

New online booking system for blood tests

Dear Patient Participation Group members,

Synnovis now use Swiftqueue, an online appointment booking system for our phlebotomy clinics across Southwark and Lambeth.

Why Swiftqueue?

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 over 50 NHS Trusts and clinics. We are introducing the Swiftqueue online booking system to improve patient experience.

What are the benefits for patients?

This new booking system brings a host of benefits for patients including minimised waiting times and reduced overcrowding. Patients can book their test at time and location that is convenient to them and can cancel or reschedule appointments at any time.

What about those who can't book online?

We understand that some people don't feel confident using the system or don't have access to a smart phone or internet device. As patient representatives you will want assurance that anyone who is unable to book online will still be able to make an appointment.

We've included guidance in our resources about how to book an appointment on behalf of someone else including children under 16. Patients can also use the new kiosks located in phlebotomy clinic waiting areas to make an appointment. Our friendly phlebotomy team are on hand to support patients who arrive without an appointment.

How can the PPG help?

You can utilise the resources we've made available on our website to ensure patients at your practice are aware of the new booking process and how to use it. We've made posters and flyers which you can request your practice to display in waiting areas. Your support in signposting patients to the advice and guidance available is greatly appreciated.

What resources are available?

Visit our website to [access resources](#) including a written user guide with step-by-step images, a video user guide, social media images, patient information flyers and guidance for booking appointments on behalf of someone else.

We understand that any change to the way in which patients access healthcare services can raise questions. You can view some frequently asked questions and useful answers on our website [here](#). If there is something missing from the toolkit that would support your practice or patients to prepare for online booking please get in touch by emailing LetsTalk@synnovis.co.uk.

Kind Regards,

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