

## Large print and other languages

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এই তথ্যগুলো সহজে পড়া যায় অথবা বৃহৎ প্রিন্টের মত বিকল্প ফরম্যাটে পাওয়া যাবে, এবং অনুরোধে অন্য ভাষায়ও পাওয়া যেতে পারে। আরো তথ্যের জন্য আপনার ক্লিনিক্যাল টিমের সাথে কথা বলুন।

Na żądanie te informacje mogą zostać udostępnione w innych formatach, takich jak zapis większą czcionką lub łatwą do czytania, a także w innych językach. Aby uzyskać więcej informacji, porozmawiaj ze swoim zespołem specjalistów.

Macluumaadkaan waxaa loo heli karaa qaab kale, sida ugu akhrinta ugu fudud, ama far waa weyn, waxana laga yabaa in lagu heli luuqaado Kale, haddii la codsado. Wixii macluumaad dheeraad ah, kala hadal kooxda xarunta caafimaadka.

Bu bilgi, kolay okunurluk veya büyük baskılar gibi alternatif biçimlerde sunulabilir, ve talep üzerine Alternatif Dillerde sunulabilir. Daha fazla bilgi için klinik ekibinizle irtibata geçin.

یہ معلومات متبادل فارمیٹس میں دستیاب کی جا سکتی ہیں، جیسا کہ پڑھنے میں آسان یا بڑا پرنٹ اور درخواست پر متبادل زبانوں میں بھی دستیاب ہو سکتی ہیں۔ مزید معلومات کے لیے، اپنی کلینکل ٹیم سے بات کریں۔

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## Patient Advice and Liaison Service (PALS)

Please contact us if you need general information or advice about Trust services: [www.bartshealth.nhs.uk/pals](https://www.bartshealth.nhs.uk/pals)

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Patient information

# Blood test services at The Royal London & Mile End Hospitals



Blood test services at The Royal London & Mile End Hospitals are changing from a walk-in service to an appointment-only system. Patients will need to book an appointment online at:

[www.bartshealth.nhs.uk/phlebotomy](http://www.bartshealth.nhs.uk/phlebotomy) (please select “Mile End & The Royal London Hospitals”)

The new booking system is called Swiftqueue, which is already in use at several local G.P. Hubs. It is quick and easy to use, and relatives and/or carers can book and manage blood test appointments for family members. Swiftqueue will enable us to ensure capacity is always available. It will help keep our patients safe by improving waiting times, relieving congestion, and maintaining social distancing in waiting areas.

**If possible, appointments should be booked in advance to minimise waiting times.**

**If you arrive without a pre-booked appointment, you can book a slot for the same day (subject to availability), using the kiosk in the clinic. However, please be aware that there may be long waits for same day un-booked slots.**

If patients do not have access to the internet, they can book an appointment by calling Central Appointments on 020 7767 3200.

**Please be aware there could be a lengthy wait before you speak to an advisor, and we strongly encourage patients to set up an account and book blood test appointments online, which could be much quicker.**

**Adult patients should only use this system if the blood test has been requested by a Barts Health clinician.**

## Frequently Asked Questions

### **How do I book a blood test?**

If you have access to the Internet, use a PC, laptop, smartphone or tablet to access the following link:

[www.bartshealth.nhs.uk/phlebotomy](http://www.bartshealth.nhs.uk/phlebotomy) (please select “Mile End & The Royal London Hospitals”)

When using Swiftqueue for the first time you will be asked to create an account. Minimal information is required, and it is confidential and stored securely. You will be asked to provide your name, date of birth, and an email address. A mobile phone number will also be useful so that you can receive confirmation and reminders about your appointments via text message.

A family member or carer can also create an account and book appointments for you. After creating their account, they can add you to the account by clicking “Add New Family Member”. Please make sure that your mobile phone number is included in the details.

### **What if I do not have access to the Internet?**

If you do not have access to the Internet, please call the Central Appointments team who will be able to book an appointment for you.

Central Appointments is open 9.00am-5.00pm, Monday-Friday (closed weekends and public holidays).

### **When should I book an appointment?**

As advised by your clinical team and before your next clinic appointment. You can choose a day and time\* convenient for you.

*\*Always book a morning appointment for a fasting blood test.*

### **Where should I book an appointment for?**

If you wish to attend a Blood Test Clinic at The Royal London or Mile End Hospitals, please select the preferred hospital on the booking screen.

### **What happens when I book?**

After the appointment has been booked, you should receive a text message or email confirming the booking. You can also view your booked appointments in Swiftqueue.

### **What if I need to cancel or rearrange an appointment?**

This can be done online at any time. Simply log into your account and follow the instructions or call the Central Appointments team.

### **I have forgotten my username and password?**

Please follow the links on the system to reset your username or password.

### **My carer has changed. How can this be updated?**

If the family member or carer who manages your appointments changes, they will need to set up a new Swiftqueue account and follow the steps above in “**How can I book a blood test?**” so that they can manage appointments for you.

### **I need a Glucose Tolerance Test (GTT) with two appointments on the same day?**

Select the GTT appointment type and choose the date and time for your first appointment. The second appointment will automatically be booked for you to return later in the day.

### **What happens when I arrive for my blood test?**

When you arrive, please check-in using the kiosk in the Blood Test Clinic waiting area. Blood Test Clinics do not have receptionists. The reception desks in the areas are for other departments, and will be unable to assist you with checking-in. If you need help, please ask the Phlebotomists in the Blood Test Clinic.

### **What happens after I have checked in?**

Take a seat and watch the screen above the kiosk. When called, follow the signs to the Blood Test Clinic.

### **What happens if I am late for an appointment?**

If you are more than 10 minutes late you will have the choice of either booking another slot on the same day if any are available or booking for another day.

### **What happens if I am attending the hospital for an appointment and the doctor asks me to have blood tests the same day?**

You may book a same day slot using Swiftqueue after your appointment (if available), or you may contact the Central Appointments team for assistance.

### **I am unable to make/I missed my appointment. Can I book another one?**

Yes. Please log on to Swiftqueue and book a further appointment on a date and time convenient for you. If necessary, please cancel your existing appointment via your account or by calling the Central Appointments team.

### **My G.P. has requested blood tests. Where can I have these taken?**

For adult G.P. requested blood tests, please attend a local G.P. Hub as advised by your G.P. practice. Adult G.P. blood tests are not performed at The Royal London & Mile End Hospitals.

Children under the age of 18 referred by a G.P. should book an appointment via the Swiftqueue/The Royal London Hospital/Blood tests for Children and young People” page.

Blood test services are available at several locations, including local G.P. Hubs. Further information is available at [www.bartshealth.nhs.uk/phlebotomy](http://www.bartshealth.nhs.uk/phlebotomy).