



# HEALTHY MINDS

**Healthy Minds**

**Public Health Services, States of Guernsey**

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Tel: +44 (0)1481 227744

Email: [healthyminds@gov.gg](mailto:healthyminds@gov.gg)

# CHOOSE AND BOOK ONLINE APPOINTMENT BOOKING SYSTEM

**This document will walk you through booking your Healthy Minds initial telephone assessment appointment using the new Choose & Book option.**

If you have any issues with booking online or the system in general, please do not hesitate to contact us at [healthyminds@gov.gg](mailto:healthyminds@gov.gg) or **01481 227744**.

Kind regards,

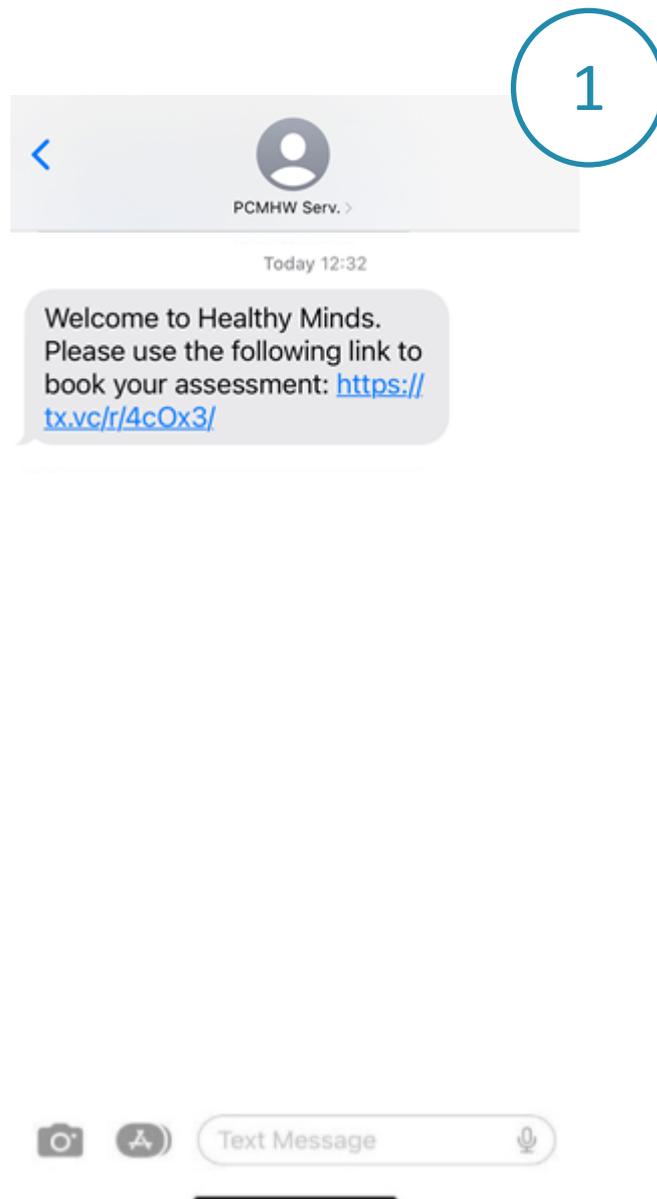
**The Healthy Minds Team**



States of Guernsey  
Public Health Services

## Choose & Book online appointment booking

### Choose & Book SMS



As you have provided a mobile phone number and consented to receiving service communications by SMS (text message) in your e-self referral, you will receive an SMS text message from the service inviting you to book your initial assessment appointment.

The SMS contains a link unique to you that, when clicked, takes you to an online area where you can book an telephone assessment appointment.

# Logging in and validating your identity

When you click the unique link in your text message, it will take you to the Choose & Book online appointment booking area.

Before you can view and choose an appointment option, you will be asked to validate your Date of Birth.

The image on the left shows what the link will look like if you use a mobile phone.

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IAPT Patient Portal  
improving patient wellbeing

## Welcome to the Healthy Minds, Choose & Book Service.

Please enter and confirm your date of birth. This information will only be used in validating your booking against our system records.

Date of birth

dd / mm / yyyy

Confirm your Date of birth

dd / mm / yyyy

Next

Healthy Minds – Choose & Book Service

Contact Telephone: (0)1481 227744

[healthyminds@gov.gg](mailto:healthyminds@gov.gg)

[iaptportal.co.uk](https://iaptportal.co.uk)

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Healthy Minds – Choose & Book Service

Contact Telephone: (0)1481 227744

[healthyminds@gov.gg](mailto:healthyminds@gov.gg)

Contact Telephone: 01481 707744

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The image above shows what the link will look like if you input the link into a tablet/PC or laptop.

The image to the right shows the error message that appears if the dates do not match each other or if the dates input are not the same as what the service have recorded in their records.

This will display until 3 attempts and then you may need to contact the service.

However, you can reset attempts by re-clicking the link in the SMS text message.

Date of birth

25 / 05 / 1986

Confirm your Date of birth

25 / 07 / 1986

Dates do not match

Next

# Appointment Booking

Once you have validated your date of birth, you will come to the **Manage your Appointments** screen.

To see appointment options and book an initial telephone assessment appointment, click on the green **Book Appointment** button.



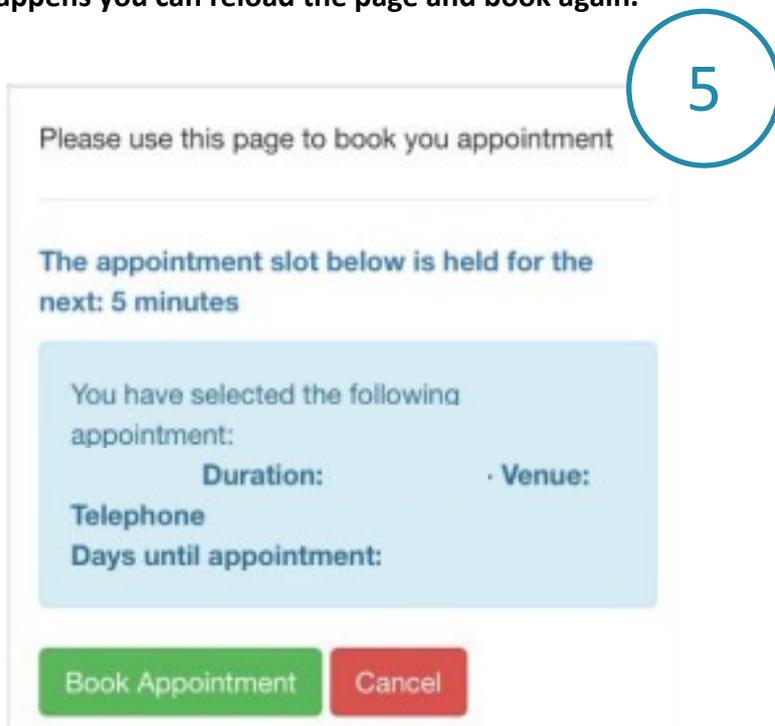
Once you've decided on the most suitable appointment for you, click the green **Select Appointment** button.

## Appointment Booking...continued

Once you have selected the appointment it will be held for you for up to 5 minutes before you need to confirm by clicking the green **Book Appointment** button.

If you don't click **Book Appointment** within 5 minutes the appointment will be released again.

**If this happens you can reload the page and book again.**



Please use this page to book you appointment

The appointment slot below is held for the next: 5 minutes

You have selected the following appointment:

Duration:                      · Venue:

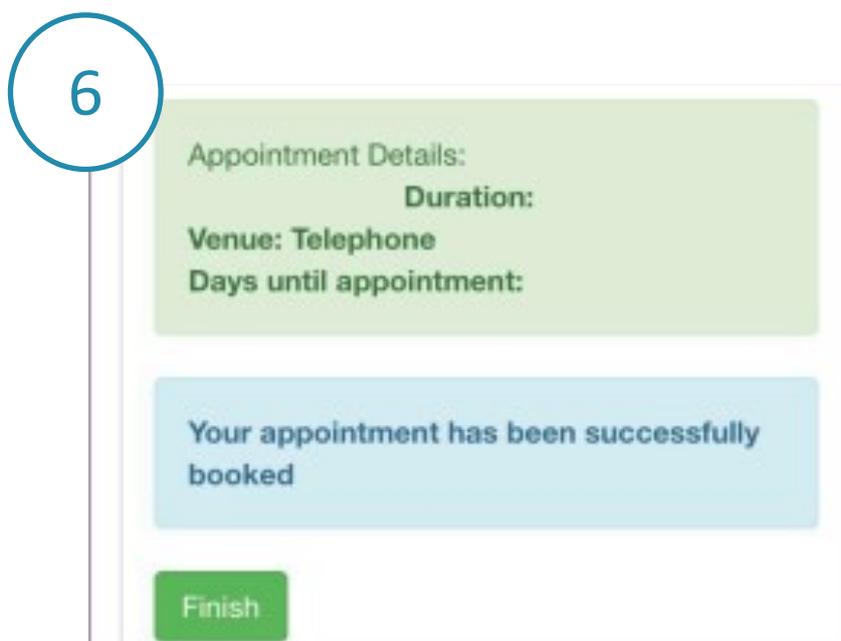
Telephone

Days until appointment:

Book Appointment    Cancel

## Appointment booking confirmation

Once you click **Book Appointment** you will see a summary of your Appointment Details alongside a notice in the blue box confirming the status of your appointment



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Appointment Details:

Duration:

Venue: Telephone

Days until appointment:

Your appointment has been successfully booked

Finish

# Email confirmation

If you have supplied an email address to the service, you will also receive an email confirming your appointment booking.

In the email, you will see appointment details as well as a link to manage your booking, where you can cancel it if required.

Your NHS Talking Therapies Appointment



noreply@pcmis.com

To



If there are problems with how this message is displayed, click here to view it in a web browser.

You don't often get email from [noreply@pcmis.com](mailto:noreply@pcmis.com). [Learn why this is important](#)

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you trust the sender.

Thank you for booking your NHS Talking Therapies Appointment.

**Date of booking** - **Duration:** - **Venue: Telephone**

**Assessment**

**Days until appointment**

[Please click here to manage your booking.](#)

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## Cancelling appointment

To cancel an existing booking you can either use the original link in the SMS booking invitation or the link included in your booking confirmation email.

After validating your date of birth again, you will see the above screen with a summary of your current appointment and a red Cancel Appointment button.

The image shows a screenshot of the Patient Portal interface. The main page is titled 'Manage your Appointments' and features a 'Current Appointments' section. A red 'Cancel Appointment' button is visible. A pop-up dialog titled 'Booking Cancellation' is overlaid on the right side, asking 'Are you sure you wish to cancel this appointment?' with 'Yes' and 'No' buttons. Below the dialog, a green message box says 'Booking successfully cancelled.' and a 'Book Appointment' button is visible. A blue box highlights a note about short notice cancellations.

**8** Booking Cancellation

Are you sure you wish to cancel this appointment?

Yes No

Close

Booking successfully cancelled.

**Current Appointments**  
You have no current bookings.

Book Appointment

If you want to cancel your appointment within 48 hours of the booked date, you will notice that this is not an option through the normal website process. As this would be short notice cancellation, you can only cancel your appointment by contacting us via email [healthyminds@gov.gg](mailto:healthyminds@gov.gg) or by phone on **227744**.

If you want to cancel an appointment please click on the red cancel appointment button.

This will trigger a cancellation confirmation pop up as an extra precaution to ensure you can not accidentally cancel an appointment.

To cancel, click **Yes**. Once you click **Yes** you will see be returned to the **Manage your Appointments** screen where a '**Booking successfully cancelled**' message is displayed.

From this screen you can book another appointment.