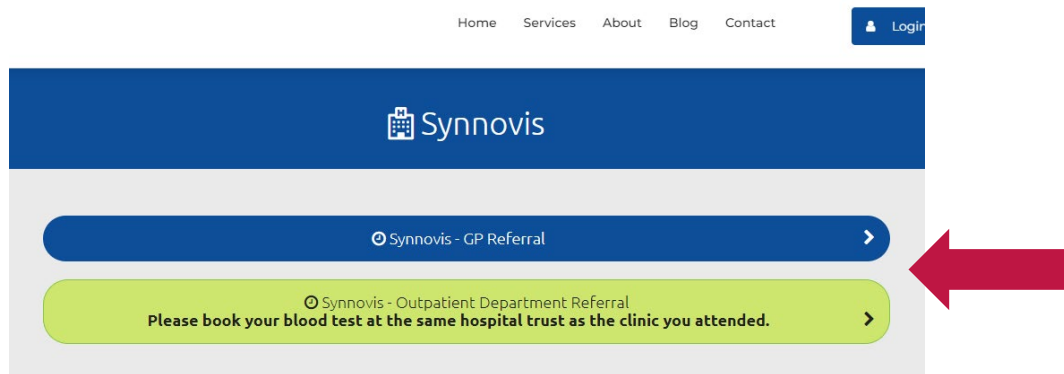
## Booking an appointment

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](http://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 is ordered by next available appointment. A "Back to clinic type" button is visible. The main content area displays a list of seven clinics, each with a "Book an appointment" button. The clinics and their details are as follows:

| Clinic Name  | Next available time | Appointment Date |
|--|---------------------|------------------|
| King's College Hospital (Adult) - Phlebotomy Outpatients   | 07:30               | 07-08-2023       |
| King's College Hospital - Paediatric Phlebotomy Outpatients  | 09:30               | 07-08-2023       |
| Tessa Jowell Health Centre (Adult) - Phlebotomy Outpatients - King's College Hospital NHS Foundation Trust | 07:30               | 07-08-2023       |
| Gracefield Gardens - Phlebotomy Outpatients Guy's and St Thomas' NHS Foundation Trust                      | 07:30               | 07-08-2023       |
| Guy's Hospital - Phlebotomy Outpatients  | 07:30               | 07-08-2023       |
| St Thomas' Children - Paediatric Phlebotomy Outpatients  | 07:30               | 07-08-2023       |
| St Thomas' Hospital - Phlebotomy Outpatient Adult (Booked)   | 07:30               | 07-08-2023       |

Each clinic entry includes a "Visit Website" button and a location pin icon. A map of London is visible on the right side of the page, showing the locations of the clinics. A "Need help? Visit Our Help Centre" link is also present.


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<br>9 Available   | Morning<br>16 Available  | Morning<br>13 Available  | Morning<br>17 Available  | Morning<br>12 Available  |
| Noon<br>18 Available     | Noon<br>24 Available     | Noon<br>24 Available     | Noon<br>21 Available     | Noon<br>20 Available     |
| Afternoon<br>3 Available | Afternoon<br>4 Available | Afternoon<br>6 Available | Afternoon<br>6 Available | Afternoon<br>6 Available |
| 16:10                    |                          |                          |                          |                          |
| 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.

Would you like to come in?

| Thu, 04 May             | Fri, 05 May             | Tue, 09 May             |
|-------------------------|-------------------------|-------------------------|
| Morning<br>13 Available | Morning<br>17 Available | Morning<br>12 Available |
| Noon<br>24 Available    | Noon<br>21 Available    | Noon<br>20 Available    |





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

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### Patient Login

Existing user login

jobloggs@email.com

.....

I 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?

Add New Family Member

Jo Bloggs









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](#)

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

12. Once booked you will receive a confirmation email.

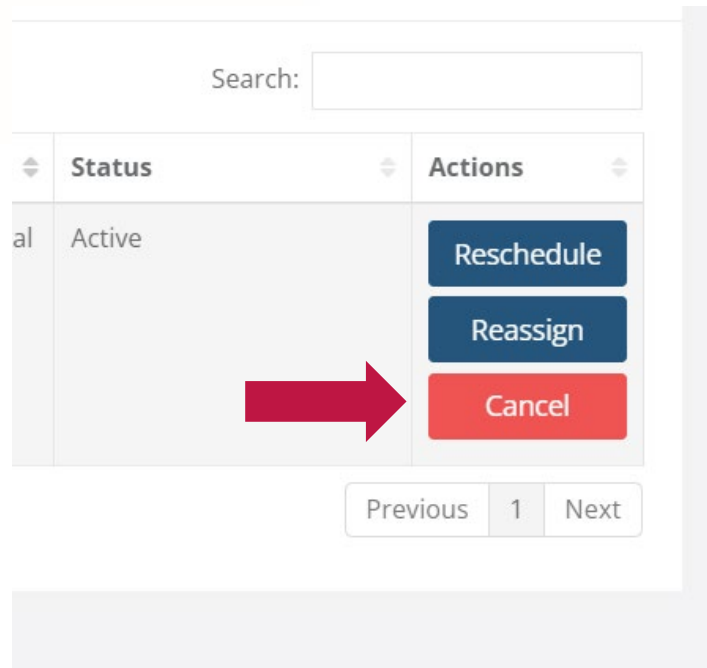
## Cancelling/rescheduling an appointment

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 user dashboard. At the top left is the Swiftqueue logo with the tagline 'CO-ORDINATED HEALTHCARE... EMPOWERED'. At the top right is a 'Log out' link. Below the header is a 'Home' link. The main content area features a profile summary card with a 'Book an Appointment' button and a 'Cancel an Appointment' button. Below this are four summary cards: 'Upcoming Appointments' (1), 'Active Referrals' (0), 'Past Appointments' (2), and 'Cancelled Appointments' (3). A red arrow points to the 'Upcoming Appointments' card. Below these cards are two sections: 'Upcoming Appointments' listing a test on May 02, 2023 at St. Bartholomew's, and 'Manage your Account' with options to change password, edit profile, and manage family members. A 'Support' button is located at the bottom right.

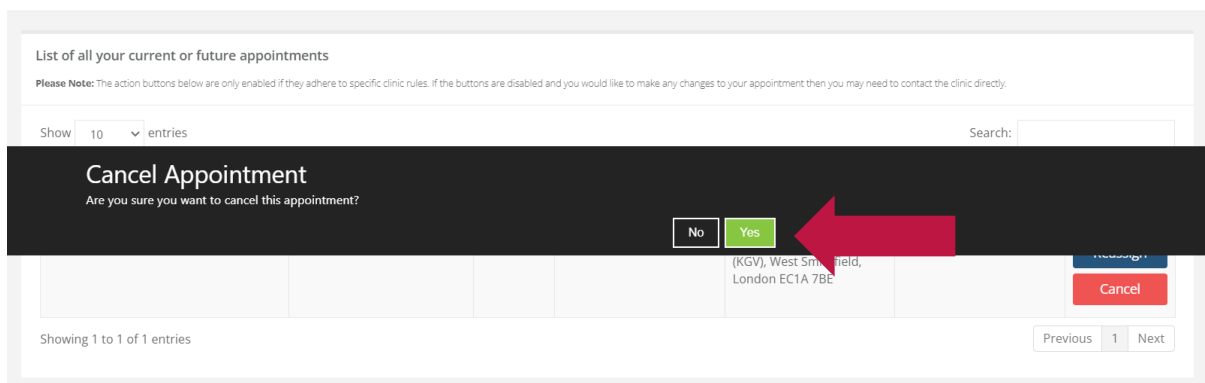
2. Click the cancel button should you wish to cancel the appointment.



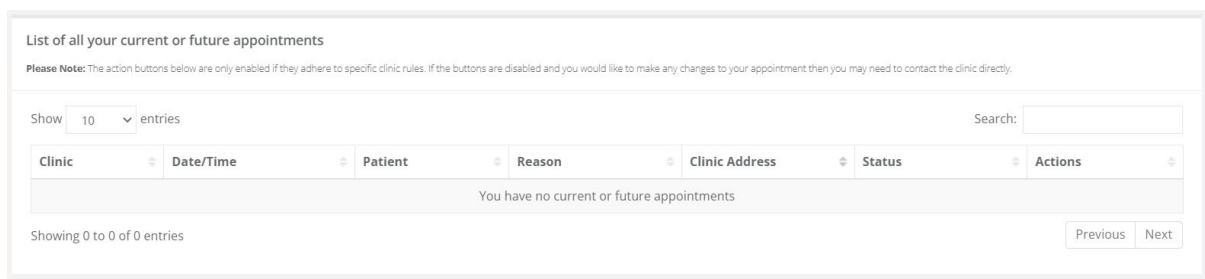
3. Confirm the cancellation by clicking the Yes button.

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.

Search:

| Status    | Actions  |
|-----------|--|
| al Active | <div style="background-color: #004a7c; color: white; padding: 5px; margin-bottom: 5px;">Reschedule</div> <div style="background-color: #004a7c; color: white; padding: 5px; margin-bottom: 5px;">Reassign</div> <div style="background-color: #e64a19; color: white; padding: 5px;">Cancel</div> |

Previous 1 Next

6. Select another date and time before confirming.

When would you like to come in?

| Tue, 02 May            | Wed, 03 May             | Thu, 04 May             | Fri, 05 May             | Tue, 09 May             |
|------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Morning<br>9 Available | Morning<br>16 Available | Morning<br>13 Available | Morning<br>17 Available | Morning<br>12 Available |
| Noon<br>18 Available   | Noon<br>24 Available    | Noon<br>24 Available    | Noon<br>21 Available    | Noon<br>20 Available    |
| Evening<br>2 Available | Evening<br>4 Available  | Evening<br>6 Available  | Evening<br>6 Available  | Evening<br>6 Available  |
| 16:10                  |                         |                         |                         |                         |
| 16:20 ✓                |                         |                         |                         |                         |

↩ ↪

↻ ← Back
You have selected **Tue, 2nd May 2023 at 16:20** Next →

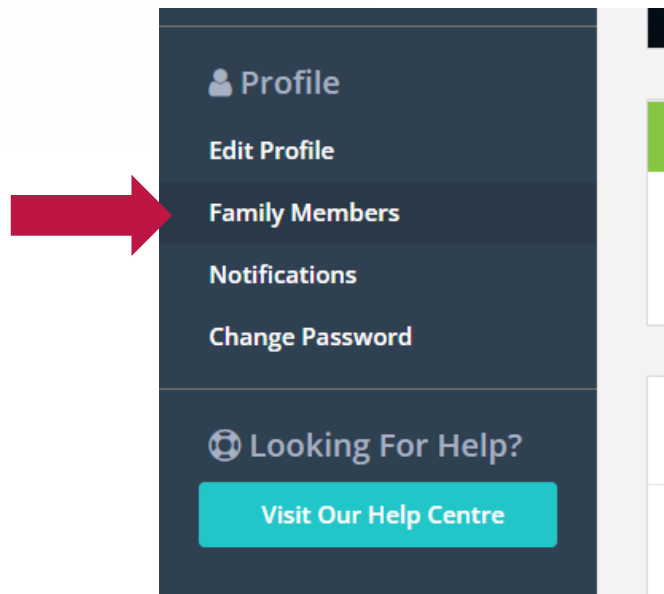
## Booking a family member appointment

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.

The screenshot shows the Swiftqueue patient portal home page. The header includes the Swiftqueue logo, the tagline 'CO-ORIGINATED HEALTHCARE. EMPOWERED', and a 'Log out' link. The main content area features a 'Home' heading, a profile summary section with 'Book an Appointment' and 'Cancel an Appointment' buttons, and four summary cards: 'Upcoming Appointments' (0), 'Active Referrals' (0), 'Past Appointments' (2), and 'Cancelled Appointments' (4). Below these are sections for 'Upcoming Appointments' (displaying 'You have no upcoming appointments') and 'Manage your Account' with buttons for 'Change your Password', 'Edit your Profile', and 'Manage Family Members'. A dark sidebar on the left contains navigation links for Home, My Appointments, Profile, Edit Profile, Family Members, Notifications, Change Password, and Looking For Help? (Visit Our Help Centre).

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



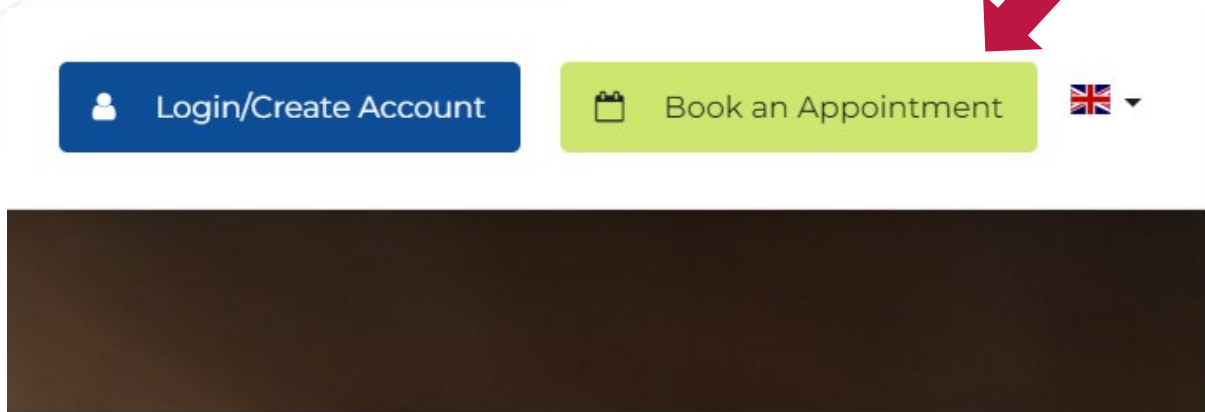
## Family Members



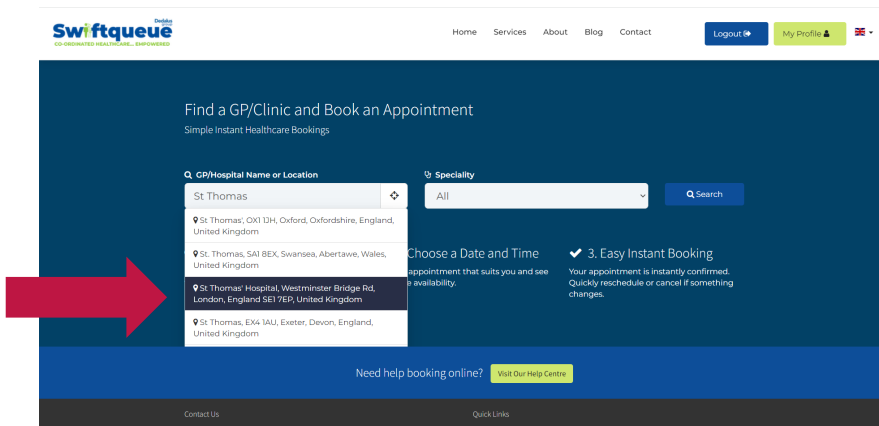
3. Complete the form with your family member's information and click save.

|   |  |
|---|--|
| <p><b>Personal Information</b></p> <p>Relationship *<br/>Son</p> <p>Firstname *<br/>Joe</p> <p>Surname *<br/>Bloggs</p> <p>Gender *<br/><input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other <input type="radio"/> Unknown</p> <p>Date Of Birth (DD/MM/YYYY)*<br/>27 / 03 / 1995<br/><small>Example: 27/11/1963</small></p> <p>Mobile<br/>07912345678</p> <p>Home Phone<br/>02012345678</p> | <p><b>Optional Information</b></p> <p>NHS Number<br/>NHS Number</p> <p>Postcode<br/>Postcode</p> |
|---|--|

4. Click on the book appointment button.

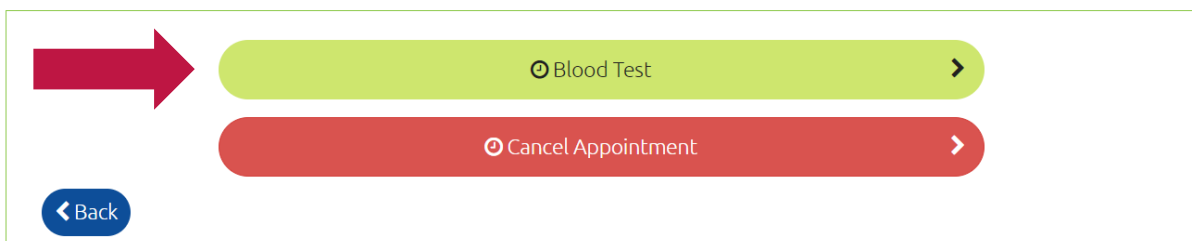


5. Choose your clinic by typing the name of it in the search box.



6. Select the blood test type.

### Please Select Your Appointment Reason







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<br>9 Available   | Morning<br>16 Available  | Morning<br>13 Available  | Morning<br>17 Available  | Morning<br>12 Available  |
| Noon<br>18 Available     | Noon<br>24 Available     | Noon<br>24 Available     | Noon<br>21 Available     | Noon<br>20 Available     |
| Afternoon<br>3 Available | Afternoon<br>4 Available | Afternoon<br>6 Available | Afternoon<br>6 Available | Afternoon<br>6 Available |
| 16:10                    |                          |                          |                          |                          |
| 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.