

Swiftqueue

GP Practice Booking Guide

Creating a GP Practice account

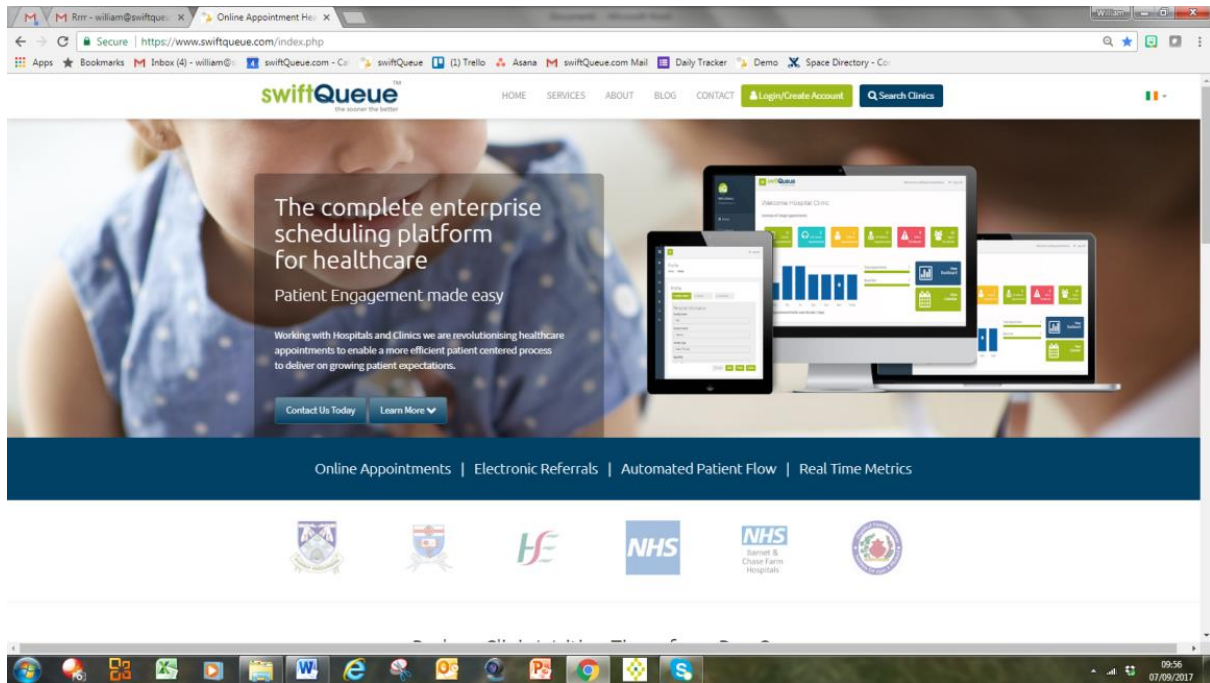
Swiftqueue will enable patients to book and manage their own phlebotomy appointments. We've produced a number of resources including a video user guide to support patients to do this. We understand some patients don't feel confident using the system or don't have access to a smart phone or internet device. Walk-in appointments will still be available and our phlebotomy team will also be on hand to support patients to make an appointment.

If your practice would also like the option to make phlebotomy appointments on behalf of your patients, you can access our booking system by creating a GP account on Swiftqueue. This will enable you to make a booking at any of our phlebotomy sites in Southwark and Lambeth. Follow these steps to register for a GP account.

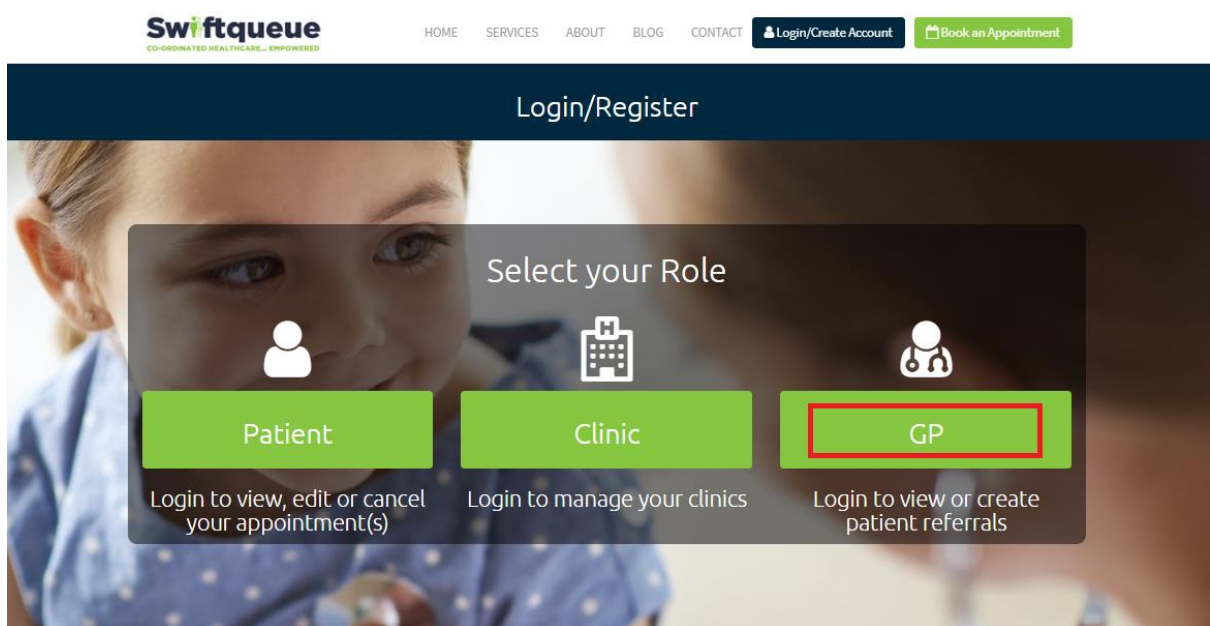
Please note until system is live appointments will not be visible.

GP Registration and Making a Referral

Please visit www.swiftqueue.co.uk



On the website click **Login / Create Account** and then select **GP**.



Select **Register here**.

Swiftqueue
CONFIDENTIALITY | SECURITY | PRIVACY

HOME SERVICES ABOUT BLOG CONTACT [Login/Create Account](#) [Book an Appointment](#)

GP Login/Registration

Existing user login

Email Address

Password

[I Forgot my Password](#) [Sign In](#)

Are you a new user?

[Register here](#)

Need help booking online? [Email us at support@swiftqueue.com](mailto:support@swiftqueue.com)

Read and **Agree** to the Data Processing Consent.

Data Processing Consent

Swiftqueue are assigned to process the appointment information on behalf of the clinic you have chosen to book with. Swiftqueue is a registered Data Processor and will not use your information for any other reason other than the following:

- Booking your appointment
- Sending you a confirmation and reminder notifications (these can be turned off within your patient portal)
- Following up on any incomplete registrations
- Support around your appointments
- Following up on no shows
- Anonymised statistics for the clinics

By continuing to register you agree that Swiftqueue will process your information on behalf of the clinic. Swiftqueue never shares information with third parties.

Your continued consent can also be managed or revoked by you within your patient portal after you first register.

Why do you need my contact details?

In order to register, we require you to enter your email (mandatory) and phone number (optional). We do not use that information for any purpose other than sending you notifications regarding appointments or creating your online account. These communication settings can be turned on or off within your patient portal from the 25th May 2018.

I Do Not Agree (Go Back)

I Agree (Proceed)

Complete the required details and click **Register** at the bottom of the screen.

Register →

Swiftqueue
CO-ORDINATED HEALTHCARE... EMPOWERED

HOME SERVICES ABOUT BLOG CONTACT Login/Create Account Book an Appointment

Register as a GP

Already have an account? Sign in here

Account Details

Test GP 2

testgp2@swiftqueue.com

testgp2@swiftqueue.com

Password must be at least 8 characters in length and contain at least one lowercase letter, at least one uppercase letter and at least one number.

Practice Details

Test GP 2

0868631020

Ipswich, Suffolk, England, United Kingdom

The information required for this section is:

- Name
- Email address
- Practice information
- Secure code

Note the secure code is sw1ft45

From the options given, choose **Referrals** by selecting **Enable**.

Swiftqueue Home Test GP 2

Welcome to Swiftqueue
Enable a service below to get started.

Referrals
● Not Active

Inter-GP (gpreferral.ie)
● Not Available

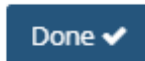
Community Care
● Not Available

Then **Select** the Hospitals you would like to refer into.

The screenshot shows the Swiftqueue web application. The header includes the logo 'Swiftqueue', a 'Home' button, and a user profile 'Test GP 2'. A 'Back' button is in the top left. The main heading is 'Please select the Hospitals you would like to refer into'. The content is organized by region:

- COVENTRY AND RUGBY**
 - City of Coventry HC Childrens Bloods
 - Hospital of St. Cross, Rugby Bloods
 - University Hospital Coventry Bloods
- ESSEX**
 - Basildon Hospital
 - Canvey Paddocks Bloods
 - Canvey Sydervelt Bloods
 - Eastwood Road North Clinic Bloods
 - Hadleigh Bloods
 - Hockley Bloods

Once you have selected the hospitals click



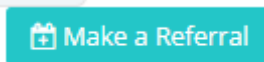
This screenshot shows the same Swiftqueue interface after a selection. The 'Landseer Road Surgery Bloods' under the 'IPSWICH' region is highlighted with a green checkmark. At the bottom of the page, the text '1 Hospital selected' is displayed, and a 'Done' button with a checkmark is visible in the bottom right corner.

For GP Same Day Allocations you will see a separate available clinic with reserved slots for GP's

A screenshot of a search interface. At the top left is a 'Back' button. Below it is a search bar with the text 'Search for a clinic'. The search input field contains 'La' and has a red 'x' to clear it. Below the search bar is a list of three results: 'Landseer Road Surgery Bloods', 'Langthorne GP Same Day', and 'Langthorne HC Bloods', each with a green arrow to the right. Below the search results are two sections: 'Previous Referrals' with the text 'Clinics where you have made referrals previously will appear here' and 'Previous Searches' with a single result 'Landseer Road Surgery Bloods' and a green arrow.

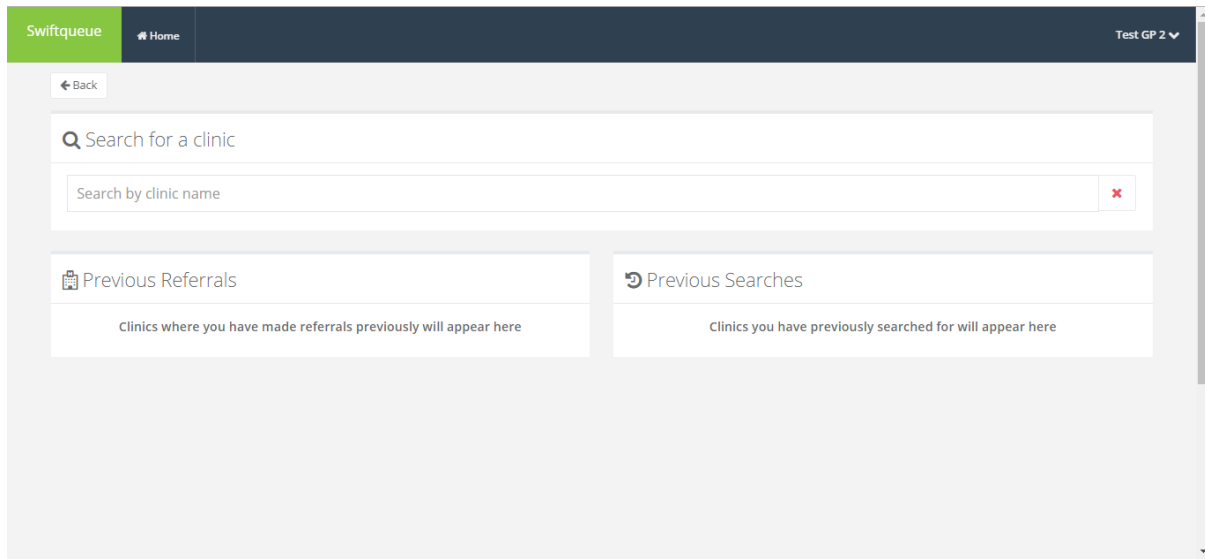
This is the GP dashboard, where any upcoming or previous referrals will be shown.

To make a referral click on

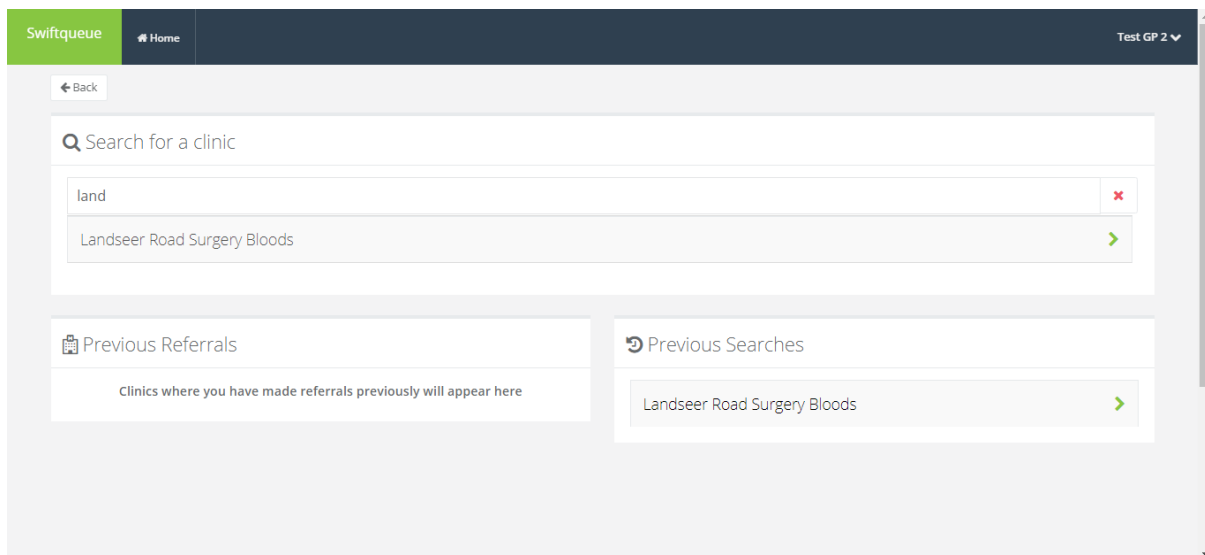


A screenshot of the GP dashboard. The top navigation bar includes 'Swiftqueue', 'Home', and 'Test GP 2'. Below the navigation bar are two tabs: 'Referrals' and 'Services'. The 'Referrals' tab is active. Below the tabs are filters for 'REFERRAL FROM DATE' (03/07/2019), 'REFERRAL TO DATE' (02/08/2019), 'CLINIC' (All), 'APPOINTMENT TYPE' (All), and 'STATUS' (All). A teal 'Make a Referral' button is highlighted with a red box. Below the filters is a table with columns: 'PATIENT', 'CLINIC', 'APPOINTMENT TYPE', 'DATE/TIME', and 'STATUS'.

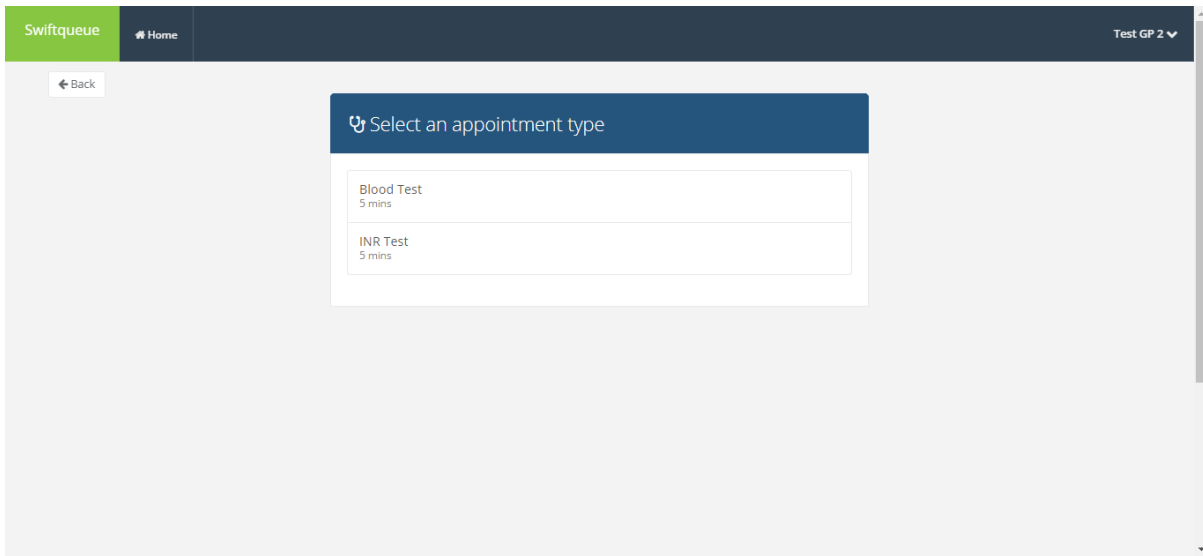
Simply **Search** for the hospital you wish to make a referral to.



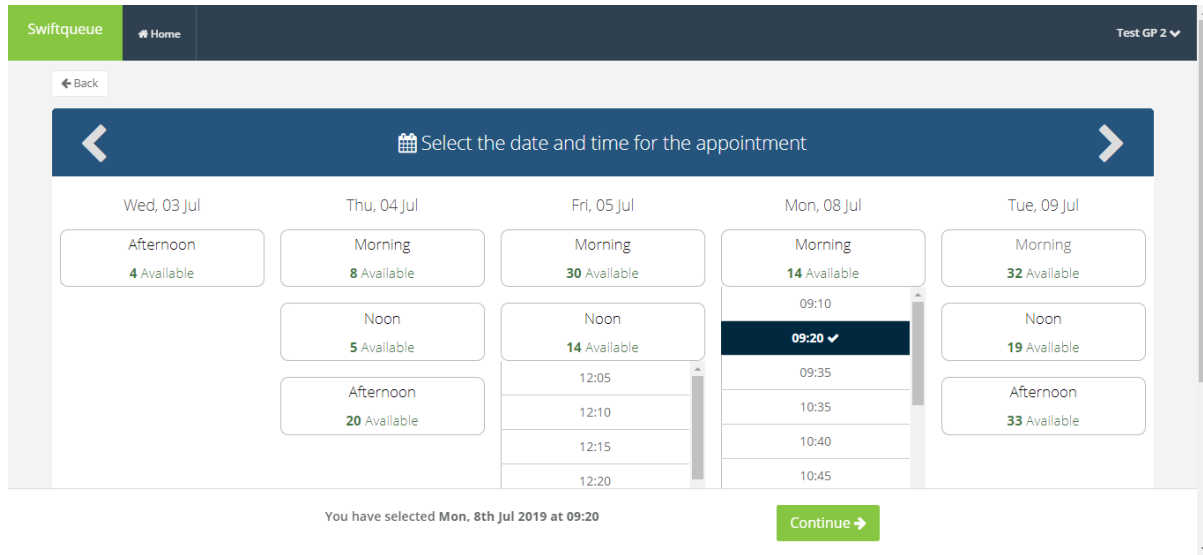
Once searched select the clinic you wish to make a referral into.



Select the appointment type.



Select the **date** required for the appointment and specify the **time**. Click



Book Appointment

Select the patient you wish to make the referral for and click at the bottom of the screen.

Here you can also select if the patient requires any special assistance or additional comments for the hospital/clinic to see.

The screenshot shows a web interface for booking an appointment. At the top, there is a dark blue header with 'Swiftqueue' on the left, a 'Home' icon in the center, and 'Test GP 2' on the right. Below the header is a light grey sidebar with a 'Back' button. The main content area is a white box with a dark blue title bar that reads 'Select Patient & Confirm Appointment'. Inside this box, there are several sections: 'PATIENT' with a search bar and a '+ Add a Patient' link; 'CLINIC' with the text 'Landseer Road Surgery Bloods Change'; 'APPOINTMENT TYPE' with 'Blood Test · 5 minutes Change'; 'DATE/TIME' with 'Monday the 8th of July 2019 at 09:20 · 4 days from now Change'; and 'DO YOU REQUIRE ANY SPECIAL ASSISTANCE?' with five checkboxes and icons: 'Sight', 'Hearing', 'Wheelchair', 'Immobility', and 'Learning Disability'. The 'Requires Translator/Interpreter' option is also present but its icon is partially obscured.

If you need to add a new patient click on [+ Add a Patient](#)

Swiftqueue Home Test GP 2

Back

Select Patient & Confirm Appointment

PATIENT [+ Add a Patient](#)

Search for a patient

CLINIC
Landseer Road Surgery Bloods Change

APPOINTMENT TYPE
Blood Test - 5 minutes Change

DATE/TIME
Monday the 8th of July 2019 at 09:20 - 4 days from now Change

DO YOU REQUIRE ANY SPECIAL ASSISTANCE?

- Sight
- Hearing
- Wheelchair
- Immobility
- LD Learning Disability
- Requires Translator/Interpreter

Add Patient

Fill out the required information and click at the bottom of the screen.

The email address & mobile number provided for the patient will be used to send notifications for confirmed or cancelled appointments.

Swiftqueue Home Test GP 2

Back

Add a Patient

First Name
First Name

Surname
Surname

Date of Birth (DD/MM/YYYY)
DD MM YYYY

Gender
 Male
 Female

An E-Mail Address or Mobile Number must be provided

E-Mail Address
E-Mail Address

Mobile Number
Mobile Number

NHS Number (optional)
NHS Number

Once the appointment is booked, you are then directed back to the referrals dashboard. Here you can **view/reschedule/cancel** the appointments.

The screenshot shows the Swiftqueue Referrals dashboard. At the top, there is a navigation bar with 'Swiftqueue' on the left, a 'Home' icon, and 'Test GP 2' on the right. Below the navigation bar, there are two tabs: 'Referrals' (selected) and 'Services'. The main content area contains a search and filter section with the following fields: 'REFERRAL FROM DATE' (03/07/2019), 'REFERRAL TO DATE' (02/08/2019), 'CLINIC' (All), 'APPOINTMENT TYPE' (All), and 'STATUS' (All). A 'Make a Referral' button is located to the right of these filters. Below the filters is a table with the following data:

PATIENT	CLINIC	APPOINTMENT TYPE	DATE/TIME	STATUS
Patrick McGrane	Landseer Road Surgery Bloods	Blood Test	Mon, 8th Jul 2019 at 09:20 4 days from now	Active