

Swiftqueue: Online appointment booking for outpatient phlebotomy at Denmark Hill

Synnovis is introducing Swiftqueue, an online phlebotomy appointment booking system for patients in Southwark and Lambeth. Swiftqueue will go-live on 24 August with the first available appointments beginning from 29 August 2023.

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.

What does Swiftqueue not do?

Swiftqueue does not integrate with any Trust Laboratory Information Management System (LIMS) or Electronic Health Record (EPR). Swiftqueue is a stand-alone patient facing booking system which does not change the way clinicians order blood tests or receive results. Please note, Swiftqueue will be used as an electronic booking system for phlebotomy, switching over from the walk-in ticket-based system currently in operation. Blood requests should continue to be raised using the existing processes.

Which patients need to book online?

Phlebotomy outpatients at Kings College Hospital Denmark Hill will be required to book phlebotomy appointments online either for an on the day appointment or another day as directed by their clinician.

Primary care patients from Southwark and Lambeth GP practices will also use Swiftqueue.

Which patients are not included?

This change does not apply to any inpatients or outpatients at the Princess Royal University Hospital (PRUH).

Which phlebotomy locations will be included?

Denmark Hill outpatients will be able to book appointments will be at Denmark Hill outpatient phlebotomy and at the Tessa Jowell Health Centre.

How should clinicians prepare for Swiftqueue?

Swiftqueue is a patient facing system and will not change the way you order blood tests or receive results. We do kindly request your support to sign post patients to it wherever possible. The booking link will be detailed on the bottom of blood request forms.

Notifying your patients

We understand some patients will be unable to use Swiftqueue or will choose not to. There are four booking options available to accommodate all patients, these are:

1. Same day appointments

Patients can continue to make same day appointments at Synnovis phlebotomy clinics and have their blood taken. A same day appointment will be made for them when they arrive however the patient journey will remain the same as it is today.

2. Future appointments

Patients can use the QR code on the printed materials provided or visit the Swiftqueue website to make a booking for a future appointment. Patients can do this using their own device or using a tablet, with assistance from a member of the team, at our phlebotomy clinics. This will be particularly helpful for patients who have routine tests or for patients who wish to secure an early appointment where fasting is required.

3. Family member bookings

Family members, friends and carers are able to book phlebotomy appointments on behalf of someone else by adding the patient to their own Swiftqueue account if they have one.

4. Booking at a GP practice

GP practices have the ability to create a user account to make appointments on behalf of their patients if they wish. A small number of practices have already requested this access.

We have produced step-by-step flyers for booking with Swiftqueue which will be available in our phlebotomy clinic waiting areas. We have also produced a video user guide which can be accessed on [our website](#).

Why should patients use Swiftqueue?

Booking an appointment with Swiftqueue enables the patient to choose a convenient time and location to have their blood taken. It also supports our phlebotomy clinics to better manage patient flow which will reduce waiting times and improve social distancing measures.

Paediatric Phlebotomy

Patients under the age of 16 can be added to a parent, guardian or family member's Swiftqueue account and an appointment can be made on their behalf. Paediatric patients can also visit our phlebotomy locations and be given a same day appointment as above.

Further Information

Visit [our website](#) to watch our user guide video, access the full FAQs and download posters and patient information leaflets.

If there is something missing from the toolkit that would support you to prepare, or if you have any other queries about Swiftqueue, please get in touch by emailing LetsTalk@synnovis.co.uk.