

## Phlebotomy Booking System Guide

### For Haematology patients only

In response to patient feedback we're developing a booking system for patients who require regular blood tests. This service will be rolled out in a limited way initially with patients under the care of the Haematology team and having treatment at Maidstone being the first group to benefit from this service. Time slots will initially be limited but will increase as the service becomes established. Your clinical team will have let you know that you can use this service, it isn't suitable for all of our patients currently so we respectfully ask that you don't share details of the service with other patients at this time. The first time you use the service you'll need to register and create an account, the registration process should only take around 5 minutes, you'll need a number of personal details to complete the process including your NHS number (this is a 10-digit number that you should be able to find on your hospital appointment letters).

**If you experience any issues with the booking system you can call our team for help with your booking on 01622 477708 or 01622 477709 between 9am and 4pm Mon-Fri.**

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## Registration

Step One:

Open <https://mtw.healthit.org.uk/patheks> in your web browser and find the box towards the bottom of the screen named 'The MTW Account'. Click on the green 'Register' box.

The screenshot shows the 'patient portal' for Maidstone and Tunbridge Wells NHS Trust. The header is blue with the NHS logo and a 'Login' link. The main content area is white with a blue border. It features a central box titled 'Maidstone and Tunbridge Wells' and 'MTW Patient Portal' with instructions on how to use the portal and links to find NHS numbers. Below this are four service tiles: 'Booking a blood test', 'Outbreak Swabbing (as instructed by Infection Control)', 'Staff and Household Swabbing', and 'The MTW Account'. The 'The MTW Account' tile at the bottom right contains a green 'Register' button, which is circled in red.

patient portal

NHS  
Maidstone and Tunbridge Wells  
NHS Trust

Login

Maidstone and Tunbridge Wells

MTW Patient Portal

This is a site provided for access to online services provided by this Trust for its patients and staff. If you are at a patient at another hospital in Kent, you will find similar services using the links below.

Please ensure you have entered your employee details and NHS Number on your account so that you will be able to see all of the available modules to MTW staff.

If you do not know your NHS Number you can find it using the link below, to the Find Your NHS Number service.

Find Your NHS Number Dartford and Gravesham NHS Trust East Kent Hospitals Medway NHS Trust

Booking a blood test

\*\*\*NOT YET IN USE\*\*\*  
Make an appointment for a blood test if you have been asked to do so by your Haematology team the Hospital.

\*\*\*This service is not available if you have been requested to have a blood test by your GP\*\*\*

Book now

Outbreak Swabbing (as instructed by Infection Control)

This area is to be used to create the form to accompany outbreak swabs. This ensures you and your manager receive your results correctly and as quickly as possible.

There is no need to isolate when taking part in outbreak swabbing unless your result is returned as positive.

Read more

Staff and Household Swabbing

Use this system to book for a self-swab PCR test at Oakwood Park Swabbing Site or Tunbridge Wells Swabbing Pod.

Please isolate until your result is known and then follow the correct guidance

Read more

Login

Use your MTW account and you will be able to access more services.

Login

The MTW Account

An account allows you to access our online services more easily.

Register

Step two:

Complete the personal details on the screen and click on the green 'Register' box.

patient portal

NHS

Maidstone and Tunbridge Wells

NHS Trust

Login

Maidstone and Tunbridge Wells

The MTW Account

An account allows you to access our online services more easily.

The essentials

The minimum amount of information we need from you

First name \*

Last name \*

Title

Middle names

Mr, Ms, Dr, etc

Birth Day

Month

Year

Gender

☐ Male ☐ Female ☐ Prefer not to say

NHS Number

Your email address \*

You will use this when you log in. If you change it, you will be asked to reactivate your account.

Choose a password

Repeat the password

Needs to be at least 8 characters long

Contacting you

Home address

Postcode \*

Mobile phone number (requires activation)

Other telephone number

If you change your number, you will need to activate it

Finally

Is there anything else we should know about you?

☐ Do you consent for your information to be held according to our privacy policy?

Register

Contact us

Privacy notice

About PathEKS

Step three:

Under 'Account type' choose Haematology Oncology and scroll to the bottom of the page and click on the green 'Confirm account type' box.

Maidstone and Tunbridge Wells

The MTW Account

An account allows you to access our online services more easily.

Account type

☐

NHS Trust

☐ MTW

☐ MTW Agency / Locum / Contractor

☐ MTW Other

☐ MTW Volunteers

☐ KMPT

☐ KCHFT

☐ NHS Blood & Transplant

☐ South East Coast Ambulance Service NHS Foundation Trust

☐ Corps Security (UK) Ltd.

☐ EKHUFT - East Kent Hospitals University Foundation Trust

☐ Aether Medical Gases Ltd

☐ MITIE Ltd

☐ KMPT NHSP

☐ Kent and Medway CCG

☐ Airline Wingman Staff

☐ KMPT Agency / Locum / Contractor

☐ OXLEAS NHS FT

☐ NELFT

☐ MCH

☐ Virgin Care

☐ MTW Students

☐ Test & Trace

☐ MTW Testing

☒ Haematology Oncology

Confirm account type

Contact us

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Step four:

Under 'Account Activation' click on the green 'Activate now' box.

The screenshot shows the 'patient portal' header for Maidstone and Tunbridge Wells NHS Trust. A 'Logout' button is in the top right. The main content area is titled 'Maidstone and Tunbridge Wells' and 'MTW Patient Portal'. It contains introductory text about the portal and a list of links: 'Find Your NHS Number', 'Dartford and Gravesham NHS Trust', 'East Kent Hospitals', and 'Medway NHS Trust'. Below this is a yellow box titled 'Account Activation'. It contains instructions: 'You have registered but we cannot use the email address you provided until we can be sure that it belongs to you.' and 'You have been sent an activation email, find it and enter the 4 digit code it contains after clicking on Activate Account. If you did not receive an email, check your details shown when you click on Activate Account.' At the bottom of this box is a green button labeled 'Activate now', which is circled in red.

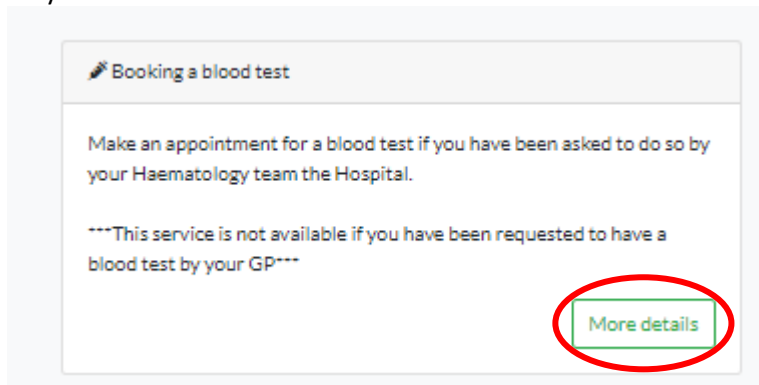
Step five:

Check your email and add the code which has been sent to you to the code box followed by 'Activate account'. The same process is used to activate your mobile phone.

This screenshot shows the same 'Account Activation' page. The yellow box contains the text 'Account activation required' and 'Your account cannot be used until we know that your email address is valid'. It also says 'You have been sent an email containing an activation code, enter it below click the activate button.' Below this text is a white text input box, which is circled in red. Underneath the input box is a yellow button labeled 'Activate account'. At the bottom of the yellow box, there is a link that says 'If you have not received an email, check that your email address is correct, and click the button below. We will send you a replacement activation code.' followed by a button labeled 'Send me another activation email'.

Step six:

You will then be directed back to the front screen which should appear with a box called 'Booking a blood test'. Please be advised that all other sections of the page including swabbing are for staff only and therefore should not be accessed.




This completes the registration process. You can then log on each time you need to make a blood appointment.

## **Booking your blood test**

Step one:

Read all the information on this screen every time you make a booking as this is ill hold up to date information about the booking process.

Then scroll down and click on the green 'Book your test' box.

 Booking a blood test

## Booking a blood test

In response to patient feedback we're developing a booking system for patients who require regular blood tests. This service will be rolled out in a limited way initially with patients under the care of the Haematology team and having treatment at Maidstone being the first group to benefit from this service. Time slots will initially be limited but will increase as the service becomes established. Your clinical team will have let you know that you can use this service, it isn't suitable for all of our patients currently so we respectfully ask that you don't share details of the service with other patients at this time. The first time you use the service you'll need to register and create an account, the registration process should only take around 5minutes, you'll need a number of personal details to complete the process including your NHS number (this is a 10digit number that you should be able to find on your hospital appointment letters).

Once you've booked your appointment you'll receive a confirmatory text or email to the mobile 'phone number or email address that you provided in the registration process with the date and time of your appointment.

### What if I need to change my appointment?

Within the confirmatory message that you receive there is the facility to reschedule or cancel your appointment. If you're unable to attend please reschedule or cancel as soon as possible as this will enable us to offer the appointment to other patients.

### What will happen when I arrive?

On arrival please enter through the Oncology Centre entrance, we continue to try and minimise footfall in the department, please attend alone wherever possible and avoid arriving more than 15min prior to your appointment.

You may have taken a ticket on arrival previously, there's no need to do this now that you have a booked appointment.

### How will I know when it's my turn?

The phlebotomist will call your name when it's your turn, it's likely that booked appointments will take place in the 'Little Nightingale' initially. We'll be doing our best to keep to appointment times, if you're kept waiting for more than 20min past your appointment time please let the receptionist know.


### Feedback


This is a new service, we want to make it as user-friendly and efficient as possible, we're grateful for constructive feedback which we'll use to help us improve.

If you experience any issues with the booking system you can call our team for help with your booking on 01622 477708 or 01622 477709 between 9am and 4pm Mon-Fri.

### Coronavirus update

You will be issued with a mask upon arrival at our hospital sites and have your temperature taken. Please arrive alone where possible. No children will be permitted.

 Book your test

 Add a dependant

Return home

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Step two:

Click on Oncology – Maidstone Hospital (this is the location of your blood test) and then click the green 'Next, choose a day' box.

patient portal

NHS Maidstone and Tunbridge Wells NHS Trust

(Logout)

Booking a blood test

Where do you want your test?

Oncology - Maidstone Hospital

There is only one location available for this test.

Next, choose a day

Or cancel

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Step three:

Click on the date you would like your appointment and then click the green 'Next, choose a time' box.

patient portal

NHS Maidstone and Tunbridge Wells NHS Trust

(Logout)

Booking a blood test

When would you like the test?

Tue 29th March 24 slots 8:00 AM to 3:50 PM	Wed 30th March 24 slots 8:00 AM to 3:50 PM	Thu 31st March 24 slots 8:00 AM to 3:50 PM	Fri 1st April 24 slots 8:00 AM to 3:50 PM	Mon 4th April 24 slots 8:00 AM to 3:50 PM	Tue 5th April 24 slots 8:00 AM to 3:50 PM
Wed 6th April 24 slots 8:00 AM to 3:50 PM	Thu 7th April 24 slots 8:00 AM to 3:50 PM	Fri 8th April 24 slots 8:00 AM to 3:50 PM			

Next, choose a time

Or cancel


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Step four:

Click on the time you would like your appointment and then click the green 'Book slot' box.

patient portal

  
Maidstone and Tunbridge Wells  
NHS Trust

(Logout)

📌 Booking a blood test

### Your test at Oncology - Maidstone Hospital

You can choose your preferred time from the available options. Click the one that suits you best.

#### Morning

<b>Tue 29th March 08:00</b> (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 08:10 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 08:20 (Haematology (Oncology) Maidstone Phlebotomy)
Tue 29th March 08:30 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 08:40 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 08:50 (Haematology (Oncology) Maidstone Phlebotomy)
Tue 29th March 09:00 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 09:10 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 09:20 (Haematology (Oncology) Maidstone Phlebotomy)
Tue 29th March 09:30 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 09:40 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 09:50 (Haematology (Oncology) Maidstone Phlebotomy)

#### Afternoon

Tue 29th March 14:00 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 14:10 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 14:20 (Haematology (Oncology) Maidstone Phlebotomy)
Tue 29th March 14:30 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 14:40 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 14:50 (Haematology (Oncology) Maidstone Phlebotomy)
Tue 29th March 15:00 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 15:10 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 15:20 (Haematology (Oncology) Maidstone Phlebotomy)
Tue 29th March 15:30 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 15:40 (Haematology (Oncology) Maidstone Phlebotomy)	Tue 29th March 15:50 (Haematology (Oncology) Maidstone Phlebotomy)

📌 Book slot

Or cancel

Contact us

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Step five:

You will see your confirmation of booking on the next screen and an email will follow (you will also receive a text if you have activated your mobile). To return to the home screen click on the green 'Back to home page' box.

The screenshot shows the NHS Patient Portal interface for Maidstone and Tunbridge Wells NHS Trust. The header is blue with the 'patient portal' logo on the left and the NHS logo with the trust name on the right. A '(Logout)' link is visible in the top right. The main content area has a yellow background and is titled 'Blood test appointment confirmed' with a syringe icon. Below this, there are two sections: 'Your details' and 'The test'. The 'Your details' section shows 'This appointment is for' followed by a redacted name and 'Contact' followed by a redacted phone number. The 'The test' section provides appointment details: 'Confirmed at Tue 29th March 08:00', 'Reference ST200014', 'Location Haematology (Oncology) Maidstone Phlebotomy', and 'Your booking has been confirmed.' It then lists the location: 'Please attend at your designated time: Please enter the Hospital using the Oncology Main Entrance in the Kent Oncology Centre Little Nightingale Pod - Pink Zone Maidstone Hospital Hermitage Lane Maidstone ME16 9QQ'. It also provides contact information: 'For any queries please contact 01622 477706 or 01622 477709 Monday to Friday 0900-1600' and a note: 'This service is for hospital blood test requests only.' At the bottom of the yellow section, there is a green button labeled 'Back to home page' with a green arrow icon, which is circled in red.

You can cancel and amend your appointment if needed via your email confirmation or by logging in to your account at any time and clicking on the green 'More details' box.

The screenshot shows the 'Booking a blood test' section of the NHS Patient Portal. The title 'Booking a blood test' is at the top with a syringe icon. Below the title, the text reads: 'Make an appointment for a blood test if you have been asked to do so by your Haematology team the Hospital.' followed by a note: '\*\*\*This service is not available if you have been requested to have a blood test by your GP\*\*\*'. At the bottom right of the section, there is a green button labeled 'More details' with a green arrow icon, which is circled in red.