

choose and book

Patient booking website

www.chooseandbook.nhs.uk

10 August 2010 v2.0

Presentation content:

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booking website**

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website**

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**Cancelling an
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**What if ...
'No appointments
are available'?**

Key features of the patient booking website



choose and book

- It is available 24 hours a day, 365 days a year
- You can make, change, query or cancel your appointments
- You can change your password
- Select alternative language support
- Increase the font size on the screen
- Select the Help function
- It is a secure booking website, that meets national and international standards for holding and transferring information electronically.

Log-in to the patient booking website



choose and book

From the Choose and Book home page select '**Book or change your appointment**'.
(NB. All names and details in this presentation are fictitious)

Choose and Book - Choose and Book - Windows Internet Explorer provided by NHS Connecting For Health

http://www.chooseandbook.nhs.uk/

File Edit View Favorites Tools Help Convert Select

Choose and Book - Choose and Book

choose and book Patients NHS Staff Contact Us Site map

NHS Connecting for Health

Search

Welcome to Choose and Book

Choose and Book is a national electronic referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic.

Book or change your appointment

If you have been referred to a specialist by your GP and you have an appointment reference number and a password you can book, change or cancel your appointment online or by phone. The Appointment Line (TAL) is on 0845 60 88888 and is open every day from 7am to 10pm.

About Choose and Book

Find out what Choose and Book is, why it's important, and how you can use it.

[Read more...](#)

Choose your hospital

If you want to, you can choose where you go for your first consultation by comparing the hospitals you have been shortlisted at.

[Choose now...](#) (Opens NHS Choices website)

Need help?

[Frequently asked questions about choose and Book](#)

[Contact the NHS with a question](#)

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071
Website approved by
Plain English Campaign


Internet 100%

Log-in to the patient booking website



choose and book

This screen will appear when you select '**Book or change your appointment**'. You need to enter the information indicated below before clicking the 'Log In' button.

choose and book HealthSpace 

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



Options to choose from



choose and book

Once you have logged into Choose and Book the Referral Details screen appears. From here you can:

- *Book an appointment*
- *Cancel the referral*
- *Print the referral*
- *View all your referrals*
- *Cancel additional requirements*
- *Change your password*
- *Increase the font size on the screen*
- *View the Help functionality*
- *Log Out of Choose and Book*
(from the log out option at the top right of the screen)

choose and book HealthSpace **NHS**

STEPHEN LANGHORN Reference Number: 0000 5607 0024 [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: Hypertension Service - Shirehill Hospital - RMP03
Adult Hypertension - Service - Tameside Hospital - RMP01 -
Hypertension & Genetics- Service - Tameside Hospital - RMP01 -
Hypertension Service - Tameside Hospital - RMP01 -

Referred by: Sam Atkinson

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

Booking an appointment



choose and book

Select your preferred clinic(s) by clicking the small box(s) next to the clinic name(s) and then click the 'Continue to Step 2' button.

If there is a telephone symbol, you cannot book online and will need to call the clinic by using the number shown next to it.

choose and book HealthSpace

STEPHEN LANGHORN Reference Number: 0000 5607 0024 [A A A](#) | [Help](#) | [Log Out](#)

Step 1 of 4: 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 you 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.

- [Hypertension Service - Shirehill Hospital - RMP03](#)
70 miles from postcode B30 2UL **Approximate Wait Time:** Unknown
Location: SHIREHILL HOSPITAL, BUTE STREET, GLOSSOP, DERBYSHIRE, SK13 7PZ
Booking Instructions: 01452 236526 Monday - Friday; 8am and 5pm
- [Adult Hypertension - Service - Tameside Hospital - RMP01 -](#)
73 miles from postcode B30 2UL **Approximate Wait Time:** Unknown
Location: TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW
- [Hypertension & Genetics- Service - Tameside Hospital - RMP01 -](#)
73 miles from postcode B30 2UL **Approximate Wait Time:** Unknown
Location: TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW
- [Hypertension Service - Tameside Hospital - RMP01 -](#)
73 miles from postcode B30 2UL **Approximate Wait Time:** 7 days
Location: TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW

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

Booking an appointment



choose and book

Select an appointment by clicking the circle next to the time and date, then click the 'Continue to Step 3' button.

If you see a message that "there are currently no appointments available" please refer to the [No appointments available](#) section of this presentation.

The screenshot displays the 'choose and book' interface for Stephen Langhorn. The page title is 'Step 2 of 4: Choose Your Appointment'. The user's name and reference number are shown at the top. The appointment list includes various times and dates, with the 10:00am slot on Monday 02 August 2010 selected. Navigation buttons for 'Back to Step' and 'Continue to Step 3' are at the bottom, with the latter highlighted. A page navigation indicator shows 'Page 1' with links for steps 2, 3, 4, and 5.

HealthSpace NHS

STEPHEN LANGHORN Reference Number: 0000 5607 0024

[A A A](#) | [Help](#) | [Log Out](#)

Step 2 of 4: Choose Your Appointment

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

- 9:20am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 9:20am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 9:20am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 10:00am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 12:00pm Friday 30 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 12:00pm Friday 30 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 1:00pm Friday 30 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 1:00pm Friday 30 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 9:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 9:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 10:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 11:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 11:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 11:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE

[Back to Step](#) [Continue to Step 3](#)

Page 1 [2](#) [3](#) [4](#) [5](#) >

Booking an appointment



choose and book

A summary of the requested appointment is shown.

It is important to click the 'Book Appointment' button to confirm this appointment or click the 'Back to Step 2' button to select a different appointment.

choose and book HealthSpace

STEPHEN LANGHORN Reference Number: 0000 5607 0024 [A A A](#) | [Help](#) | [Log Out](#)

Step 3 of 4: Book Your Appointment

Please check the details of your appointment below. If the information is correct, click 'Book Appointment' to confirm.

Appointment date: Monday 02 August 2010

Appointment time: 10:00am

Clinic: Hypertension Service - Tameside Hospital - RMP01 -

Location: TAMESIDE GENERAL HOSPITAL
FOUNTAIN ST
ASHTON UNDER LYNE
LANCASHIRE
OL6 9RW

Referred by: Sam Atkinson

Instructions: PLEASE DO NOT ATTEND YOUR APPOINTMENT UNTIL YOU HAVE RECEIVED CONFIRMATION AND FULL APPOINTMENT DETAILS FROM THE HOSPITAL.

Your appointment is provisional until you hear from the hospital to confirm your appointment details. At the time of arranging your appointment the hospital Consultant has not received a referral letter from your GP. The referral letter contains details of why your GP thinks you need to be seen at the hospital. The referral letter must be reviewed to ensure that your appointment is in a suitable clinic and within a timeframe that is appropriate for your clinical condition.

Please bring the following: urine sample, list of medications and referral letter.

[Back to Step 2](#) [Book Appointment](#)

Booking an appointment



choose and book

Once confirmed, the booking confirmation screen will appear with a red booking confirmation message. From here you can:

- Print the 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
- (from the log out option at the bottom or top right of the screen)

The screenshot shows the 'choose and book' interface. At the top, there is a navigation bar with the 'choose and book' logo on the left and 'HealthSpace NHS' on the right. Below the logo, the user's name 'STEPHEN LANGHORN' and 'Reference Number: 0000 5607 0024' are displayed. On the far right of this bar, there are links for 'Change Password', 'A A A' (font size), 'Help', and 'Log Out'. The main content area is titled 'Step 4 of 4: Booking Confirmation' and features a red message: 'Your appointment has been booked.' Below this, a note states: 'The details of your appointment are shown below. If you want to book, change or cancel another referral, click 'View All Referrals'.' The appointment details are as follows: Appointment date: Monday 02 August 2010; Appointment time: 10:00am; Clinic: Hypertension Service - Tameside Hospital - RMP01 -; Location: TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW; Referred by: Sam Atkinson; Instructions: PLEASE DO NOT ATTEND YOUR APPOINTMENT UNTIL YOU HAVE RECEIVED CONFIRMATION AND FULL APPOINTMENT DETAILS FROM THE HOSPITAL. A disclaimer follows: 'Your appointment is provisional until you hear from the hospital to confirm your appointment details. At the time of arranging your appointment the hospital Consultant has not received a referral letter from your GP. The referral letter contains details of why your GP thinks you need to be seen at the hospital. The referral letter must be reviewed to ensure that your appointment is in a suitable clinic and within a timeframe that is appropriate for your clinical condition.' At the bottom, it says: 'Please bring the following: urine sample, list of medications and referral letter.' At the bottom of the page, there are three buttons: 'Print Preview', 'View All Referrals', and '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 **NHS**

STEPHEN LANGHORN Reference Number: 0000 5607 0024 [Change Password](#) | [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: Monday 02 August 2010

Appointment time: 10:00am

Clinic: Hypertension Service - Tameside Hospital - RMP01 -

Location: TAMESIDE GENERAL HOSPITAL
FOUNTAIN ST
ASHTON UNDER LYNE
LANCASHIRE
OL6 9RW

Referred by: When you attend your appointment, please bring your appointment letter and all medication that you are currently taking.

Instructions:

Tameside Hospital is signposted on all major routes leading into Tameside. Parking at the hospital is free for the first 30 minutes, chargeable thereafter and we have 15 blue badge disabled spaces.

Please bring the following: urine sample, list of medications and referral letter.

Please bring the following: urine sample, list of medications and referral letter.

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

Changing an appointment



choose and book

Select a different appointment by clicking the circle next to the time and date, then click the 'Continue to Step 2' button.

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 'STEPHEN LANGHORN' and 'Reference Number: 0000 5607 0024' are displayed on the left, and 'AAA | Help | Log Out' on the right. The main content area is titled 'Step 1 of 3: Choose Your Appointment'. It contains the instruction: 'Choose an appointment time by selecting an appointment time and clicking 'Continue to Step 2''. Below this, the 'Current appointment' is listed as '10:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE'. A list of 14 alternative appointment times follows, each with a radio button. The second option, '9:20am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE', is selected. At the bottom left, there are two buttons: 'Back to Details' and 'Continue to Step 2', with the latter highlighted by a red box. At the bottom right, there is a page navigation link: 'Page 1 . 2 . 3 . 4 . 5 . >>'.

choose and book

HealthSpace NHS

STEPHEN LANGHORN Reference Number: 0000 5607 0024

AAA | Help | Log Out

Step 1 of 3: Choose Your Appointment

Choose an appointment time by selecting an appointment time and clicking 'Continue to Step 2'.

Current appointment: 10:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE

- 9:20am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 9:20am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 9:20am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 10:00am Thursday 29 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 12:00pm Friday 30 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 12:00pm Friday 30 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 1:00pm Friday 30 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 1:00pm Friday 30 July 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 9:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 9:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 11:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 11:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE
- 11:00am Monday 02 August 2010 at TAMESIDE GENERAL HOSPITAL, ASHTON UNDER LYNE

[Back to Details](#) [Continue to Step 2](#)

Page 1 . 2 . 3 . 4 . 5 . >>

Changing an appointment



choose and book

A summary of the new requested appointment is shown.

It is important to click the 'Book Appointment' button to confirm this appointment or click the 'Back to Step 1' button to select a different appointment.

choose and book HealthSpace

STEPHEN LANGHORN Reference Number: 0000 5607 0024 [AAA](#) | [Help](#) | [Log Out](#)

Step 2 of 3: Book Your Appointment

Please check the details of your appointment below. If the information is correct, click 'Book Appointment' to confirm.

Appointment date: Thursday 29 July 2010

Appointment time: 9:20am

Clinic: Hypertension Service - Tameside Hospital - RMP01 -

Location: TAMESIDE GENERAL HOSPITAL
FOUNTAIN ST
ASHTON UNDER LYNE
LANCASHIRE
OL6 9RW

Referred by: Sam Atkinson

Instructions: PLEASE DO NOT ATTEND YOUR APPOINTMENT UNTIL YOU HAVE RECEIVED CONFIRMATION AND FULL APPOINTMENT DETAILS FROM THE HOSPITAL.

Your appointment is provisional until you hear from the hospital to confirm your appointment details. At the time of arranging your appointment the hospital Consultant has not received a referral letter from your GP. The referral letter contains details of why your GP thinks you need to be seen at the hospital. The referral letter must be reviewed to ensure that your appointment is in a suitable clinic and within a timeframe that is appropriate for your clinical condition.

Please bring the following: urine sample, list of medications and referral letter.

[Back to Step 1](#) [Book Appointment](#)

Changing an appointment



choose and book

Once confirmed, the booking confirmation screen will appear. From here you can:

- Print the appointment details
- View all your referrals
- Log Out of Choose and Book
(from the log out option at the bottom or top right of the screen)
- Change your password
- Increase the font size on the screen
- View the Help functionality

The screenshot displays the 'Step 3 of 3: Booking Confirmation' screen. At the top, the 'choose and book' logo is on the left, and 'HealthSpace NHS' is on the right. Below the logo, the user's name 'STEPHEN LANGHORN' and 'Reference Number: 0000 5607 0024' are shown. In the top right corner, there are links for 'Change Password', 'A A A', 'Help', and 'Log Out'. The main content area features a red-bordered box with the message 'Your appointment has been booked.' Below this, a paragraph states: 'The details of your appointment are shown below. If you want to book, change or cancel another referral, click 'View All Referrals'.' The appointment details are listed as follows: 'Appointment date: Thursday 29 July 2010', 'Appointment time: 9:20am', 'Clinic: Hypertension Service - Tameside Hospital - RMP01 -', 'Location: TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW', 'Referred by: Sam Atkinson', and 'Instructions: PLEASE DO NOT ATTEND YOUR APPOINTMENT UNTIL YOU HAVE RECEIVED CONFIRMATION AND FULL APPOINTMENT DETAILS FROM THE HOSPITAL.' A note below the instructions reads: 'Your appointment is provisional until you hear from the hospital to confirm your appointment details. At the time of arranging your appointment the hospital Consultant has not received a referral letter from your GP. The referral letter contains details of why your GP thinks you need to be seen at the hospital. The referral letter must be reviewed to ensure that your appointment is in a suitable clinic and within a timeframe that is appropriate for your clinical condition.' At the bottom, it says: 'Please bring the following: urine sample, list of medications and referral letter.' At the bottom left, there are three buttons: 'Print Preview', 'View All Referrals', and 'Log Out'.

Cancelling an appointment



choose and book

Once you have logged into Choose and Book, you can cancel your appointment(s) by clicking the 'Cancel Appointment' button.

choose and book HealthSpace

STEPHEN LANGHORN Reference Number: 0000 5607 0024 [Change Password](#) | [AAA](#) | [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: Thursday 29 July 2010
Appointment time: 9:20am
Clinic: Hypertension Service - Tameside Hospital - RMP01 -
Location: TAMESIDE GENERAL HOSPITAL
FOUNTAIN ST
ASHTON UNDER LYNE
LANCASHIRE
OL6 9RW
Referred by: Sam Atkinson
Instructions: PLEASE DO NOT ATTEND YOUR APPOINTMENT UNTIL YOU HAVE RECEIVED CONFIRMATION AND FULL APPOINTMENT DETAILS FROM THE HOSPITAL.

Your appointment is provisional until you hear from the hospital to confirm your appointment details. At the time of arranging your appointment the hospital Consultant has not received a referral letter from your GP. The referral letter contains details of why your GP thinks you need to be seen at the hospital. The referral letter must be reviewed to ensure that your appointment is in a suitable clinic and within a timeframe that is appropriate for your clinical condition.

Please bring the following: urine sample, list of medications and referral letter.

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

Cancelling an appointment



choose and book

Select a cancellation reason by clicking the circle next to the appropriate reason and then click the 'Continue' button.

choose and book

HealthSpace

STEPHEN LANGHORN Reference Number: 0000 5607 0024

[AAA](#) | [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.

The screenshot shows the 'cancel appointment' confirmation screen in the NHS 'choose and book' system. At the top left is the 'choose and book' logo. At the top right is the 'HealthSpace NHS' logo. Below the logo is the user's name 'STEPHEN LANGHORN' and their 'Reference Number: 0000 5607 0024'. On the far right, there are links for 'AAA', 'Help', and 'Log Out'. The main content area has a light blue header 'Cancel Appointment'. Below this, the text reads: '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?'. At the bottom left, there are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a red border.

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 can:

- *Cancel additional requirements*
- *Print the cancelled appointment details*
- *View all your referrals*
- *Change your password*
- *Increase the font size on the screen*
- *View the Help functionality*
- *Log Out of Choose and Book*
(from the log out option at the bottom or top right of the screen)

choose and book

HealthSpace NHS

STEPHEN LANGHORN Reference Number: 0000 5607 0024

[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: Thursday 29 July 2010

Cancelled appointment time: 9:20am

Clinic: Hypertension Service - Tameside Hospital - RMP01 -

Location: TAMESIDE GENERAL HOSPITAL
FOUNTAIN ST
ASHTON UNDER LYNE
LANCASHIRE
OL6 9RW

Referred by: Sam Atkinson

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

If there are no appointments available



choose and book

If there are no appointments available, you can either:

Go 'Back to Step 1' to return to the shortlist and select another clinic (if available) or

'Continue to Step 3' which will send your details to your chosen clinic.

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 'STEPHEN LANGHORN' and reference number '0000 5607 1073' are displayed on the left, and links for 'A A A', 'Help', and 'Log Out' are on the right. The main content area is titled 'Step 2 of 4: Choose Your Appointment'. A red message states 'There are currently no appointments available.' Below this, a section titled 'You may:' contains a bulleted list: 'Choose alternative clinics and try again by clicking 'Back to Step 1'', 'Request that your chosen clinic contacts you to arrange an appointment by clicking 'Continue to Step 3'', and 'Log out and try again later'. A note follows: 'If you need assistance please call the Choose and Book Appointments Line.' Contact information is provided: 'Phone: 0845 60 88 88 8 between 7am and 10pm' and 'Textphone: 0845 8 50 22 50 between 7am and 10pm'. At the bottom, two buttons are visible: 'Back to Step 1' and 'Continue to Step 3', both highlighted with red boxes.

choose and book

HealthSpace NHS

STEPHEN LANGHORN Reference Number: 0000 5607 1073

[A A A](#) | [Help](#) | [Log Out](#)

Step 2 of 4: Choose Your Appointment

There are currently no appointments available.

You may:

- Choose alternative clinics and try again by clicking 'Back to Step 1'
- Request that your chosen clinic contacts you to arrange an appointment by clicking 'Continue to Step 3'
- Log out and try again later

If you need assistance please 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

Back to Step 1 **Continue to Step 3**

Selecting a preferred clinic



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Select your preferred clinic by clicking the circle next to your choice.

You can add any comments that may be helpful to the clinic (as per the example below).

Click 'Forward to Clinic'.

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STEPHEN LANGHORN Reference Number: 0000 5607 1073 [A A A](#) | [Help](#) | [Log Out](#)

Step 3 of 4: Select Your Clinic

Select the clinic that you would like to forward your details to.

Your chosen clinic will need to contact you by 5 August 2010 to book your future appointment. If there are any days or times when you cannot be contacted, please indicate these in the comments box below. Select 'Forward to Clinic' to submit your request.

- [Adult Hypertension - Service - Tameside Hospital - RMP01 -](#)
73 miles from postcode B30 2UL **Approximate Wait Time:** Unknown
Location: TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW
- [Hypertension & Genetics - Service - Tameside Hospital - RMP01 -](#)
73 miles from postcode B30 2UL **Approximate Wait Time:** Unknown
Location: TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW

Appointment Specific Comments:
(1000 characters maximum)
Please do not call before 9am.

Selecting a preferred clinic



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A message will appear informing you that your request is being processed.

choose and book

HealthSpace 

STEPHEN LANGHORN Reference Number: 0000 5607 1073

Please Wait

Please wait while we process your request. Please do not close your browser or navigate away from this page.

Confirmation of clinic details



choose and book

This confirmation screen will appear, showing the date by which the clinic should have contacted you. If you have not heard from the clinic by this date, please contact your referring practice.

From this page you can:

- Print this confirmation for your records
- View all referrals
- Log out of Choose and Book

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STEPHEN LANGHORN Reference Number: 0000 5607 1073 [Change Password](#) | [A A A](#) | [Help](#) | [Log Out](#)

Step 4 of 4: Confirmation

Your selected clinic has been notified of your need to book an appointment with them.

Your selected clinic will contact you to agree an appropriate date and time for your appointment. If you have not heard from them by 5 August 2010, please contact your referring practice where a member of the team can help.

When the clinic contacts you to book this appointment, they will need your Booking Reference Number (shown above) and Password, so keep these with you.

The details of your request are shown below:

Clinic: Hypertension & Genetics- Service - Tameside Hospital - RMP01 -

Location: TAMESIDE GENERAL HOSPITAL
FOUNTAIN ST
ASHTON UNDER LYNE
LANCASHIRE
OL6 9RW

Referred by: Sam Atkinson

Print Preview View All Referrals Log Out

Further attempt to book appointment



choose and book

If you log in again and try to book the same clinic, you will see the screen below. This explains that your details have already been sent to the clinic, and they will contact you to arrange an appointment by the date shown.

You can check to see if any new appointments have been released by clicking “Book Appointment”. If there are still no appointments a message will appear stating that no appointments are available.

choose and book HealthSpace

STEPHEN LANGHORN Reference Number: 0000 5607 1073 [Change Password](#) | [AAA](#) | [Help](#) | [Log Out](#)

Referral Details

The clinic below is aware of your need to book an appointment with them. They should have contacted you by 5 August 2010 to arrange an appropriate date and time for your appointment. If the clinic has not contacted you by this time, please contact your referring practice for assistance.

If you would like to check whether any appointment slots have been made available by the selected clinic, please select 'Book Appointment'.

Your selected clinic's details are shown below.

Clinic: Hypertension & Genetics- Service - Tameside Hospital - RMP01 -

Location: TAMESIDE GENERAL HOSPITAL
FOUNTAIN ST
ASHTON UNDER LYNE
LANCASHIRE
OL6 9RW

Referred by: Sam Atkinson

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