



Amending Bookings on the Simplybook Booking Platform

To support the Covid-19 vaccination delivery

Contents

1	Definition and Purpose	3
2	Amending a Booking	3
2.1	Amending a booking time – same date appointments	3
2.2	Amending a booking date and, or, booking date and time	3
2.3	Amending a booking date and, or, booking date and time – Alternative Method	4
3	Cancelling a Booking	5
3.1	Cancelling an appointment	5

1 Definition and Purpose

This booklet sets out the operational processes for amending bookings, including cancellation, made on the JBS Booking Platform.

Should you not be able to find the support you require within this document, please contact the jbs.enquiries@miaa.nhs.uk mailbox, where one of the team will be able to assist.

2 Amending a Booking

2.1 Amending a booking time – same date appointments

For users with POS access and above

Open your Simplybook account from the admin interface (using a website link).

Select **Calendar** from the sidebar menu

Locate the booking from the calendar screen by using the mouse cursor to hover over the entries to produce a pop-up with the booking details.

Once the booking to be amended has been identified, using the left button on the mouse, drag the entry to the new time slot.

When prompted 'Are you sure you want to change this booking?', click '**Yes**'

Users will need to be notified by the clinic of this time change. Their booking number remains unchanged.

2.2 Amending a booking date and, or, booking date and time

For users with POS access and above

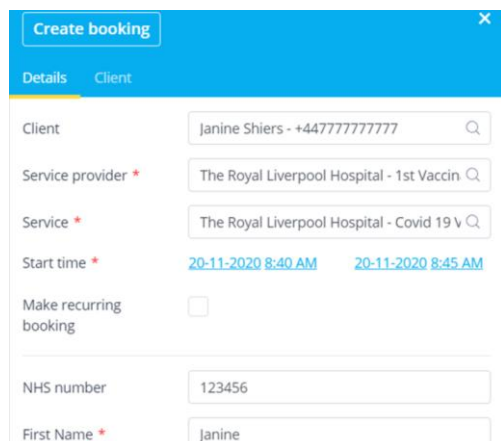
Open your Simplybook account from the admin interface (using a website link).

Select **Calendar** from the sidebar menu

Locate the booking from the calendar screen by using the mouse cursor to hover over the entries to produce a pop up with the booking details.

Once the booking to be amended has been identified, click '**Edit**'

Amend the start date, and or time (the left hand-side details):



Click **'Save'** (*If the selected date, and or time is not available, and error message will appear)

Users will need to be notified by the clinic of this time change. Their booking number remains unchanged.

2.3 Amending a booking date and, or, booking date and time – Alternative Method

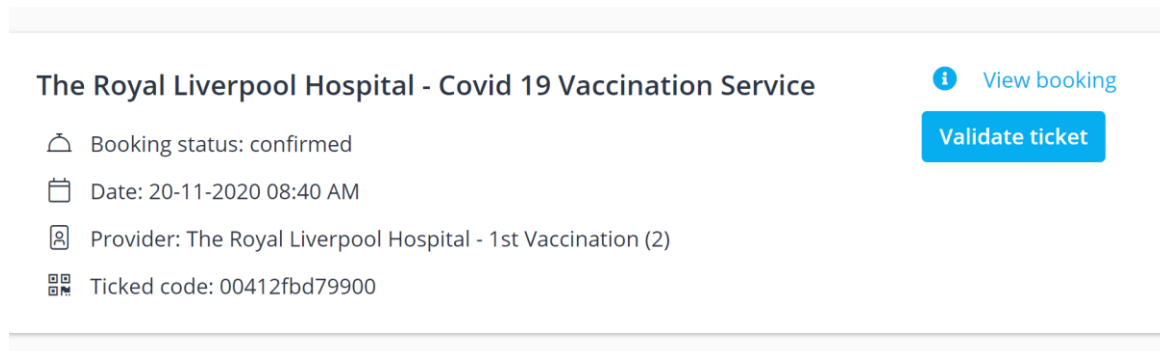
For users with POS access and above.

Open your Simplybook account from the admin interface (using a website link).

Select **Calendar** from the sidebar menu, and then **Validate Ticket**.

Enter the ticket number/booking code into the search bar, and click **'Find Ticket'**

Scroll to the bottom of the screen, where the booking details will appear:



The Royal Liverpool Hospital - Covid 19 Vaccination Service [View booking](#)

📅 Booking status: confirmed [Validate ticket](#)

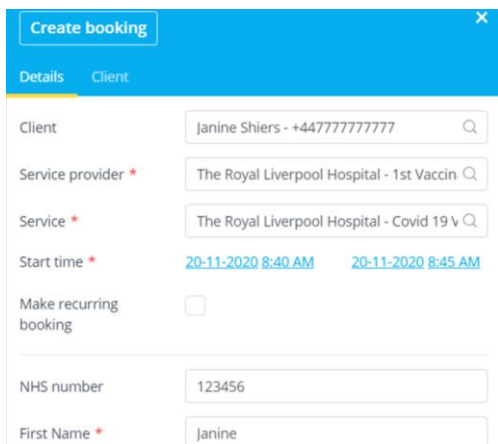
📅 Date: 20-11-2020 08:40 AM

🏥 Provider: The Royal Liverpool Hospital - 1st Vaccination (2)

🏷️ Ticked code: 00412fbd79900

Click **'View Booking'**

Amend the start date, and or time (the left hand-side details):



Create booking

Details Client

Client

Service provider *

Service *

Start time *

Make recurring booking

NHS number

First Name *

Click **'Save'** (*If the selected date, and or time is not available, and error message will appear)

Users will need to be notified by the clinic of this time change. Their booking number remains unchanged.

3 Cancelling a Booking

3.1 Cancelling an appointment

For users with POS access and above.

Open your Simplybook account from the admin interface (using a website link).

Select **Calendar** from the sidebar menu

Locate the booking from the calendar screen by using the mouse cursor to hover over the entries to produce a pop up with the booking details.

Once the booking to be cancelled has been identified, make a note of the booking code (or copy by holding down the left mouse button, highlighting the code and right click and 'copy')

Select **Validate Ticket**.

Enter the booking code into the search bar, and click '**Find Ticket**'

Scroll to the bottom of the screen, where the booking details will appear:

The Royal Liverpool Hospital - Covid 19 Vaccination Service View booking

Booking status: confirmed Validate ticket

Date: 20-11-2020 08:40 AM

Provider: The Royal Liverpool Hospital - 1st Vaccination (2)

Ticked code: 00412fbd79900

Click '**View Booking**', and scroll to the bottom

Ethnicity	White
Nationality	British
Home Postcode	CH63
Home Address	1 The House
Covid Vaccine Types [AUTOFILL FROM NIMS]	10112221212
Chosen Covid Vaccine Type	10112221212
Most Recent Flu Vaccine Administered Date [AUTOFILL FROM NIMS]	02-11-2020
Most Recent Flu Vaccine Administered Date [AUTOFILL FROM NIMS]	07-11-2020
Most Recent Covid vaccine Dose 1 Administered Date [AUTOFILL FROM NIMS]	30-11-2020
Most Recent Covid vaccine Dose 2 Administered Date [AUTOFILL FROM NIMS]	02-11-2020

Status Apply

Close Cancel booking Edit Rebook Clients

Click '**Cancel**'

A pop-up message will appear asking if you to confirm, click '**Confirm**'

Confirm cancellation X

Client name: Joe Thelwell

Service: [CLINIC NAME] Covid 19 Vaccination Service

Service provider: [CLINIC NAME] - Vaccination Service

Booking date and time: 11-12-2020 11:00 - 11:05

Cancel this appointment

Cancel all future appointments for this client

Cancel Confirm

Users will receive a system generated cancellation notification email (if enabled).