



Stewart Medical Centre
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Stewart Medical Centre
Patient Participation Group



SMC PPG
Rev A4
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GUIDANCE FOR ONLINE BOOKING OF A BLOOD TEST APPOINTMENT

Blood test appointment (Phlebotomy service)

You can book blood test appointments online. This leaflet provides a step by step guide, with screen prints, on how to book a blood test online. This service is available 24 hours a day, 7 days a week and allows patients to book appointments without having to ring the surgery. There is also a **Patient Access App** so you can arrange an appointment on the move.

Blood tests are performed at the:

- Cavendish Hospital, Manchester Road, SK17 6TE,
- Buxton (Cottage) Hospital, London Road, SK17 9NJ, and
- Fairfield Surestart Centre, Victoria Park Road, SK17 7PE.

In an emergency and in certain special cases, blood tests can also be performed at the surgery. Regular special tests, e.g. for blood thinning medication, are performed at the Cavendish Hospital, normally on a Wednesday. All other types of blood test are available at the three centres listed above. These blood tests are now only available by appointment (usually 5 minutes duration). The available appointment times are as follows:

VENUE	Mon.		Tue.		Wed.		Thu.		Fri.	
	am	pm	am	pm	am	pm	am	pm	am	pm
Cavendish	√			√			√	√	√	
Buxton		√				√				
Surestart			√		√					√

You can book an appointment at the surgery immediately after receiving the form specifying the type of test(s) requested by your GP. **Please remember to take your form with you when you go to your appointment.**

To book or cancel an appointment online,

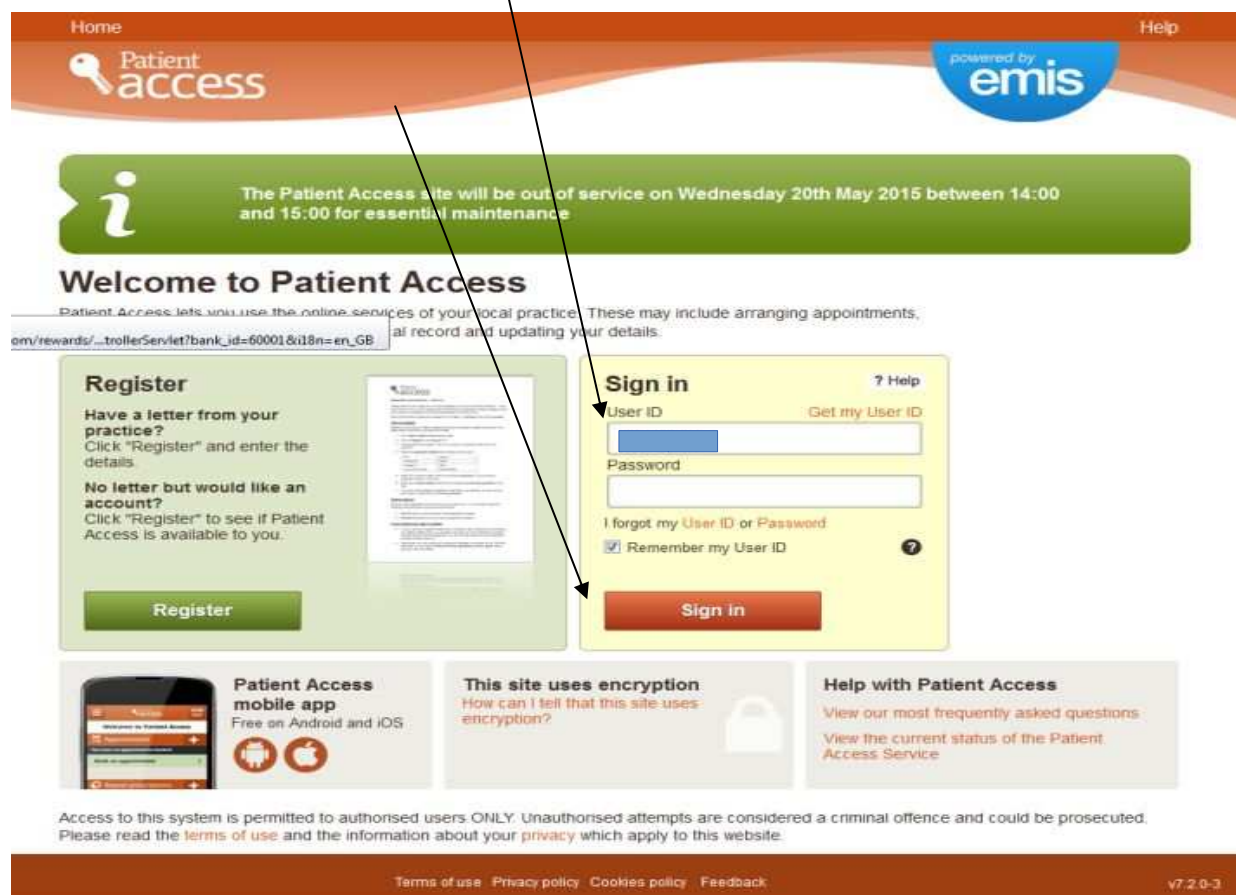
PLEASE USE THE FOLLOWING STEPS

(The information in this leaflet is correct at the date of issue but may be subject to change.)

Step 1. Log into the **emis Welcome to Patient Access** page by any of the following means (see the registration guidance for more information):

- Go to the **Stewart Medical Centre Home** page. Click **Sign in** on the top right corner of the SMC home page or **[CLICK HERE TO BOOK AN APPOINTMENT.](#)**
- Google (for example) search **emis** and click on **Patient Access Patient login.**
- Start the **Patient Access App** on your smartphone or tablet.

Enter your **User ID and Password** (see Registration guidance) and then click on **Sign in** to take you to the Welcome your name page.



Step 2. On the **Welcome** page, click on **Book an appointment** to take you to the **Appointments** page.



Step 3. On the **Book an appointment** page click on **Blood Test**. To take you to the **Book an Appointment** page for blood tests.

Home Sign out Help

Patient access

Book an Appointment

Please select what kind of appointment you need:

General Appointment Choose this for general appointments, or see below for other appointment types your practice is offering.

Other appointment types:
If you are unsure of what the appointment type means, please check with your practice.

Blood Test

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Step 4. On the **Book an Appointment** page you can select person, place or clinician gender in the **Filter appointments** box. For blood tests, if you want to select an appointment for a particular place, just click on the **down arrow** under **Pick a Place**, select your preferred place and then click on **View**. It is not normally necessary to select a person or clinician gender for blood tests and it is not even necessary to select a place because, if you scroll down, you will see all the available appointments for each place.

Scroll down until you see an available time and place that suits you (e.g. Thursday 3rd September, **Cavendish** at **14.35**) and **click on the desired time** to take you to the **Confirm Your Booking** page.

The screenshot shows the 'Patient access' website interface. At the top, there are links for 'Home', 'Settings', 'Sign out', and 'Help'. The main heading is 'Book an Appointment'. Below this, a message states 'Currently showing Blood Test appointments. Click the "< Back" button to choose a different appointment type.' with a green '< Back' button. The 'Filter appointments' section contains three dropdown menus: 'Pick a person:' (All), 'Pick a place:' (All), and 'Pick a clinician gender:' (All). A 'View' button is located below these filters. The appointments are listed by date: Wednesday 2nd September 2015 (Cottage Hospital, 14:30, 14:35, 14:40, 14:50) and Thursday 3rd September 2015 (Cavendish Hospital, 09:05, 09:10, 09:20, 09:25, 09:35, 09:40, 14:35, 14:45). A 'Back' button is in the top right. Arrows from the text above point to the 'View' button, the 'Pick a place' dropdown, and the 14:35 time slot.

Step 5. On the **Confirm your booking** page, just click on **Book** to book your appointment and take you to the **Appointment Booked** page.

Home Sign out Help



Confirm your booking

You are requesting a **Blood Test** appointment with **TEST, Blood (Ms)** at **10:40** on **Monday 7th September 2015** at **Cavendish Hospital**.
To confirm the booking, please click the "Book" button below

Enter your reason for the appointment (optional), maximum 36 characters.

[Book](#) Alternatively, you can still [choose a different appointment](#)
.. or [cancel](#) the appointment booking altogether

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Step 6. On the **Appointment Booked** page, if you want a printed confirmation , just click on [Print Confirmation](#) to take you to the **Print Confirmation** page or else click on [Go to homepage](#) which takes you to the **Welcome** your name page which should now have the appoint details on it

The screenshot shows the 'Appointment Booked' page on the Patient Access system. At the top, there is a navigation bar with 'Home', 'Sign out', and 'Help' links. The Patient Access logo is on the left. The main heading is 'Appointment Booked'. Below it, a message states: 'You have successfully booked your **Blood Test** appointment with **TEST, Blood (Ms)** at **10:40** on **Monday 7th September 2015** at **Cavendish Hospital**. We look forward to seeing you. If you need to cancel your appointment, please let us know as soon as possible. You can cancel here on Patient Access or by phoning your practice'. There are two green buttons: 'Add to calendar' and 'Print confirmation'. Below these buttons is a link 'Go to homepage'. At the bottom of the page, there is a footer with 'Terms of use', 'Privacy policy', 'Cookies policy', and 'Feedback' links, and the version number 'v7.2.3-3'. Three black arrows originate from the text in Step 6: one points to the 'Print confirmation' button, one points to the 'Go to homepage' link, and one points to the 'Home' link in the top navigation bar.

Step 7. On the **Print Appointment Confirmation** page, make sure your printer is on and click **Print**. After obtaining the printout, just click on **Close** to take you the **Personal Welcome** page.

Home Sign out Help

Patient access

Print Appointment Confirmation

Here are the details of your appointment:

Date: **Monday 7th September 2015**
Time: **10:40 - 10:45**
Category: **Practice**
Location: **Cavendish Hospital**
Clinician: **TEST, Blood (Ms)**
Type: **Blood Test**
Session: **CAVENDISH Hospital Blood Test, Monday am**

If you need to cancel, please let us know as soon as possible.
You can cancel here on Patient Access, or by phoning your practice.

[Print](#) [Close](#)

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Step 8. The **Personal Welcome** page should now have the **details** of your appointment underneath the **Appointments** heading. Just click on **Sign Out** to exit the program when you have finished. You can cancel an appointment at any time, preferably as soon as you know you cannot attend, by clicking on **Cancel**.

The screenshot shows the Patient Access Personal Welcome page. At the top, there is a navigation bar with 'Home', 'Sign out', and 'Help'. Below this is the 'Patient access' logo. The main heading is 'Welcome Your name', where 'Your name' is highlighted in yellow. Below the heading, there is a message: 'You last signed in on: 26/08/2015 14:13:45 If this is not correct, change your password.' The 'Your Details' section includes fields for 'Name' (highlighted as 'Your name & address') and 'Address' (with a 'Show More' link). The 'Appointments' section features a table with columns for Date, Time, Clinician, Category, and Action. A single appointment is listed for 'Mon 07 Sep 2015' at '10:40 - 10:45' for 'TEST, Blood (Ms)' in the 'Practice' category. Action buttons for 'Print', 'Calendar', and 'Cancel' are visible. The 'Medical Record' section contains a link to 'View your medical record' with explanatory text and an important note. The 'Repeat Prescriptions' section has a table with columns for Date, Drug, and Status, and a 'Your comment' field below it. Annotations include arrows pointing from the text in Step 8 to the 'Sign out' link, the 'Cancel' button, and the 'Your name' field.

Home Sign out Help

Patient access

Welcome **Your name**

You last signed in on: 26/08/2015 14:13:45 If this is not correct, change your password.

Your Details Update your details Change password Change security questions

Name **Your name & address**

Address Show More

Appointments Book an appointment

Date	Time	Clinician	Category	Action
Mon 07 Sep 2015	10:40 - 10:45	TEST, Blood (Ms)	Practice	Print Calendar Cancel

Medical Record

[View your medical record](#)

This link gives you access to your medical record that is held by your GP practice.

Click the link to view your record. Please note that there may be restrictions on the information you can view.

Important: When you have finished viewing your record, remember to sign out and close the window.

Repeat Prescriptions Request a repeat prescription See your repeat prescriptions See requests detail

Date	Drug	Status
[Redacted]		

Your comment [Redacted]

