

Log-in to the patient booking website



choose and book

From the HealthSpace home page you can select '**Choose and Book**' from the menu or by clicking on the Choose and Book image both shown on the left side of the screen.

You do not need to log into HealthSpace.

The screenshot shows the NHS HealthSpace website interface. At the top, there is a search bar and navigation links for Accessibility, Feedback, Help, Sitemap, and What's New. The main navigation menu includes Overview, Health and Lifestyle, Calendar and Address Book, Library, Summary Care Record, and Choose and Book. The 'Choose and Book' section is highlighted with a red box. Below the navigation, there is a 'Welcome to HealthSpace' message and a description of the service. The 'Choose and Book' section is highlighted with a red box. Below the navigation, there is a 'Welcome to HealthSpace' message and a description of the service. The 'Choose and Book' section is highlighted with a red box.

Accessibility | Feedback | Help | Sitemap | What's New

NHS HealthSpace

Enter search term here Search

Health Space

Overview Health and Lifestyle Calendar and Address Book Library Summary Care Record Choose and Book

You are here: HealthSpace > Overview

Welcome to HealthSpace

HealthSpace is a free, secure online personal health organiser. It can help you to manage your health, store important health information securely, or find out about NHS services near you.

Anyone living in England, aged 16 or over, with a valid email address can register for a HealthSpace account.

Choose and Book
Choose and Book your hospital appointment using the online Choose and Book service. You do not need to register for a HealthSpace account to use Choose and Book.

Health and Lifestyle information
Manage your health and lifestyle by keeping track of information like your weight, blood pressure, cholesterol levels and medications.

Calendar and Address Book
Use the calendar to keep track of appointments, and events, or the address book to

Please log in or register.
Login | Register | Forgotten Details

Related health information from:
NHS choices

Live Well

Healthy living for everyone

Video: corns and calluses
Heatwave: choose your fairweather friends
Video wall

More Live Well topics

Health A-Z

The encyclopedia of conditions and treatments

Arthritis

Log-in to the patient booking website



choose and book

The following screen will appear. From this screen you can either login to Choose and Book or read instructions on 'How to book an appointment', 'How to change an appointment' and 'How to cancel an appointment'

Accessibility | Feedback | Help | Sitemap | What's New

NHS HealthSpace

Enter search term here

HealthSpace

Overview Health and Lifestyle Calendar and Address Book Library Summary Care Record **Choose and Book**

How to book | How to change | How to cancel |

You are here: HealthSpace » Choose and Book

Welcome to Choose and Book

Log in now

Log in to the Choose and Book online service
Log in to the booking software now. You will need your booking reference number and the password you agreed when your referral was made.

Online booking options

How to book an appointment
Instructions on how to use the Choose and Book service to make a new appointment.


How to change an appointment
Instructions on how to change the details of an upcoming appointment you made using the Choose and Book service.

How to cancel an appointment
Information on how to cancel a Choose and Book appointment you have made.

Please log in or register.
[Login](#) | [Register](#) | [Forgotten Details](#)

Related health information from:
NHS choices

Live Well
Healthy living for everyone



> [Video: corns and calluses](#)
> [Heatwave: choose your fairweather friends](#)
> [Video wall](#)

[More Live Well topics](#)

Health A-Z

Log-in to the patient booking website



choose and book

The screen below will appear when the 'Login to the Choose and Book online service' link has been selected. You need to enter the information indicated below before clicking the 'Log In' button.

Please note: None of the clinic names or patients in this presentation are real.

choose and book HealthSpace **NHS**

国语 العربية [Other Languages](#) | [A A A](#) | [Help](#)

Log In to Choose and Book

Book, change or cancel your appointment online by entering your details below, then click 'Log In'. For security reasons, you have three attempts to enter your correct details. If you are unable to log in, please contact your GP practice.

You will need your reference number (shown at the top of your appointment letter) and your password (which your GP practice gave you). Please contact your GP practice if you do not have your letter or password.

Reference number:

Year of birth:

Password:

If you need assistance in choosing your clinic, booking, changing or cancelling your appointment call the Choose and Book Appointments Line.

Phone: 0845 60 88 88 8 between 7am and 10pm

Textphone: 0845 8 50 22 50 between 7am and 10pm

Log-in to the patient booking website



choose and book

Once you have logged into Choose and Book, the Referral Details screen appears. From here you are able to:

- *Book an appointment*
- *Cancel the referral*
- *Cancel additional requirements*
- *Print the referral*
- *View all your referrals*
- *Change your password*
- *Increase the font size on the screen*
- *View the Help functionality*
- *Log Out of Choose and Book*

choose and book HealthSpace **NHS**

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [Change Password](#) [A A A](#) [Help](#) [Log Out](#)

Referral Details

This screen lists the clinic(s) that you can choose from to book your appointment. Click on 'Book Appointment' to select a clinic and appointment time. If the appointment is no longer needed, click 'Cancel Referral'. If this is not the referral you want to change, click 'View All Referrals'.

Clinics: NIC Test Lab Silverlink (ITB Clinics 200 & 300)
NIC Test Lab Silverlink CAS (Clinical Assessment Service)
NIC Test Lab Silverlink IBS service

Referred by: Julie Taylor

Additional requirements: Transport

[Book Appointment](#) [Cancel Referral](#) [Cancel Transport](#) [Print Preview](#) [View All Referrals](#)

Booking an appointment



choose and book

Once you have [logged into Choose and Book](#) you are able to book an appointment by clicking on the 'Book Appointment' button.

choose and book HealthSpace **NHS**

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [Change Password](#) | [A A A](#) | [Help](#) | [Log Out](#)

Referral Details

This screen lists the clinic(s) that you can choose from to book your appointment. Click on 'Book Appointment' to select a clinic and appointment time. If the appointment is no longer needed, click 'Cancel Referral'. If this is not the referral you want to change, click 'View All Referrals'.

Clinics: NIC Test Lab Silverlink (ITB Clinics 200 & 300)
NIC Test Lab Silverlink CAS (Clinical Assessment Service)
NIC Test Lab Silverlink IBS service

Referred by: Julie Taylor

Additional requirements: Transport

[Book Appointment](#) [Cancel Referral](#) [Cancel Transport](#) [Print Preview](#) [View All Referrals](#)

Booking an appointment



choose and book

You then select your preferred clinic by checking the radio button next to the clinic name and then clicking the 'Continue to Step 2' button.

choose and book HealthSpace

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [A A A](#) | [Help](#) | [Log Out](#)

Step 1 of 3: Choose Your Clinic(s)

Please choose one or more of the clinics below, and click 'Continue to Step 2' to view all available appointments. If you want more information to help make your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare All Clinics'. If the clinic is shown with a telephone symbol, you will need to book by telephone. Please follow the booking instructions.

- [NIC Test Lab Silverlink \(ITB Clinics 200 & 300\)](#)
96 miles from postcode NW7 2DG **Approximate Wait Time:** 7 days
Location: ANGLIAN MEDICAL CARE - FAKENHAM, GREENWAY LANE, FAKENHAM, NORFOLK, NR21 8ET
- [NIC Test Lab Silverlink CAS \(Clinical Assessment Service\)](#)
96 miles from postcode NW7 2DG **Approximate Wait Time:** Unknown
Location: ANGLIAN MEDICAL CARE - FAKENHAM, GREENWAY LANE, FAKENHAM, NORFOLK, NR21 8ET
- [NIC Test Lab Silverlink IBS service](#)
96 miles from postcode NW7 2DG **Approximate Wait Time:** Unknown
Location: ANGLIAN MEDICAL CARE - FAKENHAM, GREENWAY LANE, FAKENHAM, NORFOLK, NR21 8ET
Booking Instructions: 0845 619619 10am and 3:00pm, Monday-Thursday, closed on Friday-Sunday

[Back to Details](#) [Continue to Step 2](#) [Compare All Clinics](#)

Booking an appointment



choose and book

You then select an appropriate appointment slot by checking the radio button next to the slot time and date, then clicking the 'Continue to Step 3' button.

choose and book HealthSpace **NHS**

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [A A A](#) | [Help](#) | [Log Out](#)

Step 2 of 3: Choose Your Appointment

Choose an appointment time by selecting the appointment time and clicking 'Continue to Step 3'.

- 11:00am Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM
- 11:00am Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM
- 11:30am Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM
- 11:30am Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM
- 11:30am Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM

[Back to Step 1](#) [Continue to Step 3](#) Page 1 . [2](#) . [3](#) . [4](#) . [5](#) . >>

Booking an appointment



choose and book

A summary of the appointment is shown. You can then click the 'Book Appointment' button to confirm the appointment or click the 'Back to Step 2' button to select another appointment slot. **(Do not print this page using the icon in the web browser. Only print from the screen instructions on the next page)**

The screenshot shows the 'choose and book' interface for a patient named CATRIN YAHYALAR. The page title is 'Step 3 of 3: Book Your Appointment'. The patient's reference number is 0000 9003 5833. The appointment details are as follows:

- Appointment date:** Tuesday 13 November 2007
- Appointment time:** 11:00am
- This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.*
- Clinic:** NIC Test Lab Silverlink (ITB Clinics 200 & 300)
- Location:** ANGLIAN MEDICAL CARE - FAKENHAM
GREENWAY LANE
FAKENHAM
NORFOLK
NR21 8ET
- Referred by:** Julie Taylor
- Additional requirements:** Transport

At the bottom of the page, there are two buttons: 'Back to Step 2' and 'Book Appointment'. The 'Book Appointment' button is highlighted with a red border.

Booking an appointment



choose and book

Once confirmed the booking confirmation screen will appear with a red booking confirmation message. From here you are able to:

- *Print the appointment details*
- *Cancel additional requirements*
- *View all your referrals*
- *Log Out of Choose and Book*
- *Change your password*
- *Increase the font size on the screen*
- *View the Help functionality*

HealthSpace NHS

choose and book

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [Change Password](#) | [A A A](#) | [Help](#) | [Log Out](#)

Booking Confirmation

Your appointment has been booked.

The details of your appointment are shown below. If you want to book, change, or cancel another referral, click 'View All Referrals'.

Appointment date: Tuesday 13 November 2007

Appointment time: 11:00am
This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.

Clinic: NIC Test Lab Silverlink (ITB Clinics 200 & 300)

Location: ANGLIAN MEDICAL CARE - FAKENHAM
GREENWAY LANE
FAKENHAM
NORFOLK
NR21 8ET

Referred by: Julie Taylor

Additional requirements: Transport

[Print Preview](#) [Cancel Transport](#) [View All Referrals](#) [Log Out](#)

Changing an appointment



choose and book

Once you have [logged into Choose and Book](#) you are able to change your booked appointment date/time by clicking the 'Change Appointment' button.

choose and book HealthSpace

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [Change Password](#) | [A A A](#) | [Help](#) | [Log Out](#)

Appointment Details

The details of your appointment are shown below. Use the buttons below to change your appointment. If this is not the appointment you want to change, click 'View All Referrals'.

Appointment date: Tuesday 13 November 2007

Appointment time: 11:00am

Clinic: NIC Test Lab Silverlink (ITB Clinics 200 & 300)

Location: ANGLIAN MEDICAL CARE - FAKENHAM
GREENWAY LANE
FAKENHAM
NORFOLK
NR21 8ET

Referred by: Julie Taylor

Additional requirements: Transport

[Change Appointment](#) [Cancel Appointment](#) [Cancel Transport](#) [Print Preview](#) [View All Referrals](#)

Changing an appointment



choose and book

You then select an alternative appointment slot by checking the radio button next to the slot time and date, then click the 'Continue to Step 2' button.

choose and book HealthSpace **NHS**

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [A A A](#) | [Help](#) | [Log Out](#)

Step 1 of 2: Choose Your Appointment

Choose an appointment time by selecting the appointment time and clicking 'Continue to Step 2'. If you change the date or time for an appointment that has an additional requirement, that additional requirement will have to be rebooked on your behalf.

Current appointment: 11:00am Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM

- 11:30am Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM
- 11:30am Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM
- 12:00pm Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM
- 12:00pm Tuesday 13 November 2007 at ANGLIAN MEDICAL CARE - FAKENHAM, FAKENHAM

[Back to Details](#) [Continue to Step 2](#) Page 1 . [2](#) . [3](#) . [4](#) . [5](#) . >>

Changing an appointment



choose and book

A summary of the new appointment is shown. You then click the 'Book Appointment' button to confirm the appointment or click the 'Back to Step 1' button to select another appointment slot.

The screenshot shows the 'choose and book' interface for a patient named CATRIN YAHYALAR. The page title is 'Step 2 of 2: Book Your Appointment'. The patient's reference number is 0000 9003 5833. The appointment details are as follows:

- Appointment date:** Tuesday 13 November 2007
- Appointment time:** 12:00pm
- Clinic:** NIC Test Lab Silverlink (ITB Clinics 200 & 300)
- Location:** ANGLIAN MEDICAL CARE - FAKENHAM
GREENWAY LANE
FAKENHAM
NORFOLK
NR21 8ET
- Referred by:** Julie Taylor

At the bottom of the page, there are two buttons: 'Back to Step 1' and 'Book Appointment'. The 'Book Appointment' button is highlighted with a red border, indicating it is the next step in the process.

Changing an appointment

Once confirmed the booking confirmation screen will appear. From here you are able to:

- *Print the appointment details*
- *Cancel additional requirements*
- *View all your referrals*
- *Log Out of Choose and Book*
- *Change your password*
- *Increase the font size on the screen*
- *View the Help functionality*

choose and book HealthSpace

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [Change Password](#) | [A A A](#) | [Help](#) | [Log Out](#)

Booking Confirmation

Your appointment has been booked.

The details of your appointment are shown below. If you want to book, change, or cancel another referral, click 'View All Referrals'.

Appointment date: Tuesday 13 November 2007

Appointment time: 12:00pm
This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.

Clinic: NIC Test Lab Silverlink (ITB Clinics 200 & 300)

Location: ANGLIAN MEDICAL CARE - FAKENHAM
GREENWAY LANE
FAKENHAM
NORFOLK
NR21 8ET

Referred by: Julie Taylor

Additional requirements: Transport

[Print Preview](#) [Cancel Transport](#) [View All Referrals](#) [Log Out](#)

Cancelling an appointment

Once you have [logged into Choose and Book](#), you can cancel booked 'Routine' priority appointments by clicking the 'Cancel Appointment' button. You should contact your referring GP to cancel 'Urgent' and '2 Week Wait' appointments.

The screenshot shows the NHS Choose and Book interface. At the top, there is a blue header with the 'choose and book' logo on the left and 'HealthSpace NHS' on the right. Below the header, the user's name 'CATRIN YAHYALAR' and 'Reference Number: 0000 9003 5833' are displayed. To the right of the reference number are links for 'Change Password', 'A A A', 'Help', and 'Log Out'. The main content area is titled 'Appointment Details' and contains the following information:

- Appointment date:** Tuesday 13 November 2007
- Appointment time:** 12:00pm
- This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.*
- Clinic:** NIC Test Lab Silverlink (ITB Clinics 200 & 300)
- Location:** ANGLIAN MEDICAL CARE - FAKENHAM
GREENWAY LANE
FAKENHAM
NORFOLK
NR21 8ET
- Referred by:** Julie Taylor
- Additional requirements:** Transport

At the bottom of the appointment details section, there are five buttons: 'Change Appointment', 'Cancel Appointment' (highlighted with a red border), 'Cancel Transport', 'Print Preview', and 'View All Referrals'.

Cancelling an appointment



choose and book

You select a cancellation reason by checking the radio button next to the reason and then clicking the 'Continue' button.

choose and book HealthSpace **NHS**

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [A A A](#) | [Help](#) | [Log Out](#)

Cancel Appointment

If you want to cancel your appointment, please select a reason from the options below and click 'Continue'.

- I intend to go private
- Other
- I am ill
- I am on holiday
- I am busy
- I no longer require an appointment

Cancelling an appointment



choose and book

You will be asked to confirm the appointment cancellation. Clicking 'No' will return you to the Appointment Details screen. Clicking 'Yes' will cancel the appointment.

choose and book HealthSpace **NHS**

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [A A A](#) | [Help](#) | [Log Out](#)

Cancel Appointment

You are about to cancel this appointment. You will be able to book a different appointment later, using your referral.

Do you want to cancel this appointment?

Cancelling an appointment

choose and book

When you confirm that the appointment is to be cancelled the Cancel Appointment Summary screen appears with a red cancellation message. From this screen you are able to:

- *Cancel additional requirements*
- *Print the cancelled appointment details*
- *View all your referrals*
- *Log Out of Choose and Book*
- *Change your password*
- *Increase the font size on the screen*
- *View the Help functionality*

choose and book HealthSpace

CATRIN YAHYALAR Reference Number: 0000 9003 5833 [Change Password](#) | [A A A](#) | [Help](#) | [Log Out](#)

Cancel Appointment Summary

This appointment has been cancelled.

Your referral is still available to book another appointment. If you want to book, change or cancel another appointment, click 'View All Referrals'.

Cancelled appointment date: Tuesday 13 November 2007

Cancelled appointment time: 12:00pm

Clinic: NIC Test Lab Silverlink (ITB Clinics 200 & 300)

Location: ANGLIAN MEDICAL CARE - FAKENHAM
GREENWAY LANE
FAKENHAM
NORFOLK
NR21 8ET

Referred by: Julie Taylor

Additional requirements: Transport

[Cancel Transport](#) [Print Preview](#) [View All Referrals](#) [Log Out](#)