

Online Blood Test Appointment System (Swiftqueue); FAQ

When will the online blood test appointment system (Swiftqueue) be rolled out for Epsom and St Helier hospital patients?

The online blood test appointment system (Swiftqueue) is live now! A limited version was rolled out on 17th August 2020. Patients turning up for blood test at Epsom or St Helier hospital are now able to book an appointment online using Swiftqueue. A wider service will progressively be rolled out allowing patients to book for blood test in community served by Epsom and St Helier phlebotomy.

How can a patient book a blood test at a participating site?

Swiftqueue is a web based platform. Patients can book the blood test by using a PC or a phone and by going on to the following the link <https://www.epsom-sthelier.nhs.uk/blood-tests>.

What if patients are unable to book blood tests online themselves?

In circumstances where a patient is unable to book the blood test online themselves, they can be helped by their family members or carers to set up an account. Alternately clinicians/admin staff (outpatient receptionists) can create an account for themselves and book an appointment on their patient's behalf (See SOP on how to do this by clicking here <https://www.epsom-sthelier.nhs.uk/blood-tests>). A phlebotomy helpline is also available if all of the above are not an option. Patients can **020 8296 2846 9am–4pm** to get help book the blood test.

Are there any changes to the opening hours of the blood testing service?

No, there are no changes to the opening hours which remain as following:

St Helier Hospital: Monday to Friday, 07.30am-4.30pm

Epsom Hospital: Monday to Friday, 08:30am-4:30pm

What other phlebotomy sites are available to book for a blood test?

Apart from the main phlebotomy areas at Epsom and St Helier hospital, we also carry out phlebotomy clinics at a number of locations within the community. Booked appointments will be progressively rolled out at all these sites and would be available for booking via the Swiftqueue website. Most of these sites would be booked appointment only. The list of these clinics and when the appointment system will be rolled out can be accessed through the following link <https://www.swiftqueue.co.uk/esh.php>.

Are there any changes to the number of patients that will be able to have their bloods taken each day?

No, there is no change to the number of patients that can have their blood taken each day. Please ensure you remind your patient to wear a face covering and follow the social distancing rules and not attend if symptomatic for symptoms suspicious of coronavirus or isolating following a contact.

What will happen if a patient walks in without an appointment booked?

The Trust will maintain a limited walk-in service for patients requiring blood test after attending an outpatient clinic, certain vulnerable patient groups and for those requiring urgent same day blood. Patients who otherwise walk-in will be given an appointment at the next available time for that day, if available, or offered to book an appointment for another day.

Will clinicians be able to access same day blood tests for patients?

We will be holding a number of urgent slots for patients who need to be bled the same day. These slots can be accessed by marking the ICM form as urgent or by writing 'urgent/same day' on the form in the free text box or manually. Please use this service judiciously as the slots would be limited.

What happens when the patient arrives for their blood test?

When a patient arrives, they will need to check in. Currently, the receptionists will do this, as they do now, but in the next few weeks we will be introducing check-in kiosks at both Epsom and St Helier hospital main outpatient phlebotomy areas. The patient will be required to sit in the waiting room with appropriate IC measures in place until it is their turn. They will be directed to the appropriate bay when the phlebotomist is ready.

What happens when a patient is late for an appointment?

If a patient is more than 15 minutes late they will have the choice of either waiting until the next available slot that day, if there is one available, or rebooking for another day.

Who should I contact for further information?

Please contact Asam Saeed, Phlebotomy Service Manager, via email at asam.saeed@nhs.net or call 020 8296 2846/ 01372 735921 or Dr Nikhil Johri, Clinical Lead and Quality Lead for Pathology and Phlebotomy.