**Rapid Health - our new online booking system**

**FAQs**

Starting from 1st July 2025 all acute appointments for over 16-year-olds will be directed through the Rapid Health on-line system.

**What is Rapid Health?**

Rapid Health is an appointment booking and triage tool approved by the NHS. The system

can only be used for patients who are 16 years or over. It involves the patient completing a short questionnaire which is then triaged, and a suitable appointment offered.

**Why are we changing things?**

We have listened to patient feedback and recognise that accessing appointments has been a difficult and frustrating process for you for some time.

With the ever-growing demand within the NHS, we are continuously looking at ways we can improve the booking process and increase capacity.

To achieve this, and ensure patients are receiving the best possible care, we have opted to use the Rapid Health triage tool which will allow us to maximise availability, and ensure patients are seeing the right clinician in the appropriate time frame.

**Why do I need to complete an online questionnaire?**

All patients will be asked to answer questions using the online form or via the Reception Team when booking their appointment. Your answers help the system find the right appointment for you. This also means the clinician will have the relevant information prior to your appointment, enabling them to have more time to provide quality care to you.

**What do I need to do before the start day of 1st July 2025?**

Every patient needs to provide an email address to the surgery so that you can be emailed details of your appointment booking.

To allow you to do this easily, every patient has been sent a text which you can reply to giving your email address.

This will be stored confidentially on your medical record.

**When can I use Rapid Health?**

From July 1st, Rapid Health will be available 24 hours, Monday to Friday (Including bank holidays).

We may reduce the opening times once we are more experienced with the system but it is our hope it can be accessed online 24/7 by patients.

**What type of appointments can I book using the Rapid Health System?**

* GP appointments
* First Contact Practitioner (Physiotherapy)
* Minor Ailments which could be with our Advanced Nurse Prescriber, Mental Health Nurse, Physicians Associate or Paramedic

**How are other types of appointments booked?**

We will not be using the Rapid Health System for the following appointments which still be booked by contacting Reception.

* Children under the age of 16
* Nurse appointments (e.g. blood tests, cervical screening, vaccinations and injections)
* Annual reviews with a Clinical Pharmacist or Nurse (e.g. Diabetes, Hypertension, Respiratory, Cardiac)
* Medication reviews with a Clinical Pharmacist
* Post natal appointments and 6-week baby checks
* Contraceptive advice and prescriptions
* NHS Health Checks
* Home visits

**How do I book an appointment?**

You will find a link to the Rapid Health Questionnaire on our website from 1st July 2025.

This link will also be texted out to all patients on that day and can be requested again from Reception if you have mislaid it.

A QR code which will take you to the questionnaire will also be displayed in the surgery.

We do understand however, that not everyone can manage to do this online.

If this is the case, please either ring Reception or attend in person and one of our Reception Team will take you through the questionnaire and submit it. You will then be offered an appointment in exactly the same way as anyone filling it out online questionnaire.

**What do I do if I want to see a specific GP or Clinician?**

When booking an appointment, the GPs and Clinicians with available appointments will be shown and you can then choose from them.

**How can I pre-book an appointment?**

All our appointments both on the day and days or weeks ahead will be available on the system. After completing the Rapid Health questions an appointment will be offered within an appropriate time frame.

**Why have I been offered an appointment with this Clinician?**

Patients will be offered an appointment with the most appropriate clinician for the problem described.

**I was not offered an appointment, what do I do?**

Once you have completed our triage questionnaire, we will offer an appointment in the most appropriate time frame. If you have not received an appointment, it means that your request has been passed to the Clinical Triaging Team to review. Reception will be in contact within 48 hours.

**My problem is personal, and I only want to tell a GP?**

In order for the system to direct you to the correct clinician you do need to give certain information on the form. This is saved directly on to your medical record but goes no further. If you need help navigating the questionnaire or our website, you can speak confidentially to one of our Reception Team at the surgery who can assist you. All of our Reception Team follow a strict code of confidentiality just like the rest of our staff.

**Who will book follow up appointments?**

The clinician you see will book your follow up appointment if this is indicated.

**How do I book an appointment for a child under 16?**

You can still book the same way as before by ringing the surgery or coming to reception.

We may introduce Rapid Health for children later, but this is not available yet.

**I require an interpreter/assistance for my appointment.**

All patients will receive a text/email confirming their appointment. In this message it will tell you to contact the surgery if you require an interpreter or assistance.

**I need a sick note, what do I do?**

For a new sick note:

* If the issue is new but the surgery has documentation i.e. Hospital discharge summary, one of our Reception Team will pass your request and information to a Clinician to review and write the note.
* If the issue is new with no documentation, or a very old issue then you will need to speak to a Clinician. Please fill out the Rapid Health questionnaire and you will be offered an appropriate appointment.

To extend an existing sick note:

* Please contact the surgery by phone, email, post or via the website as before.
* If you need a review before it can be issued, we will contact you to let you know.

**Will I still be able to use the NHS app?**

You will still be able to use the NHS app to access medical records, test results and prescriptions but you will not be able to use it to book appointments.

**What if have more questions?**

Please contact us by phone or email if you have more questions that are not answered here. This system is new to us as well but we will do our best to answer your queries and to make the new system work for everyone.

The below demonstration video also helps explain how Rapid Health will be used by the Practice.

**Patient Demonstration Video of Rapid Health**

Please click on the below link:

[Rapid Health - Patient Explainer on Vimeo](https://vimeo.com/948772217/f3e9d87d1b)