

# Covid Vaccinations - Patient Guide for Using Swiftqueue

## How Do I Book an Appointment?

We will send you a link either by email or SMS, this link is for your own personal use and should not be shared. Your friends and family will receive their own invitation to book when they become eligible for a vaccination.

## Used Swiftqueue Before

You must use the **specific link provided** to access the Covid Vaccination clinics. If you have used Swiftqueue for Blood Tests you will be familiar with it, but you will not see the Covid Vaccination clinics from the general Swiftqueue login. You must register/login using the booking link that was sent directly to you inviting you to book your vaccination. Appointments are only available to those who are eligible.

## Booking for Couples / Partners

You can only use your email address once to create a Swiftqueue account, so if you are a couple who share an email address, set one of you up as the account holder and add the other person as a family member. You will then be able to book appointments for each of you if you are both eligible.

If you get an invite because you are over 75 and your partner is under 75, the under 75 will not be able to book in yet. If one person is over 80 and one over 75 you should both be able to book in an over 75 clinic.

## Clinic Location and Appointments

Our vaccination clinics are only available at Derby Arena presently. There are several appointments available at each time slot so if you are booking for a couple you should be able to book the same or similar time slot so that you can go together. Try to book into a clinic where there is lots of availability to ensure you get appointments at the same time or close together. It is a live system and there will be people booking in across Derby – so popular timeslots will get booked up first.

## Make Sure You Fully Complete the Booking Process

When you have chosen your appointment time and clicked Next you need to complete all the following screens to complete your booking. This will be different from your experience if you have used Swiftqueue to book blood tests. You will be asked to select your GP Practice name and then confirm the booking. You will receive an email and / or SMS confirmation of your appointment time and your appointment will be shown in your Swiftqueue account. If you do not get confirmation or cannot see the appointment date and time in your account, you may not have confirmed the appointment correctly. You should not go to Derby Arena without a confirmed booking.

## Second Appointment

Swiftqueue automatically creates the second appointment 12 weeks after the first appointment at the same time slot. You will not be able to change the date and time of your second appointment until after you have received your first vaccination.

## No Appointments Available

If you receive your link and there are no appointments to book it means that the available clinics have all been filled. Keeping checking back as new clinics will appear once vaccination delivery has been confirmed to the team organising the Derby Arena Vaccination Clinics.

## Struggling to use Swiftqueue

If you are struggling to book your appointment with Swiftqueue please contact the surgery reception team and we will be happy to help. Please call between 12pm and 3pm when the phone lines are quieter.