

**Ref: GP Phlebotomy Appointment System**

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2 April 2020

Dear Doctor,

The Phlebotomy Department at University Hospital Hospitals of Derby and Burton have finalised arrangements for the introduction of an online appointment system to be used by Patients and GPs that refer patients for blood tests.

This system will improve the patient experience through streamlining the service and reducing the waiting time. The service is web based and will be available for GPs and patients to book appointments from a dedicated Website.

Starting from **2 April 2020** it will be possible to view and book all appointments at a range of Phlebotomy Clinics serving University Hospital Hospitals of Derby and Burton. To see the full list please visit: <https://www.uhdb.nhs.uk/service-phlebotomy-blood-tests/>

For GPs we would like you to visit [www.swiftQueue.co.uk/gp/](http://www.swiftQueue.co.uk/gp/) to view some useful 'how to' videos and to see how straightforward and efficient making an online referral is.

The registration process will take approximately two minutes and then you will be able to make patient referrals online for the available Phlebotomy Clinic times.

You will be asked to enter a Security Code on registration, your security code is: **sw1ft45**

#### **Additional Information**

- Patients can go to our website, <https://www.uhdb.nhs.uk/service-phlebotomy-blood-tests/> to make their GP Blood Test appointment
- Patient's family members should be encouraged to make appointments online for them, if they themselves have no access to online services
- The Online Phlebotomy Appointments Leaflets will be distributed to GP practices and can be made available to patients and their families. It will also be available on the hospital website

We would like to thank you in advance for your cooperation with this initiative.

Yours sincerely

**Joanne Bell**  
Phlebotomy Service Manager