

DrDoctor online booking for blood test appointments

This leaflet explains more about how to book your blood test appointments using the DrDoctor online booking service. If you have any more questions, please speak to a doctor or nurse caring for you.

What is DrDoctor?

DrDoctor is a secure internet-based online booking service widely used in the NHS. We are using this service to schedule pre-clinic blood test appointments (including virtual appointments) at Guy's Hospital, Sidcup Kidney Treatment Centre, and Tunbridge Wells Kidney Treatment Centre. DrDoctor will let you book an appointment at a time and date that suits you.

Why do you need a pre-clinic blood test?

An increasing number of our appointments are being delivered virtually. This means that instead of having a face-to-face appointment with a clinician, your appointment will take place by telephone or video. You will receive an appointment letter confirming the date and time of this virtual appointment.

You need to have a blood test in the week before your virtual appointment to help your clinician review your condition. When the results are available, a clinician will call you as near as possible to the time of your virtual appointment.

How do you use the service?

There are two ways to book your blood test using DrDoctor.

1. You will receive a text message that includes the website addresses to book a blood test at Guy's, Sidcup or Tunbridge Wells. Please choose the link for the location most convenient for you, and book your appointment.
2. You can enter the website addresses below into your internet browser to book your blood test at one of the following locations:

Guy's Hospital

web: <https://my.drdoctor.co.uk/clinic/kidney-bloods-guys>

Sidcup Kidney Treatment Centre

web: <https://my.drdoctor.co.uk/clinic/kidney-bloods-sidcup>

Tunbridge Wells Kidney Treatment Centre

web: <https://my.drdoctor.co.uk/clinic/kidney-bloods-tunbridge-wells>

The links will take you to the Guy's and St Thomas' Hospitals booking page where you will need to enter the following information:

- your name
- your mobile phone number
- your email address.

You should then select a time and date for your blood test. You will receive a text confirming the blood test appointment.

What if you need help with booking?

If you need help with DrDoctor, or at any point during the booking process, please phone our helpline on the contact number below.

What if you don't have access to the internet?

Please phone the kidney clinic admin team and they will book your blood test appointment for you, contact details below.

Contact us

If you do not have access to the internet, or need help with using DrDoctor, please contact the following administration teams:

Guy's, **tel:** 020 7188 5664

Sidcup, **tel:** 020 8068 0500

Tunbridge Wells, **tel:** 020 7188 0842

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **web:** www.guysandstthomas.nhs.uk/leaflets

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline, **tel:** 020 7188 8748, Monday to Friday, 9am to 5pm, **email:** mymedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS), **tel:** 020 7188 8801, **email:** pals@gstt.nhs.uk. To make a complaint, contact the complaints department, **tel:** 020 7188 3514, **email:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch, **tel:** 020 7188 8815, **email:** languagesupport@gstt.nhs.uk

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