

Phlebotomy Online Booking Solution – New To HCT!!!

What is changing?

With effect from W/C 13th September HCT are launching a new Online Booking Solution for Adults and Children's Phlebotomy Service to improve patient experience and provide a convenient 24 hour, 7 days a week booking option.

The digital booking platform will enable patients to book, reschedule, cancel their appointments, and provide them with the ability to view their previous and future bookings.

What does this mean for GP's?

As a result, GPs will be requested to ask patients to book via the HCT SwiftQueue website. HCT will provide posters, leaflets and guidance on the new processes including:

- QR codes, Webpage links & Supporting information

Enabling patients to quickly and easily access the booking service at their own convenience. Patients will still be required to follow the process below:

- **Cheshunt Community Hospital (Adults):** Request for Royal Free Hospital – paper format request form
- **Hoddesdon Health Centre (Adults/Childrens):** East & North/Addenbrookes ICE request form. Phlebotomy form can be requested and pending on ICE.
- **Bowling Road – Ware (Adults/Childrens):** East & North/Addenbrookes ICE request form. Phlebotomy form can be requested and pending on ICE.

If the patient does not attend with the correct blood request form the patient will not be able to have their bloods taken.

What does this mean for patients?

As a result, patients will be required to book, cancel and reschedule their appointments via the new digital booking solution. Patients will have the ability to book a preferred slot at a time which suits them.

Patients will still be required to bring the relevant form along to the appointment and will be reminded to do so via a SwiftQueue generated email/text appointment.

If patients are unable to book online, a dedicated single point of contact will be available to support by calling 0300 123 7571 from 9.00am – 15.00pm, Monday – Friday.

Kind Regards,
Hertfordshire Community NHS Trust