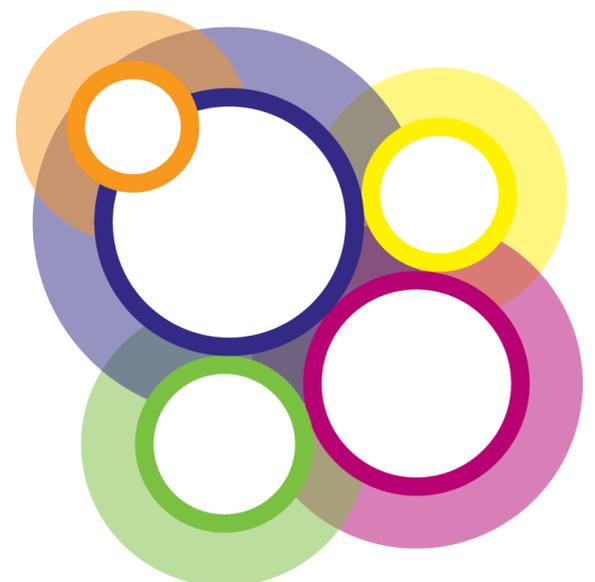# COVID-19

Local Testing Programme

Direct Booking System

User Guide:

Nominated Key Workers –

Booking Instructions

The following user guide is for staff members that have been nominated to book an appointment through the COVID-19 Local Testing Programme.

Once nominated by a manager, you will receive an email requesting you book an appointment, Please click on the 'Proceed with booking' hyperlink, you will then be directed to a landing page which will contain all of the staff members details at the top of the page, as follows:

Please do not use the back button on your browser throughout this process, as the details you have entered will be lost.

Answering honestly, please select yes or no from the set of questions on the screen.

If at any point you indicate you are not eligible or unable to travel to a test site location in a personal vehicle, or a vehicle from within your household, the system will advise this, and you will not be able to continue with the booking.

If you require additional people within the household to be tested, you will be given the option to add the required number of persons for testing using a drop down option, as shown below:

If you meet the criteria and are eligible for a test, your details will be pulled through and you will be asked to select your region and preferred test site.

Once you have selected a test site, available dates will then be displayed. Please click on the date you wish to be tested, this will then return a list of available time slots (with the number of tests available displayed).

Once you have selected the desired testing location, date and time slot, click on the 'next' button. Please note; there will only ever be a small number of days showing in the system to choose from in order to allow an effective test to take place.

The system will then ask for some additional details from the key worker to be entered. **Please note all information is required to complete the booking.**

Once all information has been entered, you can select Next to go through and review your booking.

If there are additional adults that require testing, there will be an extra section that appears in the system that requires completion. Please complete the details as requested for the additional person who requires testing. A screenshot of the additional adults details section is shown below:

Your appointment is almost booked. Once 'Next' has been selected you will be taken through to a review and confirmation page. Please read the information carefully and ensure the details you have entered are correct. If anything needs amending, please use the blue Back button to move through the system and update as necessary. Please do not use the browser back button as information will be lost.

The Review and confirmation page will look as follows:

necs   Key Worker COVID-19 Test Request   **NHS**
COVID-19 National Testing Programme
Direct Booking System

Welcome to the COVID-19 Test Appointment Booking System.

KEY INFORMATION FOR YOUR BOOKING

Please note the following:

- **You must arrive on site by car** – you cannot take a bus, taxi or arrive by foot. If you are unable to drive yourself, please arrange for someone within your household to drive you to site, and then you **sit in the back seat on the driver's side.**
- We will use the car registration that you provide us to allow you onto site
- **You must remain in your car at all times**, with the windows up, until told otherwise
- When you arrive **you need to show a photo ID**; when you show your ID **please leave your car windows closed.**
- Please ensure **you have the mobile telephone** you have supplied the number for with you at all times and it is easily accessible whilst in your car. This will be used to communicate with you whilst you are on site.

The test that we will give you is a throat and nose swab, our trained staff will explain this to you when you attend for the test.

You will receive you test results within 72 hours by text message on the mobile number you have provided us with. Upon receipt of this, please could you let your employer know of the result at the earliest opportunity.

FINALLY and VERY IMPORTANTLY

We are only testing priority NHS key workers. Therefore please do NOT share details about the test centres with anyone else. All attendees will be turned away unless they have a booked appointment.

REVIEW YOUR DETAILS

Test Site Name	**Gateshead (IKEA Car Park)**
Test date and time	**23.04.2020 11:00**
Booking Reference No	**GHI-0000023**
Key Worker Name	**test account5**
Key Worker Mobile	**07**
Car Registration No	**REGINFO**
Key Worker Job Role	**Healthcare Assistant**
Key Worker Postcode	**TEST11**

By clicking 'Confirm booking' I consent to my personal information being used for the purpose of making the COVID-19 booking.

This testing has been commissioned by the Department of Health and Social Care (DHSC), who is the data controller for data protection purposes
https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information

Back   Confirm booking   Close

If you have any issues with this system please contact the support team on necsu.covid19keyworkertesting@nhs.net or 0191 691 3656

Once satisfied the information is accurate, please click on the 'Confirm Booking' button to the bottom right of the screen to fully complete and submit your booking.

You will then be taken to the following page and will receive an email confirming your booking and providing all necessary information.

necs   Key Worker COVID-19 Test Request   **NHS**
COVID-19 National Testing Programme
Direct Booking System

Thank you for making a booking. Please note, you will now receive an automatically generated email with all of the details relating to the booking you have just made. Please check your emails and read all of the information carefully.

If you are making this booking on behalf of members of your household, please ensure you share all of the details and information contained within the email with those people who will be attending for a test.

If you have not received your email, please first check your 'spam' folders in case the email has been filtered here rather than your main inbox. If you have any further questions or do not receive an email, please contact the team on 0191 691 3656

Thank you for using the NHS COVID-19 National Testing Programme Direct Booking System. You may now close this window.

If you have any issues with this system please contact the support team on necsu.covid19keyworkertesting@nhs.net or 0191 691 3656