

Swiftqueue

GP Practice Booking Guide

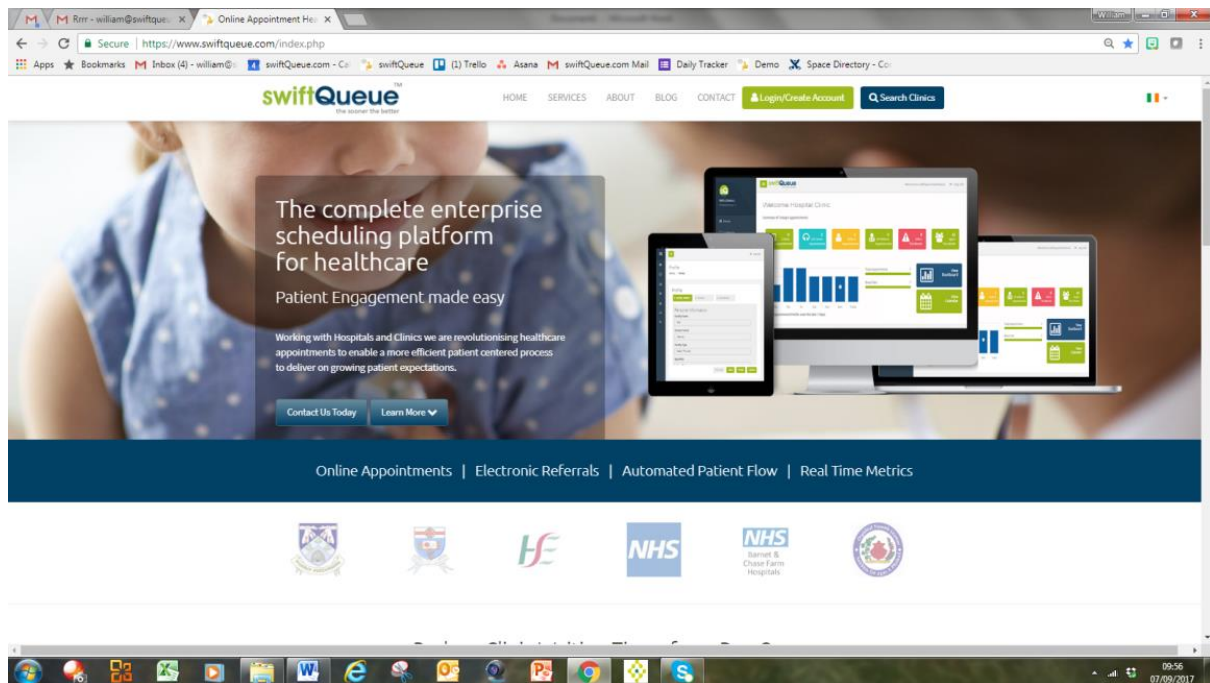
Creating a GP Practice account

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.

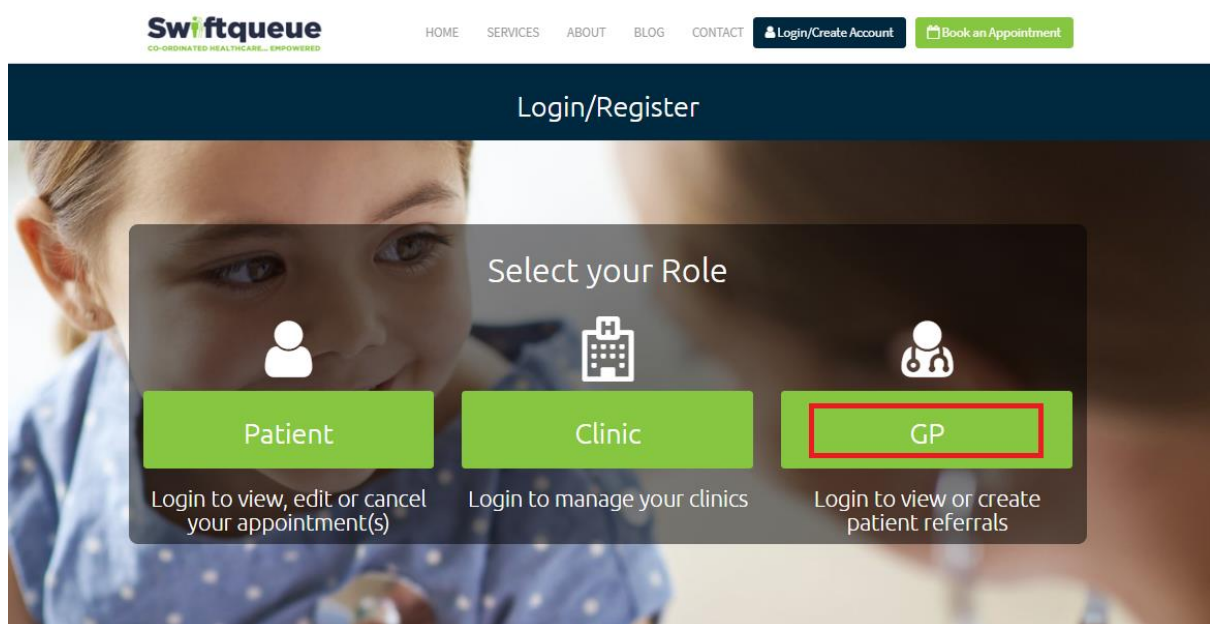
If your practice would also like the option to make phlebotomy appointments on behalf of your patients, you can access our booking system by creating a GP account on Swiftqueue. This will enable you to make a booking at any of our phlebotomy sites in Southwark and Lambeth. Follow these steps to register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

GP Registration and Making a Referral

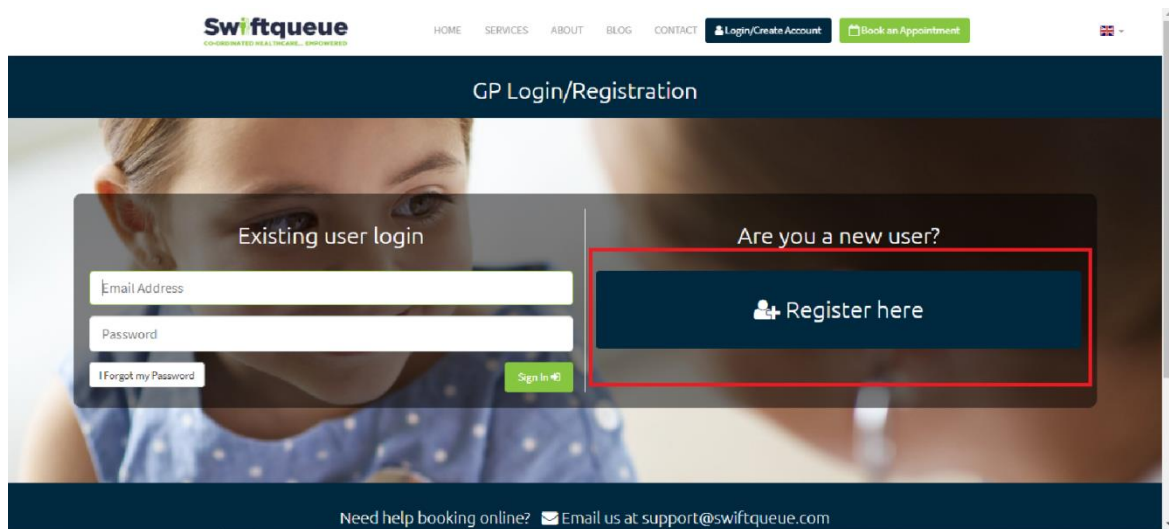
Please visit www.swiftqueue.co.uk



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



Select **Register here**.



The image shows the Swiftqueue website's GP Login/Registration page. The header includes the Swiftqueue logo, navigation links (HOME, SERVICES, ABOUT, BLOG, CONTACT), and buttons for 'Login/Create Account' and 'Book an Appointment'. The main content area is titled 'GP Login/Registration' and features a background image of a child. On the left, under 'Existing user login', there are input fields for 'Email Address' and 'Password', a 'Sign In' button, and a link for 'I Forgot my Password'. On the right, under 'Are you a new user?', there is a prominent 'Register here' button with a user icon, which is highlighted by a red rectangular box.

Swiftqueue
GP Login/Registration

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

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

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 →

The screenshot shows the 'Register as a GP' page on the Swiftqueue website. The page has a dark blue header with the Swiftqueue logo and navigation links. Below the header, there's a dark blue banner with the text 'Register as a GP'. The main content area is a light gray box with a background image of a child. It contains two sections: 'Account Details' and 'Practice Details'. The 'Account Details' section has fields for Name, Email, Password, and Confirm Password. The 'Practice Details' section has fields for Name, Phone Number, and Address. A green button is at the bottom right of the form.

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**.

The screenshot shows the 'Welcome to Swiftqueue' page. The page has a dark blue header with the Swiftqueue logo and navigation links. Below the header, there's a light gray box with the text 'Welcome to Swiftqueue' and 'Enable a service below to get started.' There are three service cards: 'Referrals', 'Inter-GP (gpreferral.ie)', and 'Community Care'. The 'Referrals' card is highlighted with a red box and has an 'Enable' button. The other two cards have 'Not Available' buttons.

Swiftqueue Home Test GP 2

Welcome to Swiftqueue

Enable a service below to get started.

Referrals
Not Active Enable

Inter-GP (gpreferral.ie)
Not Available Not Available

Community Care
Not Available Not Available

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

Swiftqueue

Home

Test GP 2

Back

Please select the Hospitals you would like to refer into

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

Done ✓

Swiftqueue

Home

Test GP 2

Back

Southend Evening Clinic

Southend Medical Centre Bloods

Thorpene Clinic Bloods

Tyrells Benfleet Bloods

IPSWICH

Landseer Road Surgery Bloods

LONDON

Barnet Hospital Phlebotomy

Chase Farm Adult Blood Tests

Edgware Community Hospital

Langthorne Health Centre

1 Hospital selected

Done ✓

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

[← Back](#)

Q Search for a clinic

La

×

Landseer Road Surgery Bloods

>

Langthorne GP Same Day

>

Langthorne HC Bloods

>

Previous Referrals

Clinics where you have made referrals previously will appear here

Previous Searches

Landseer Road Surgery Bloods

>

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

To make a referral click on

 Make a Referral

Swiftqueue

Home

Test GP 2

Referrals

Services

REFERRAL FROM DATE

03/07/2019

REFERRAL TO DATE

02/08/2019

CLINIC

All

APPOINTMENT TYPE

All

STATUS

All

 Make a Referral

PATIENT

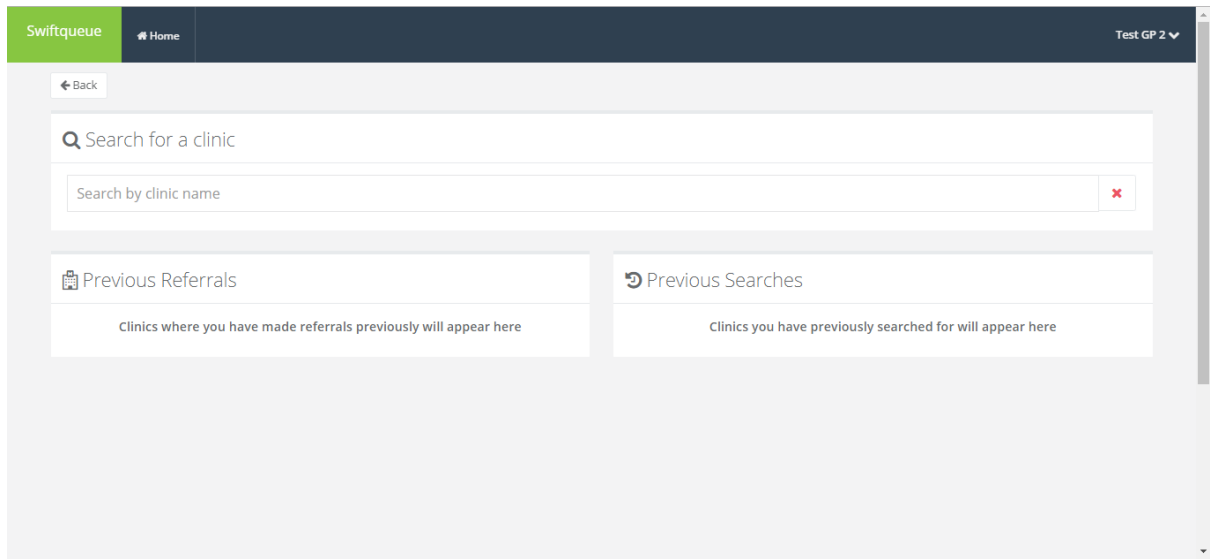
CLINIC

APPOINTMENT TYPE

DATE/TIME

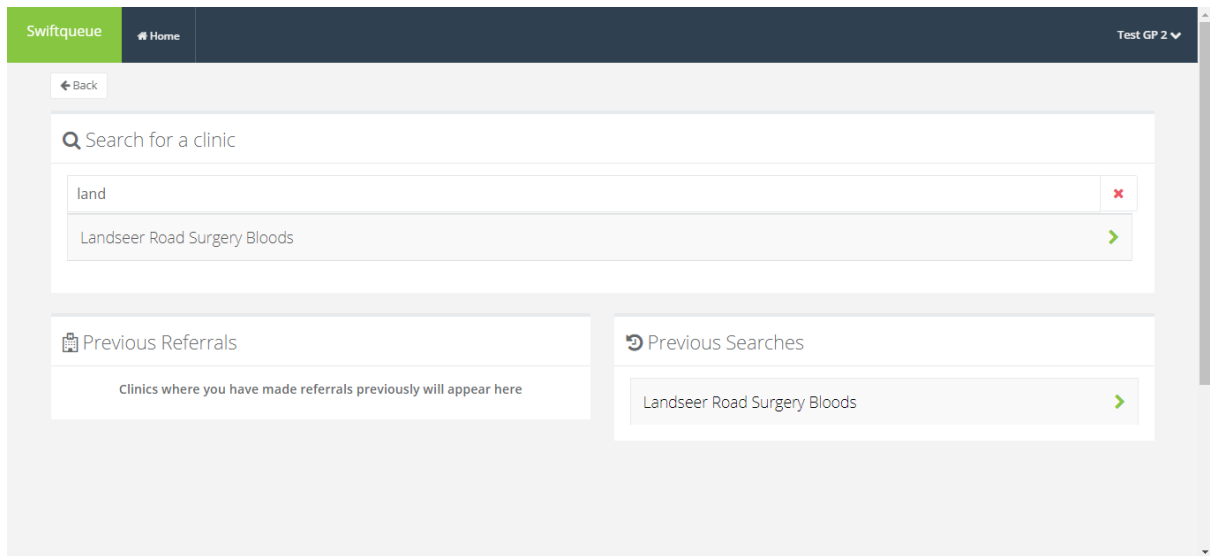
STATUS

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



The screenshot shows the Swiftqueue web application interface. At the top, there is a dark blue header with the Swiftqueue logo on the left, a Home icon in the center, and a user profile 'Test GP 2' on the right. Below the header, there is a light gray sidebar on the left with a 'Back' button. The main content area has a search bar with the placeholder text 'Search for a clinic'. Below the search bar is a text input field with the placeholder 'Search by clinic name' and a red 'X' icon. Below this, there are two sections: 'Previous Referrals' and 'Previous Searches'. Both sections have a header with a document icon and a title, and a body with the text 'Clinics where you have made referrals previously will appear here' and 'Clinics you have previously searched for will appear here' respectively.

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



This screenshot shows the same Swiftqueue interface as the previous one, but with search results. The search bar now contains the text 'land'. Below the search bar, there is a list of search results. The first result is 'Landseer Road Surgery Bloods', which is highlighted with a green background and a green arrow icon on the right. Below the search results, there are two sections: 'Previous Referrals' and 'Previous Searches'. The 'Previous Searches' section now shows the search result 'Landseer Road Surgery Bloods' with a green arrow icon on the right.

Select the appointment type.

The screenshot shows the Swiftqueue web application interface. At the top, there is a navigation bar with 'Swiftqueue' on the left, a 'Home' button in the center, and 'Test GP 2' on the right. Below the navigation bar, on the left, is a 'Back' button. The main content area features a dark blue header with the text 'Select an appointment type' and a white box containing two appointment options: 'Blood Test 5 mins' and 'INR Test 5 mins'.

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

Continue →

The screenshot shows the Swiftqueue web application interface for selecting a date and time. The navigation bar at the top is identical to the previous screen. Below it, a dark blue header contains a calendar icon, the text 'Select the date and time for the appointment', and navigation arrows. The main area displays a grid of dates and times. The dates shown are Wed, 03 Jul; Thu, 04 Jul; Fri, 05 Jul; Mon, 08 Jul; and Tue, 09 Jul. For each date, there are buttons for 'Morning', 'Noon', and 'Afternoon' with the number of available slots. For Mon, 08 Jul, a time selection list is open, showing times from 09:10 to 10:45, with 09:20 selected and marked with a checkmark. At the bottom, a summary bar states 'You have selected Mon, 8th Jul 2019 at 09:20' and includes a 'Continue' button.

Date	Time	Available
Wed, 03 Jul	Afternoon	4
Thu, 04 Jul	Morning	8
Thu, 04 Jul	Noon	5
Thu, 04 Jul	Afternoon	20
Fri, 05 Jul	Morning	30
Fri, 05 Jul	Noon	14
Fri, 05 Jul	12:05	
Fri, 05 Jul	12:10	
Fri, 05 Jul	12:15	
Fri, 05 Jul	12:20	
Mon, 08 Jul	Morning	14
Mon, 08 Jul	09:10	
Mon, 08 Jul	09:20	✓
Mon, 08 Jul	09:35	
Mon, 08 Jul	10:35	
Mon, 08 Jul	10:40	
Mon, 08 Jul	10:45	
Tue, 09 Jul	Morning	32
Tue, 09 Jul	Noon	19
Tue, 09 Jul	Afternoon	33

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 application interface for booking an appointment. At the top, there is a dark blue header with 'Swiftqueue' on the left, a 'Home' button with a house icon, and 'Test GP 2' with a dropdown arrow on the right. Below the header, on the left, is a 'Back' button with a left arrow. The main content area is a white box titled 'Select Patient & Confirm Appointment' with a calendar icon. Inside this box, there are several sections: 'PATIENT' with a search bar and an '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 six checkboxes and icons: 'Sight' (eye), 'Hearing' (ear), 'Wheelchair' (wheelchair), 'Immobility' (person with cane), 'Learning Disability' (LD icon), and 'Requires Translator/Interpreter' (person with speech bubble).

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

☐  Learning Disability

☐  Requires Translator/Interpreter

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.

Swiftqueue

Home

Test GP 2

Referrals

Services

REFERRAL FROM DATE

03/07/2019

REFERRAL TO DATE

02/08/2019

CLINIC

All

APPOINTMENT TYPE

All

STATUS

All

Make a Referral

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