

## Swiftqueue Frequently Asked Questions

### What does Swiftqueue do?

Swiftqueue is an online booking system that allows patients to book their own blood tests at a convenient time and date. Patients can also view, reschedule and cancel their appointments online.

### When will Swiftqueue go-live?

We are working closely with our partners and supplier towards a Swiftqueue go-live date of 24 July 2023.

### Why is it changing?

Swiftqueue will enable a more efficient, patient-centred phlebotomy process. It is a reliable and established booking platform that is already successful in a range of NHS hospitals and clinics. We are introducing the online booking system to improve patient experience.

### Why is it better than the current system?

The booking system will help phlebotomy hubs manage the patient flow which will result in minimised wait times for patients and reduced overcrowding.

### How will this change effect patients?

Patients will be required to book their blood tests online using Swiftqueue. They can do this online, using their mobile device, computer or by using the kiosks located in phlebotomy clinic waiting areas.

### What about patients under 16?

Patients under 16 can be added to a family member or guardians Swiftqueue account. Once added, an appointment can be made on behalf of the child.

### How will this change effect clinicians?

Swiftqueue allows clinics to manage the flow of patients so they can deliver operational excellence and improved efficiencies. Swiftqueue is a standalone IT system and requires no change in the day-to-day activity of phlebotomy teams or clinicians in GP surgeries.

### What if a patient isn't confident with digital technology?

You can make an appointment on behalf of someone else by adding them to your Swiftqueue account. Our friendly phlebotomy 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.

### **Will walk in appointments still be available?**

A limited walk-in service will be maintained for those who are unable to book online. Walk in patients will be given an appointment time for that day where available or be supported to book an appointment for another day.

### **Can I cancel or change a Swiftqueue booking?**

Yes, Swiftqueue allows patients to view, reschedule or cancel appointments online. View and manage your appointments by logging in to your account online and clicking My Appointments.

### **What if my blood test is urgent?**

We will be holding a number of urgent slots each day for patients who need to be bled urgently. Your GP should mark your blood test form as urgent by writing urgent or same day on the form. If your GP hand writes this, please ensure it is validated with your practice's stamp or your GP's signature. When making your appointment online you will be prompted to answer if the test is urgent or routine. Select urgent and complete the rest of the booking process.