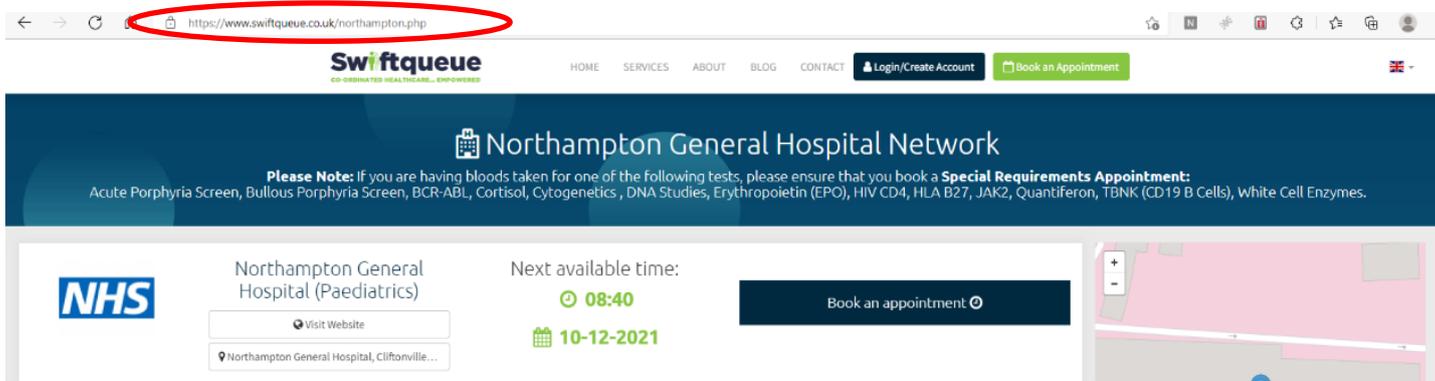
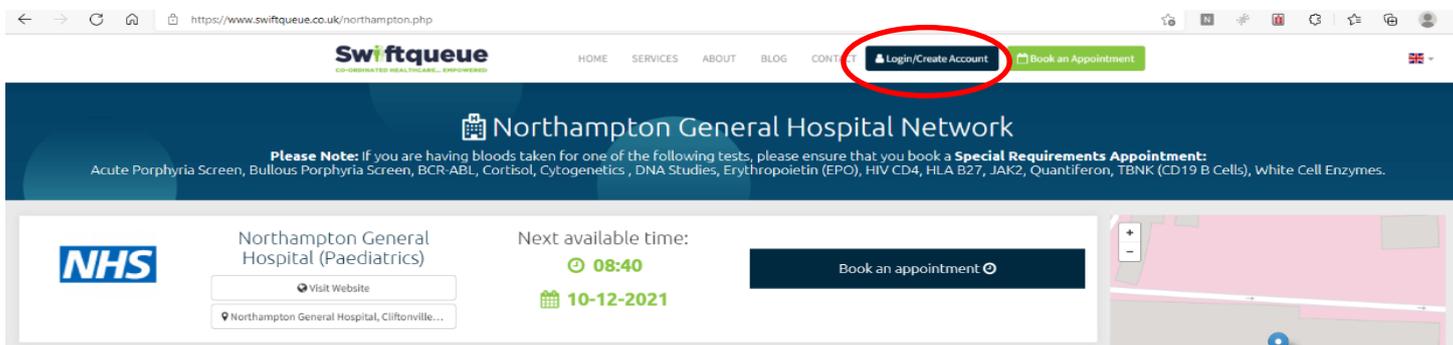


BOOKING A BLOOD TEST USING SWIFTQUEUE

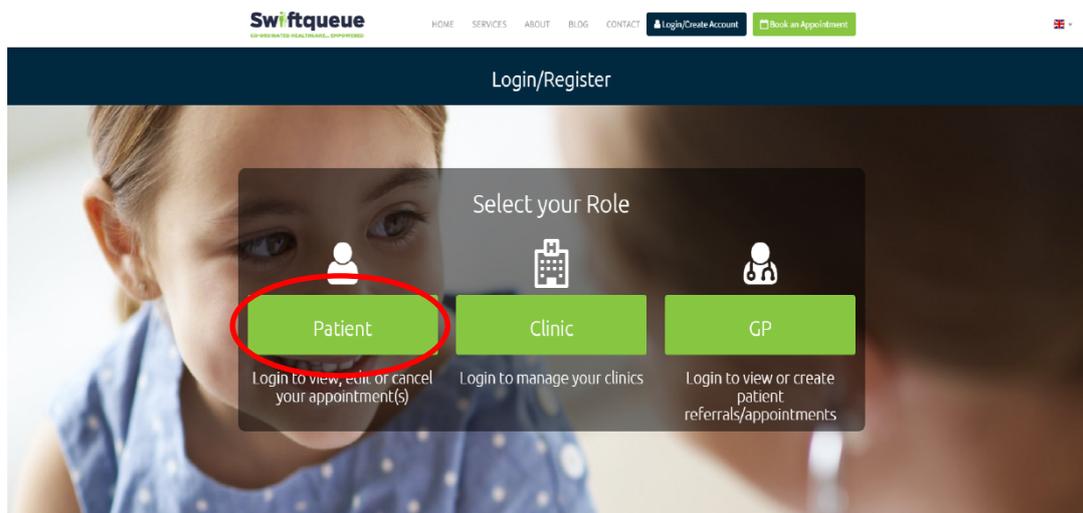
1) Go to www.swiftqueue.co.uk/Northampton.php.



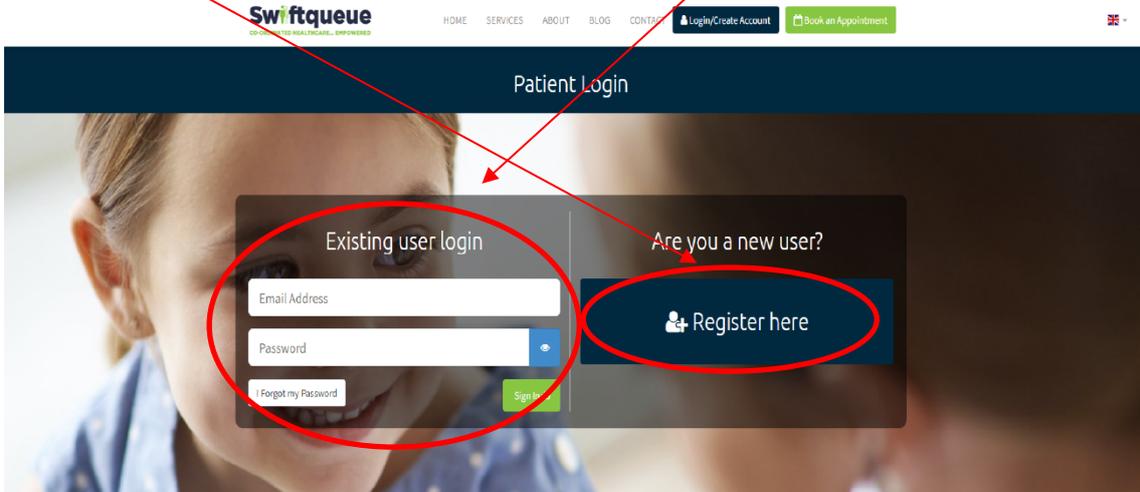
2) Click 'Login/Create Account' at the top of the page.



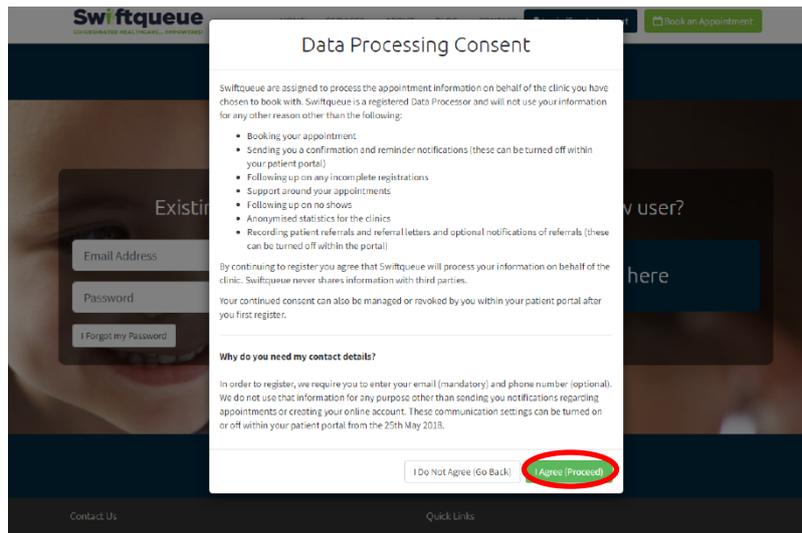
3) Under 'Select your Role', Select 'Patient'.



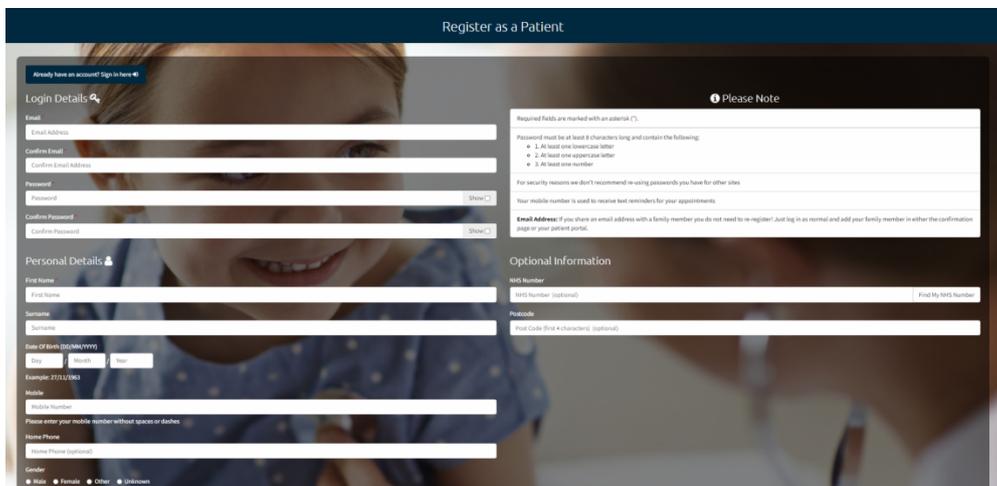
4) If you already have an account, enter your email and password under 'Existing user login' and skip straight to step 5. If not, click 'Register here' under 'Are you a new user?' and follow the rest of step 4(a-c).



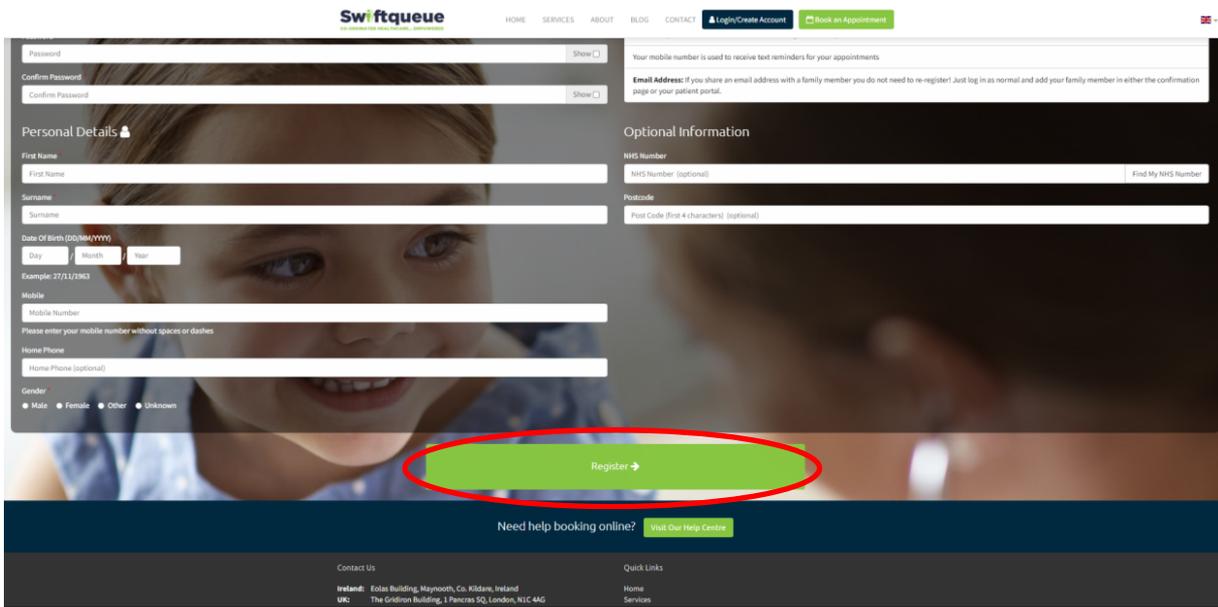
a) Under the 'Data Processing Consent' conditions, click 'I Accept (Proceed)'.



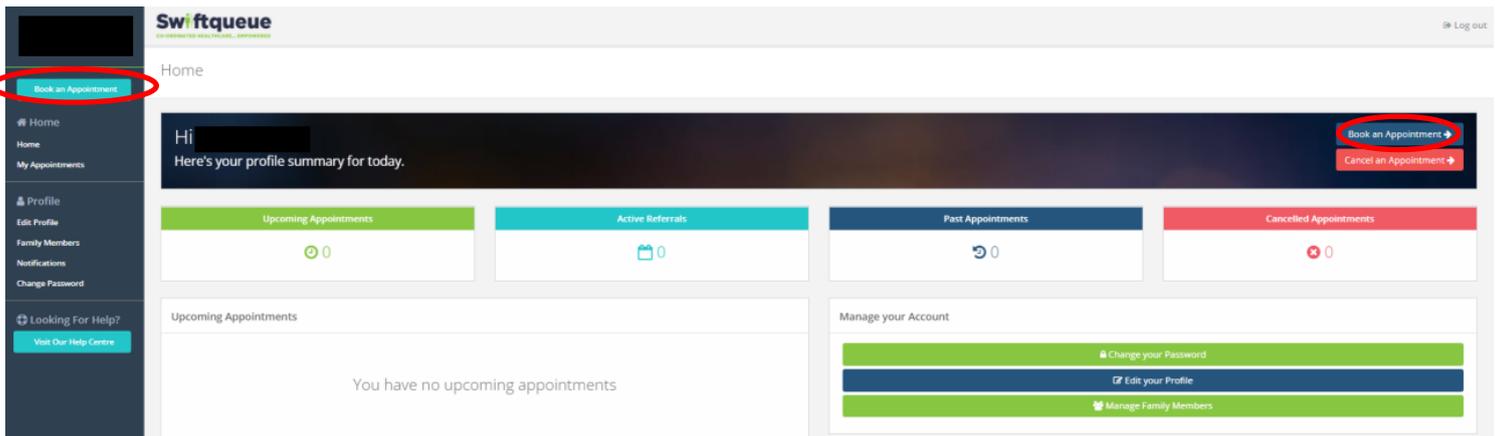
b) Fill in the details marked with a red asterisk (*). You may fill in the rest but are not required to.



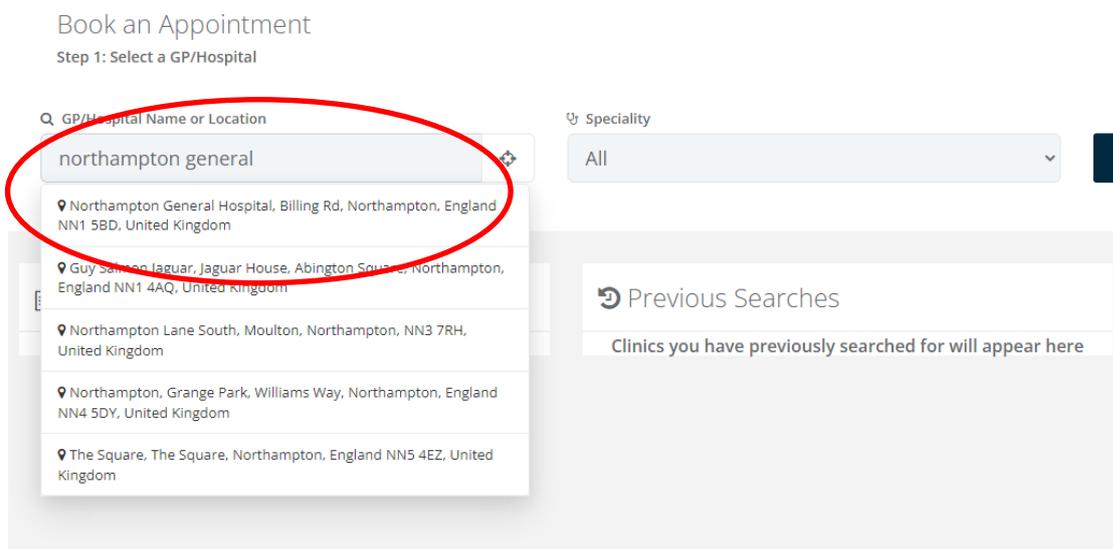
c) Click 'Register'.



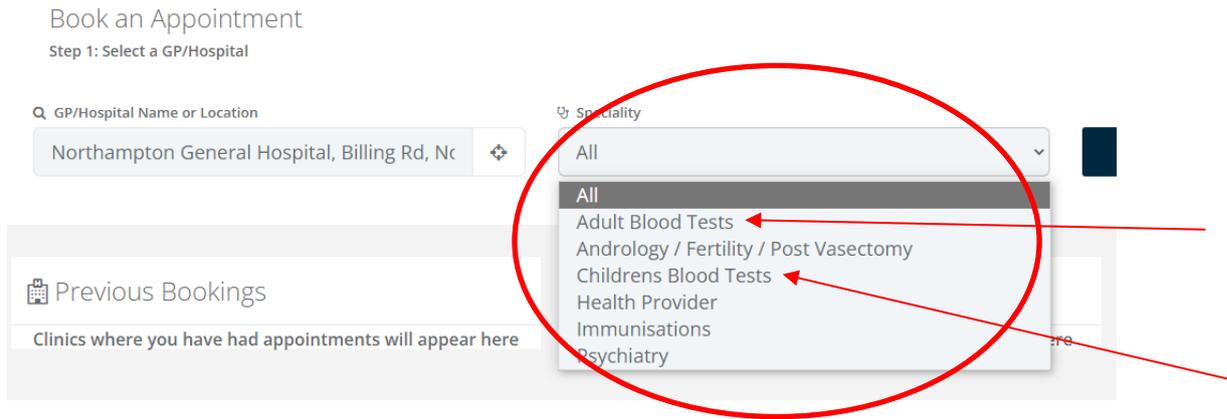
5) Click 'Book an Appointment' on either the left or right-hand side of the screen.



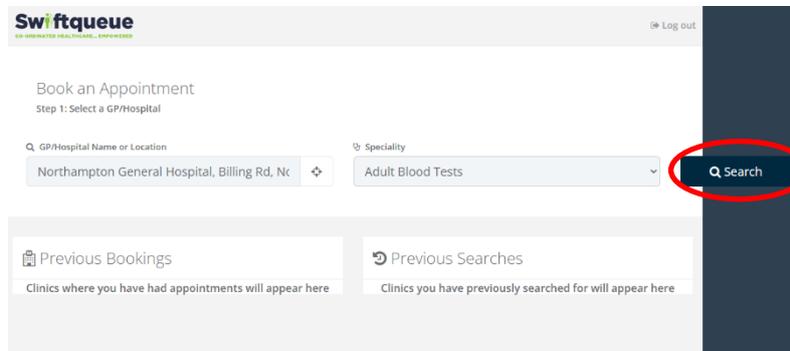
6) Under 'GP/Hospital Name or Location' search 'Northampton General' and click on the first option listed.



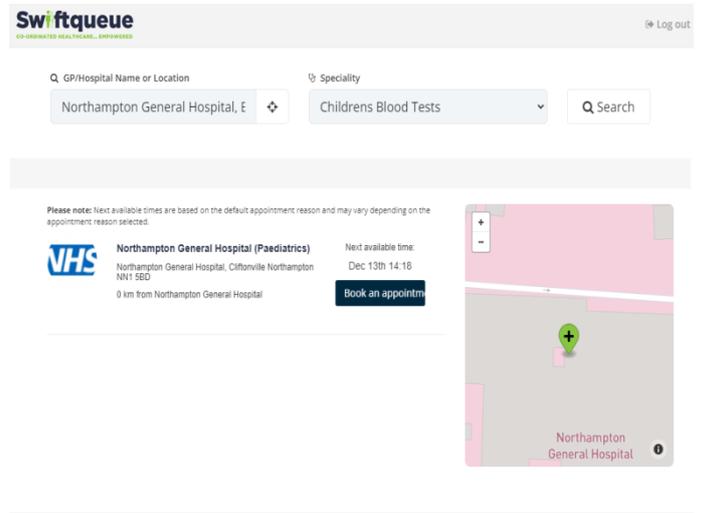
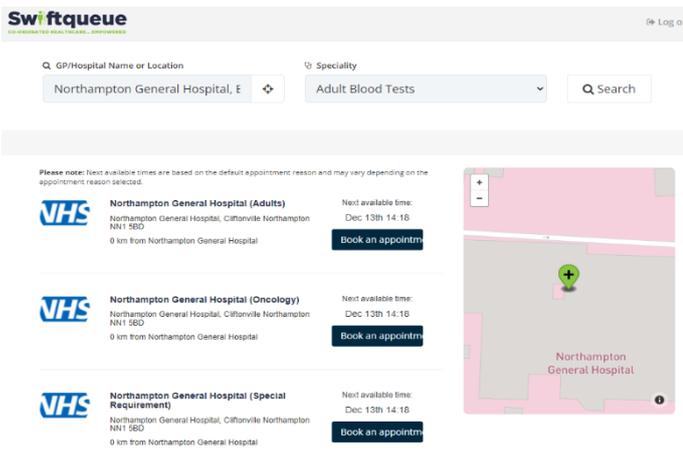
7) Under 'Speciality', select 'Adult Blood Tests' if the patient is 15+, or 'Children's Blood Tests' if the patient is under 15.



8) Click 'Search'.



9) Click 'Book an Appointment' under the section that applies to the patient (e.g. 'Paediatrics' for under 15s, 'Oncology' for oncology patients, etc.).



Please note that, if your doctor has requested any of the following tests, you will need to book a 'Special Requirements' appointment (if not then please select 'Adults'):

Acute Porphyria Screen

DNA Studies

Quantiferon

Bullous Porphyria Screen

Erythropoietin (EPO)

White Cell Enzymes

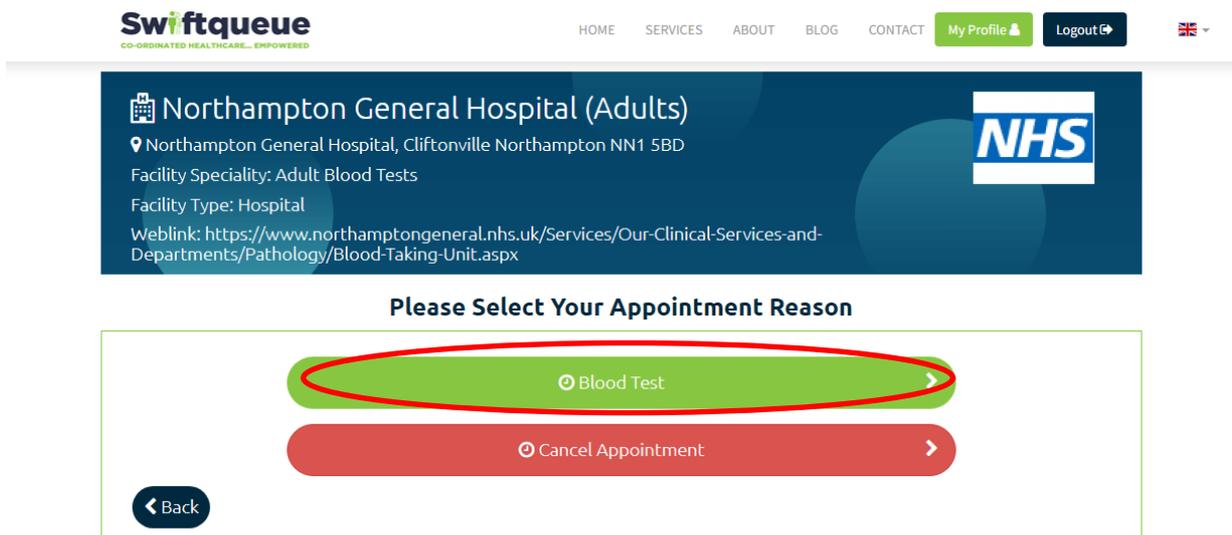
BCR-ABL, Cortisol

JAK2

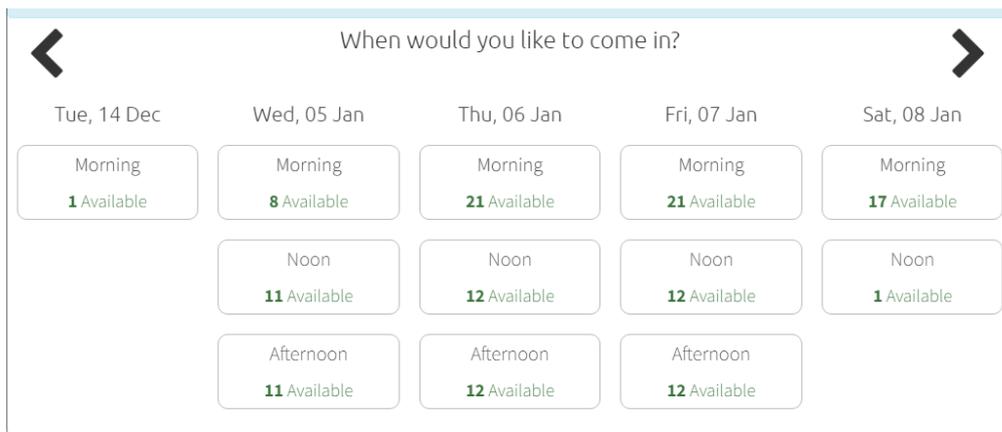
TB Spot

Cytogenetics

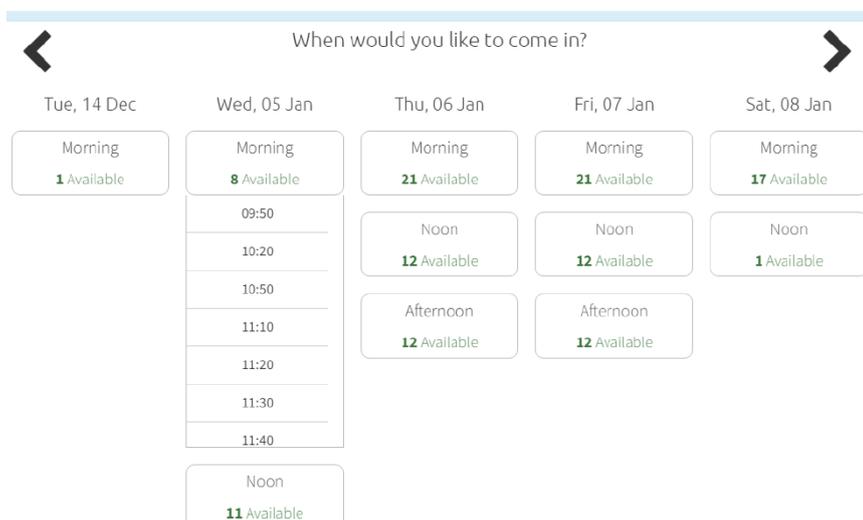
10) Under 'Please Select Your Appointment Reason', select 'Blood Test'.



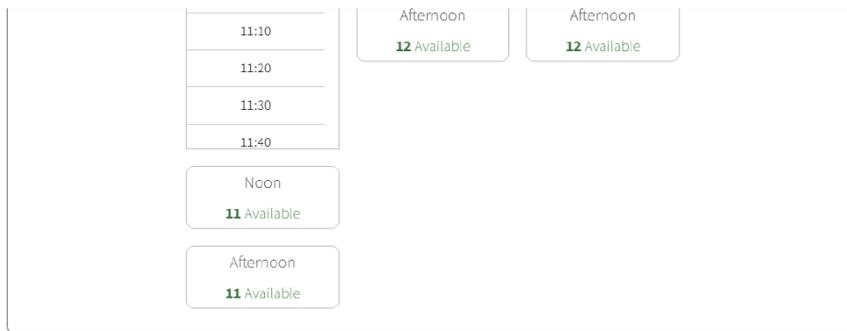
11) Under 'When would you like to come in?', select your preferred date and time of day (e.g. Morning, Noon, Afternoon) *Please note that all of our appointments are displayed on SwiftQueue, we do not have any different availability on the phones.*



12) Select your preferred time from the drop-down menu.

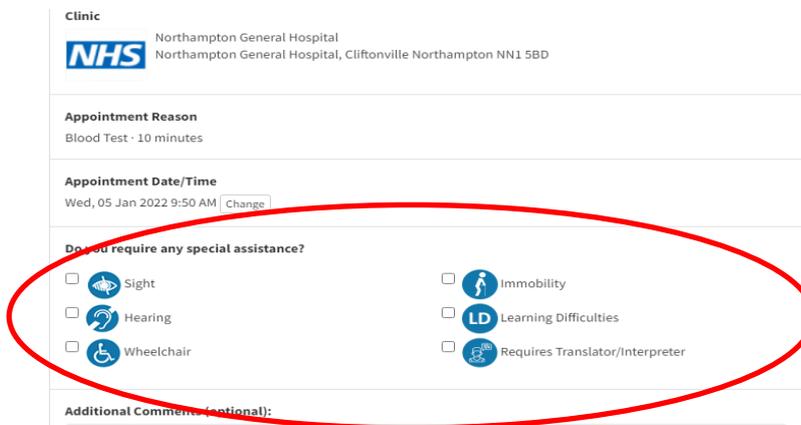


13) Click 'Next'.

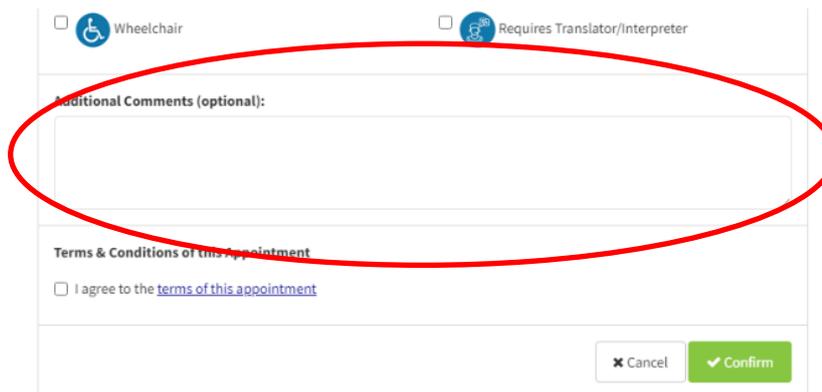


You have selected **Wed, 5th Jan 2022 at 09:50** Back Next

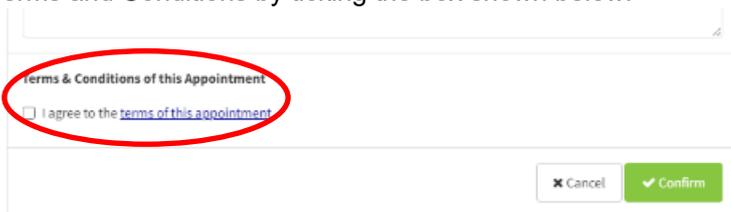
14) If any special assistance is required, please tick relevant boxes below (if not, leave blank).



15) If there is any additional information that you would like us to know, please add them under 'Additional Comments' (if not, leave blank).



16) Agree to the Terms and Conditions by ticking the box shown below.



Terms & Conditions of this Appointment

I agree to the [terms of this appointment](#)

Cancel Confirm

17) Click 'Confirm'.



Terms & Conditions of this Appointment

I agree to the [terms of this appointment](#)

Cancel Confirm

Your blood test has now been booked successfully. If you have chosen to give your mobile number and/or email address then you will receive a confirmation with the details of your appointment (such as the example below).

Dear [REDACTED]

Thank you for booking your blood test appointment at Northampton General Hospital (Adults) Blood Taking Unit.

Your appointment is confirmed for: **Wednesday the 5th of January 2022 at 9:50 AM** in Northampton General Hospital, Cliftonville Northampton NN1 5BD.

Please ensure that you wear a mask or face covering when attending your appointment.

Essential instructions on preparations for your blood test:

- Your blood test appointment will last approx 5 minutes.
- If you have been advised by your GP that this is a Fasting Blood Test then you should not take any food or beverages for 12 hours before your blood test appointment. PLEASE DRINK SIPS OF WATER TO AVOID DEHYDRATION.
- If you have any conditions such as diabetes which may be affected by fasting, please seek GP advice .
- Continue to take any regular medication with water when fasting.
- It is important that you arrive at least 5 minutes in advance of your appointment. You will be directed to a designated waiting area and the phlebotomist will call you when ready.

If you can't make your appointment?

You can cancel your appointment by logging onto your online self service account at www.swiftqueue.co.uk

We look forward to meeting you,

The Blood Taking Unit Team

Please note that you will only need to register once and can use this account for future appointments.

Should you have any questions either about this process or anything else within our department, we are happy to provide answers where we can. However, prior to contacting us, please check the Frequently Asked Questions section below as your question may be answered here already.

You can find our contact information underneath the FAQs section.

FAQs**I need an appointment before the dates listed on SwiftQueue. What should I do?**

If your request has come from a consultant from Haematology, Oncology, Rheumatology or Nephrology, please call 01604 544190 or 01604 523303 and explain the situation. Our responders should be able to advise you of the available options.

If your request has come from a different department within the hospital or your GP, please avoid contacting us via our phoneline. Instead, please return to the doctor that has requested the test for their advice. They will be able to either fit you in elsewhere or contact the relevant member of staff to arrange an emergency appointment for you.

Can I phone you for the results of my blood test?

No. Unfortunately due to Patient confidentiality and Data Protection, we are not authorised to distribute your results through our phone lines. Please contact the doctor that requested your blood test as the results will be sent to them. Should they not receive your results, it will need to be your medical practise that rings the Pathology Results Line and not yourself; we will be unable to provide you with the results.

Do you have a cancellations list?

No. Due to the volume of calls that we receive, we are unable to contact you about our cancellations. All of our cancellations are available for viewing/booking via SwiftQueue and you are more than welcome to book them in on there. Furthermore, if there are any available when you call, we will be more than happy to book them for you, but please note that we also book via SwiftQueue and will not have any different availability.

How long should I expect to be waiting for an appointment?

Our standard waiting time tends to be around two weeks. However, we do ask you to bear in mind that these are subject to change, especially around the Christmas and summer holidays, as well as other breaks. Please try to book any time sensitive appointments at least a month in advance if possible.

It is worth noting that our clinic is usually busiest in the mornings, with our busiest times when we open at 8.00am and mid-morning between 10.00am-11.00am (please be aware that there will be exceptions to this which we are unable to predict based on day to day circumstances).

Can I still walk-in?

We would rather hope an appointment is made prior to your arrival to BTU. However priority patients from Oncology, Renal, Haematology and other urgent location can now walk-in the clinic for urgent blood tests.

My doctor hasn't given me any request forms to bring with me. Can I still have my test done?

Your doctor will either hand you a written form or put a request into our system, ICE, for us to print off. If you don't have a written form from your doctor then it may be worth phoning 01604 544190 or 01604 523303 to check whether they have requested your tests. From time to time, we do have cases where doctors forget to request ICE forms or give patients written forms and we are left with no request. In this situation, we are unable to take a blood sample due to the fact that we require clearance from a doctor. If there is no request ICE for you, you will need to get in contact with your doctor and ask them to rectify this.

My doctor gave me a request form. Should I bring it with me?

Yes. Please bring any relevant documents with you when you attend your appointment. This will help us to identify and perform the correct tests so that you can receive the best possible treatment, otherwise you might not be able to have your blood test.

My doctor/consultant said that I can come straight down without an appointment. Is this true?

Unless you are being sent from either Oncology, Pre-Op or Haematology or any urgent location, you could be turned away if you try to attend without an appointment and too many people are already in the waiting room. If your doctor tells you this, please remind them that this isn't the case and that it is still recommended to have an appointment in order to have a blood sample taken with us.

I don't have access to the internet or a phone. How can I book?

Our BTU reception staff are able to book appointments should you have any issues with booking online or over the phone.

Do I need to fast before my appointment?

Some particular blood tests require you to fast for 12 hours before having the sample taken. In this case, it will say on your request form '(FASTING SAMPLE = Y)' next to it. If you do not have a request form or are unsure of where to find the information, please contact the doctor that requested your blood test for confirmation.

How do I cancel my appointment?

To cancel an appointment, you will need to log into SwiftQueue and click the red 'Cancel an appointment' button on the right-hand side of the page. Once you have done this, a list will appear detailing your booked appointments. Select the one that you would like to cancel.

If you don't have access to our website then one of our staff members will be able to cancel it over the phone. If the phone lines are closed by the time that you need to cancel your appointment and you are unable to let us know then please know that we understand the situation and you will not be penalised for this.

How do I book for a family member?

To add a family member on SwiftQueue, please click on 'family members' and click 'add new family member'. Fill in the patient's details and press save. You should now have the option to book on their behalf in future after you have selected a date and time.

If you are booking on someone else's behalf on the phone or at the reception, you will need to know their name and date of birth, but will not need to follow the steps above.

When I try to book, it says that the clinic is age restricted. How do I fix this?

This happens when an adult (15+ years old) tries to book a paediatrics (0-14 years old) appointment or vice versa. Please ensure that you have selected the correct clinic whilst trying to book and that the correct patient is selected when you are entering their details. If in doubt, please refer back to the booking guide above.

I have forgotten my SwiftQueue password. How do I change it?

At the login screen, select 'I forgot my password' under the username and password boxes. This will prompt you to enter your email (please note that this will need to be the email address that you registered your account with). Once you have done this, press 'Reset Password'. Shortly after this, an email will be sent to you that will allow you to reset your password by following the listed hyperlink.

I booked an appointment via the phone line but have not received a text message. What should I do?

If you book your appointment through the phone line, please let a member of staff know if you would like a confirmation text and if you would like it to go to a different number than the one that you're calling from. If you do not let us know, there is a chance that you may not receive a confirmation. If this is the case and you would like to check, please ring our booking line and we will be able to confirm this verbally for you.

I need an appointment on a bank holiday due to my consultation date. What should I do?

If, as a patient of either Oncology or Haematology, your consultant has asked for blood tests to be taken on a bank holiday, it won't be possible to find an appointment on SwiftQueue. In this case, you will need to telephone the department that requested your blood test. They will be able to arrange for you to have it done elsewhere in the hospital.

Which tests fall under the 'Special Requirements' category and what does that mean?

Special Requirements tests must be done Monday – Thursday before 11.00am in order to be processed by our lab or sent away to another lab for testing. The following tests fall under these requirements:

Acute Porphyrria Screen, Bullous Porphyrria Screen, BCR-ABL, Cortisol, Cytogenetics, DNA Studies, Erythropoietin (EPO), JAK2, Quantiferon, White Cell Enzymes and TB Spot.

How best can I prepare if I'm needle-phobic/scared of blood tests?

We understand the distress that a fear of needles/blood can cause and want to do all that we can in order to make the experience as easy as possible for you. First of all, please let a member of staff know when you arrive for your appointment so that we can accommodate for your needs and do what we can to help you. We can also offer you water, open the windows and provide distractions for you whilst the sample is being taken. We are also able to offer a numbing cream to be applied one hour before your appointment and available for collection from our reception days beforehand, as well as a cold spray which can take the edge off of the pain. If you have any concerns, please feel free to phone our appointment line for more information.

If my veins are small/don't bleed easily, what can I do to make things easier when I'm having my sample taken?

We ask that, if possible, you drink plenty of water before your appointment and try to book your blood test later in the day in order to give you plenty of time to hydrate yourself. This helps us to find your veins and helps them to give blood easier. It can also help to try and keep yourself nice and warm, as the cold can constrict your veins. You can also let our reception staff know so that they can direct you to the most experienced member of our team that is working on the date of your appointment.

I have tried to ring but cannot get through. What should I do?

The phone lines are open and being answered Monday – Friday at 9am – 12pm. We are sorry for any inconveniences that this may cause and thank you for your patience and understanding.

The website is accessible at any times of the day and night and should be used when possible.

Why does my confirmation text say that I'm booked onto the Oncology list?

If you have booked an appointment over the phone, there is a chance that your confirmation text may say that is for Oncology. Please do not worry if you receive this and it is not the correct clinic, as it is just the urgent appointments list that we use when booking. If you have any further concerns, please contact us via the appointment line. The appointment will still take place in the BTU.

My doctor has asked me do a blood test of day 3 and 21 of my menstrual cycle. How should I go about this?

If you are unsure of when these dates will fall, we understand that SwiftQueue will not be a viable option for booking these time-specific tests. When you know, please call or visit the reception so that we can book this in for you. We will do our best to accommodate for any prior commitments that you have made.

Where is the Blood Taking Unit (BTU)?

We are located in area H of Northampton General Hospital. This is out of the door at the end of Hospital Street, near maternity and children's outpatients.

How long will my results take?

All of our standard blood tests will taking 2-5 working days to be processed before your results can be received. This, however, is not the case for some of our special requirements tests, as they may need to be processed in a different

hospital. If you are unsure of whether your tests fall under this category, please call the doctor that requested your blood test; they will be able to clarify.

How do I get my results?

Your results will be sent directly to the doctor that requested for you to have a blood test. This will likely be your GP or Consultant. It is worth noting that your GP may not contact you about the results of your blood test if there is no cause for concern. You cannot, however, request results on behalf of someone else unless you are their parent/guardian.

How do I get a copy of my results?

If you would like a copy of your blood test results, please contact the GP Practice/Department that requested them. They will be able to print your results. You cannot, however, request a copy of results on behalf of someone else unless you are their parent/guardian.

I need confirmation of my appointment and/or attendance to show to my school/employer. Can you provide this?

If you need confirmation of your appointment and have booked via SwiftQueue, you should receive a confirmation text and/or email providing that you have registered this information.

If this is not an option, we are able to provide a slip of paper signed by a member of staff as proof of your attendance.

I want a blood test but have not discussed it with a doctor. Am I able to request one myself?

No. We are required by law to have a form from a doctor in order to perform a blood test. Please contact your doctor prior to attendance for them to authorise your test. Failure to do so will result in you being turned away.

My doctor has asked for a urine/stool sample. Will I be able to do these with you?

We are able to provide both urine and stool sample bottles, should you need them. We have toilet facilities available should you wish to collect your sample whilst visiting the hospital. They will be able to be handed in to our reception as well as your GP Practice and the Pathology reception.

Please note that, whilst we can accept 24-hour urine samples, we are unable to supply the containers. You will need to collect these from the Pathology reception situated on hospital street.

My request is from a different hospital. Can I still get my blood test done here?

We will be able to collect your sample, process it and send the results providing that we have a proper request form from the doctor at your hospital. We cannot accept letters or notes.

CONTACT DETAILS

Should you have any further inquiries regarding your blood test, please contact a member of our staff and we will do our best to help. You can do this by telephoning us or visiting the reception desk in the Blood Taking Unit.

Telephone:

01604 523303 / 01604 544190

Blood Taking Unit Website:

[Blood Taking Unit \(northamptongeneral.nhs.uk\)](http://BloodTakingUnit(northamptongeneral.nhs.uk))

SwiftQueue (Booking Website):

www.swiftqueue.co.uk/northampton.php

Northampton General Hospital Website:

[Home \(northamptongeneral.nhs.uk\)](http://Home(northamptongeneral.nhs.uk))

Address:

Blood Taking Unit,
Area H,
NGH,
Cliftonville,
Northampton
NN1 5BD

