

Swiftqueue for X-ray Bookings: GP Briefing - Basildon

Digital Diagnostics Imaging Programme



Excellent



Compassionate



Respectful

Introduction

- Swiftqueue is an online system that allows patients to book their own [X-ray](#) appointments without needing to contact the hospital
- Once a request is made on ICE, the radiology department will vet the request as normal. If the request is a [routine X-ray](#) that does not need specialist equipment or additional time to carry out the procedure, the request is sent to Swiftqueue
- Swiftqueue will invite the patient via a text message to create an account and book their appointment online
- When the patient books the appointment on Swiftqueue, it will update the Hospital's Radiology system with the booking. The patient is also able to reschedule or cancel their appointment via Swiftqueue
- If the referrer doesn't feel it is appropriate for the patient to schedule online, they can add a note in the clinical details of ICE when making the initial request. The vetting team will be able to remove the request from the Swiftqueue process
- If a patient does not respond to the invitation, or does not successfully make a booking online within [10 days](#) of the request being made, the referral will fall into the Hospital's standard booking process and the booking team will contact the patient as normal
- MSE are planning to make the Swiftqueue platform live on [27th January 2025](#) – initially going live with any patients that are [referred to Basildon hospital](#). Broomfield and Southend sites will be phased in from February / March 2025



What do I need to do?

- We are expecting no impact to current ways of working in primary care with the introduction of Swiftqueue
- When we Go Live, all we ask is that Primary Care referrers are aware of the changes and can advise patients the following once a radiology referral is made:

“You should hear from the hospital within 2 working days, either by phone call or text message.

If you have not heard after 2 working days, please contact the Hospital’s Radiology Appointments team directly - contact details can be found on the MSE Hospital website.

If you have been referred for a “walk-in Chest X-ray”, you may still receive an invitation to book online. It is up to you whether you book an allotted time via the invitation, or simply turn-up when you are ready.”



FAQs

- **Who does my patient contact if they have issues with Swiftqueue?**
 - Swiftqueue has its own service desk to support users that they can access via the Swiftqueue website. There are also links to the Swiftqueue support team included with the booking confirmation emails the patients receive.
- **Who do I contact if I have queries regarding my patient or Swiftqueue?**
 - You can follow your current process for contacting Radiology with any clinical issues that you have.
- **Will Swiftqueue be for all patients and appointments?**
 - No. The Radiology team will vet all X-ray requests as they currently do. If it is not appropriate for Swiftqueue (such as a complex procedure, not a routine exam, require specialist equipment / assistance, query fractures or paediatrics), the referral will be added to the booking team queue who will contact the patient directly.
- **What if my patient is a technophobe / no access to internet?**
 - If the patient doesn't respond to the invitation to book their appointment, Swiftqueue will send three reminder text messages. If the patient doesn't respond to the invite, or they have not booked an appointment within 10 days, the referral will be managed manually by the booking team, who will contact the patient directly.
 - Alternatively, if you have a reason that you don't want the patient to be contacted / booked via Swiftqueue, you can add a note to the clinical details. When the referral is vetted in Radiology, the Radiology team will be able to move the request out of the Swiftqueue workflow, and straight to the booking team who will contact the patient directly.
- **Will patients still be able to call the booking team?**
 - Yes. The booking team will still be available. We ask that patients wait 2 working days before contacting the booking team. This will allow the Radiology team to review the request and manage any queries.

