



**synnovis**  
A SYNLAB pathology partnership

# An Overview of Swiftqueue

**SYNLAB**

**NHS**  
Guy's and St Thomas'  
NHS Foundation Trust

**NHS**  
King's College Hospital  
NHS Foundation Trust

# Introduction

## What is Swiftqueue?

Founded in 2011, Swiftqueue is a cloud-based platform built on proven mobile and internet technologies. It allows phlebotomy clinics to communicate available appointments to patients so that they can manage their visits online, improving communication flow while delivering operational excellence and improved efficiencies.

For Synnovis patients in Lambeth and Southwark, it will be used as an electronic booking system for phlebotomy (both primary and secondary care patients), switching over from the walk-in ticket-based system.

It means patients referred by GPs/clinicians to get a blood test will use a website, select the centre they wish to attend and a time slot, before turning up for their test.

Swiftqueue is already in operation in Lewisham and Greenwich (LGT).

# Which sites will be included?

## Lambeth

- St Thomas' Hospital
- Guy's Hospital
- Gracefield Gardens

## Southwark

- King's College Hospital – Denmark Hill
- Tessa Jowell Health Centre



# What does this mean for Patients?

- Phlebotomy appointments will need to be booked online using Swiftqueue from 24 July 2023.
- A new message will appear at the bottom blood test forms informing patients that they need to book online. They can type in the link or scan the QR code.
- They can choose a time and location most convenient to them.
- **If someone is unable to book online a family member can help by adding them to their Swiftqueue account. If someone can't help, our friendly phlebotomy team are on hand to support with booking appointments. Patients can also use the kiosks which are available in the waiting areas at phlebotomy clinics.**
- Swiftqueue will enable the phlebotomy centres to better manage patient flow which will reduce waiting times and overcrowding, increase social distancing and improve their experience.
- **Walk in appointments will still be available.**





# Frequently Asked Questions

## **When will Swiftqueue go-live?**

Swiftqueue will go-live on 24 July 2023.

## **Can patients still walk-in?**

Yes, we will be maintaining a walk-in service for those who are unable to book online.

More FAQs online: [www.synnovis.co.uk/swiftqueue](http://www.synnovis.co.uk/swiftqueue)

