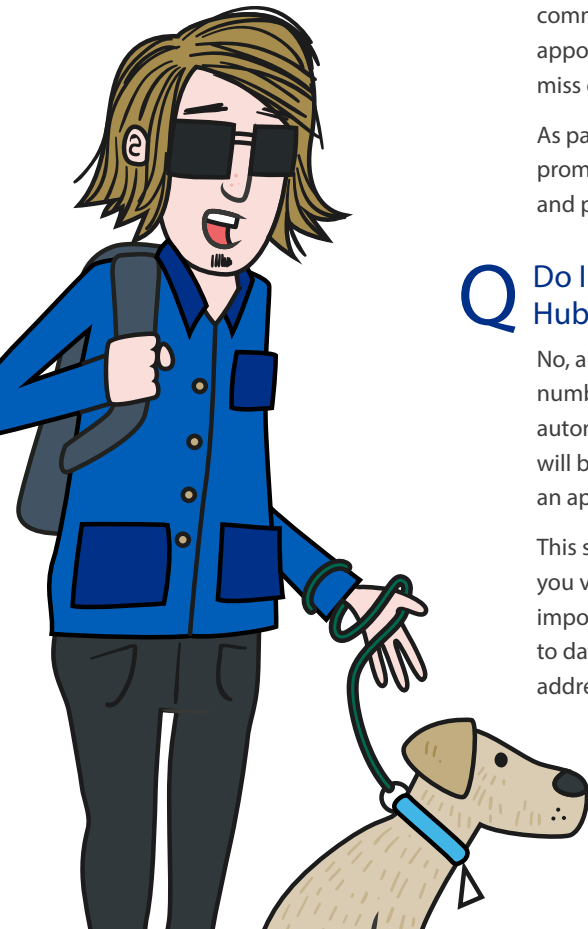# We're making things easier

for you to manage your appointments online

We use the secure online portal Patient Hub, allowing you to CONFIRM, REQUEST TO REBOOK or CANCEL your hospital appointments. You can access important information in one place, all from your smart phone, tablet or computer.

Q What is Patient Hub?

A secure online portal which allows you to access all of your appointment information in one place, by using your smart phone, tablet or computer. You'll be able to confirm, rebook or cancel your hospital appointments.

Patient Hub will also provide hospital maps and any extra appointment brochures.

Q Why am I being offered this new appointment reminder service?

The Trust is offering more communication choice to patients and working hard to become more efficient and sustainable. By improving our communication with you, you will have all your appointments in one place and are less likely to miss one.

As part of our Net Zero (carbon neutral) promise, this will avoid unnecessary printing and postage.

Q Do I need to create a Patient Hub account?

No, all patients with a registered mobile number and/or email address will automatically have access to this service. You will be sent a notification when we book you an appointment.

This service relies on communicating with you via text message and/or email, so it's important to check that we have an up to date mobile phone number and email address when you next visit.

Q How do I access my account?

The hospital will send you a link by text message or email.

You must then follow these steps:

1. Click on the link

2. You'll be asked to enter either your mobile number or email address, together with your date of birth.

3. You will then be sent a 6-digit authentication code by SMS, or by email if we don't have your mobile number.

4. Enter the 6-digit code. Please be aware this secure code only lasts for two and a half minutes.

5. Then you are securely logged in to Patient Hub.

Patient Hub has clear log in instructions for you to follow. After that, you can go back at any time.

To get to Patient Hub, you can use the link in the text message, the link in the appointment you added to your diary, or from the Patient Hub page on the hospital website.
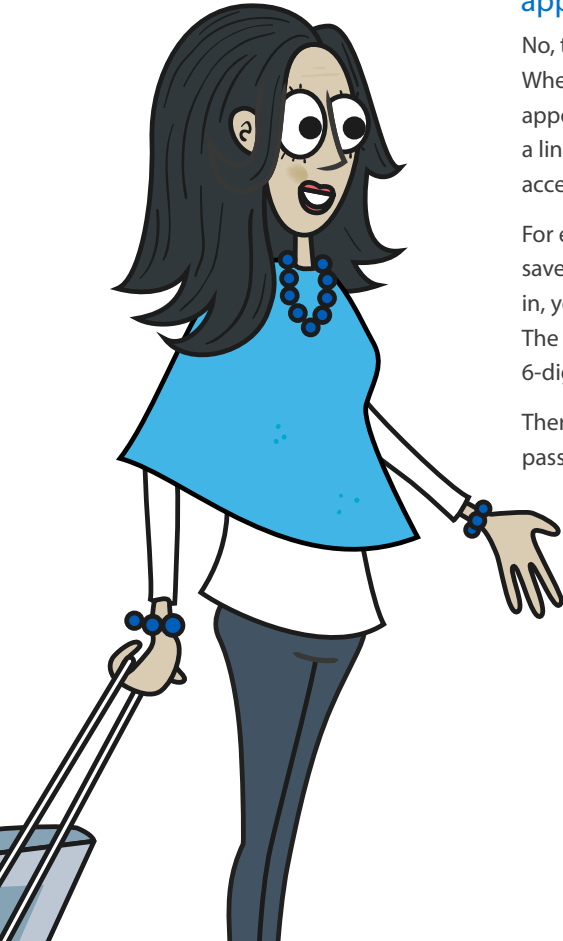
Q What information will I get from Patient Hub?

Patient Hub allows you to view all of your appointments, letters and messages in one convenient location.

As well as access to all your appointment information, giving you the ability to confirm, rebook or cancel your hospital appointments, Patient Hub will offer you much more.

It will provide everything you would normally receive in the post.

Q Do I need to download the Patient Hub as an app from an app store?

No, there is no need to download anything. When the hospital sends you the first appointment notification, they will send you a link. Patient Hub is a web page that you can access at any time.

For easy future access, perhaps you want to save this link as a favourite. Each time you sign in, you will also be sent a 6-digit security code. The next time you log in, you will get a new 6-digit code.

There is no need to remember a user name and password.

Q Is the link always the same?

Yes, the link to your account will stay the same, so you can go back to any text message or email. Every time you are notified about an appointment you will get a reminder of the link.

If you want to go back into your Patient Hub, just use that link. Or, for easy future access, your device should allow you to save the link as a favourite.

Q Can I only use the link they send me in the text message or email to access it?

No, you can also use the QR code on this leaflet or go to the Patient Hub page on the hospital website.

Q What authentication does Patient Hub use?

Patient Hub uses two factor authentication. You begin the login process by giving us some personal information known to you.

To complete the log in process, you will be sent a 6-digit security code by text message, or by email.

This code can only be used once. The next time you log in, you will get a new 6-digit code.

Q Do I need to remember a user name and password?

No, you do not have a user name or password.

Q Do I need to securely log in each time I access Patient Hub?

Yes, it is important to keep your data secure. The code via text message or email is very fast.

Q Is this service secure?

Yes, the service is designed with security in mind. The text message or email regarding your appointment will be sent to you by the hospital. Once you click on the link, you will be asked for two forms of identity, to check it really is you. This will be either your mobile number or email address and your date of birth.

This information, coupled with a 6-digit authentication code, forms the secure 2-factor authentication.

Q How will I get my appointment information?

You will get a text message or email with a link. When you click through to Patient Hub you'll see the appointment tab on the first page you see.

Click on 'Appointments' to see information on your current appointments and their status. From here, you can accept, request to rebook or cancel your appointments.

Q Can I change my appointment?

Yes, you can either accept, request to rebook or cancel your appointment. If you have accepted an appointment, you can go back in and rebook or cancel the appointment at a later date.

Q Can it help me with a diary reminder?

Yes, you can click on a diary button to insert a reminder into your smart phone or computer calendar.

Q Do I need to enrol to get this service?

No, as long as we have a mobile number and/or email address registered with the hospital, the hospital will send you a text message or email (or both).

You'll be able to choose how you are notified if you have a preference between text or email. It is important that you make sure we have your correct contact details.

Q Can everyone use Patient Hub?

Yes, it is accessible to anyone with a smart phone, tablet or computer.

Q How long do I have to respond to the text message or email?

The link to your Patient Hub can be accessed at any time. When you log in you will be sent a secure authentication message to complete your log in. This secure code only lasts for two and a half minutes.

Q What happens if I do not respond to the text message link or authentication code I receive?

If you do not respond to the notification, you will be sent a further two reminder notifications. If you do not respond to any of the notifications, your appointment letter will be posted to you.

Q How do I access Patient Hub if I have accidentally deleted the text message from my phone?

There is a link in your diary reminder and a link on the hospital website that directs you to Patient Hub.

Q I clicked on 'rebook' but I haven't had a call back yet

The hospital booking centre agents will call you as soon as they have availability.

Q I cancelled my appointment using Patient Hub. How do I know it has been cancelled?

You will receive a call back from the hospital to confirm your cancellation.

Q What if I don't have a smart phone, tablet or computer?

The initial link needs either a smart phone, tablet or a computer. If you do not have a smart phone you can receive the link and authentication code in an email.

You need access to either email or text messages to use Patient Hub.

If you don't have a smart phone or computer, don't worry, you will continue to receive your appointment details by letter in the post, together with all the other information.

Q What happens if I want to opt out, or still want to receive a letter in the post?

You can access the link to opt out of future communications on Patient Hub. Opting out also means you will not receive any appointment reminders.

Q Will all my appointment letters be sent using Patient Hub?

Yes, all letters and other extra information will be sent via Patient Hub. You can read them as often as you like.

Q How will I know where to go when I arrive?

Patient Hub has maps to download to your smart phone, tablet or computer.
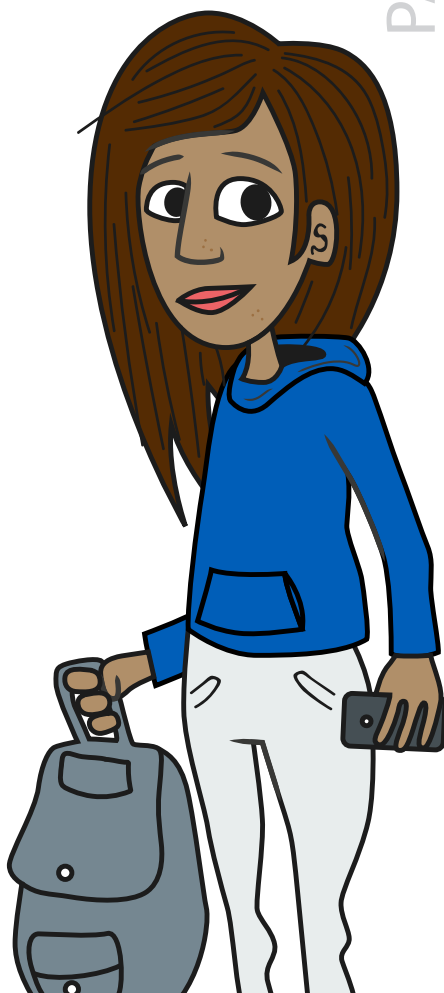
Q Will I receive follow-up appointments letter from Patient Hub?

Yes, all appointment letters and information will be sent via Patient Hub.

Q What if I have more than one appointment?

You will be able to see all of your appointments in Patient Hub. You can manage (accept, request to rebook or cancel) each appointment individually.

Q Can I look back at previous appointments?

Yes, your previous appointment data is securely held in your space for 24 months.

This QR code takes you to the hospital Patient Hub web page for information about how to use Patient Hub.