

# Online blood test appointment system (Sangix): FAQs

## When will the online blood test appointment system (Sangix) be rolled out for patients?

Our online blood test appointment system (Sangix) is now live! A limited version will be rolled out on 25 March 2021

## How can I book a blood test?

There are two ways you can book your blood test appointment:

### 1. Online Appointment:

Sangix is a web based platform. Patients can book the blood test by using a PC, smartphone or tablet and by going on to the following the link:

<https://kingston.sangix.co.uk>

### 2. Telephone Appointments:

You also can book a blood test appointment by calling **020 3870 5766**

## What if I am unable to book blood tests online?

If you are not able to create an account, you can ask a family member or carer to help. If this is not possible, our clinicians/admin staff can create an account and book an appointment on your behalf. Alternatively you can book a blood test appointment by calling 020 3870 5766.

## What should I bring with me?

**Please remember to bring your GP blood request form.** Unfortunately, if you attend without a GP blood request form we will not be able to take blood samples from you.

If you have attended a clinic at the hospital you will not need a form, but will still need to book an appointment online.

Please note, we only accept the form generated with the Kingston Hospital letterhead.

## Where do I need to go once I arrive for my blood test?

The blood test department is located on the ground floor, just inside the Main Outpatient Entrance to Kingston Hospital.

Our opening times are Monday to Thursday 8am to 6pm and Fridays 8am to 5.30pm. The service is shut on weekends and bank holidays.

**Please note that you must book an appointment prior to attending our clinic.**

**What is the check-in process?**

Follow the signs for blood tests and check in with the team once you arrive or you can also self-check in from your smartphone or device.

**What happens if I am late for an appointment?**

If you are more than 15 minutes late you will need to rebook. You will have the choice of either waiting until the next available slot for that day (if there is one available), or rebooking for another day.

**Who should I contact for further information?**

For general enquires regards to appointment please email: [khft.phlebotomy@nhs.net](mailto:khft.phlebotomy@nhs.net) or call us **020 8934 3294**.

For further information, please contact with Shaha Riadh, Phlebotomy Service Manager, via email at [s.riadh@nhs.net](mailto:s.riadh@nhs.net) or call 020 8934 3294 or Sara Palhinha, Matron (Main Outpatient Department and Phlebotomy).