

Rapid Health - our new online booking system

FAQs

What is Rapid Health?

Rapid Health is an appointment booking and triage tool approved by the NHS. The system can be used for both adults and children.

Why are we changing things?

We have listened to patient feedback and recognise that access to appointments, including online booking is important to you. With the ever-growing demand within the NHS, we are continuously looking at ways we can 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 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.

How do I book an appointment?

Appointments can be booked via our practice website during our usual opening hours. The opening hours may be extended as we get used to the Rapid Health system, which will provide greater flexibility and accessibility of appointments. We understand that not all patients are able to do this, and our care navigators will still be available, on the phone, or in person as before.

Will I be able to book appointments via the NHS App?

Routine appointments will still be available via the NHS App and patients can still access their medical records, test results and prescriptions via the NHS App as before.

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

The information you provide is saved to your medical records and is reviewed by the clinician during your appointment. Every employee at our practice adheres to our confidentiality policy.

Can I pre-book an appointment?

Yes, once you have completed the online questionnaire, an appointment will be offered to you within an appropriate timeframe. Where appropriate, both telephone and face-to-face consultations will be offered.

What if I need a same-day urgent appointment?

If your problem is clinically urgent, the system will offer you same day appointment slots to choose from.

Does this mean that patients who book online get more access to appointments?

No. All appointments that can be booked online can also be booked via the practice team. The advantage to booking online is that it can be accessed when suits you and there is no need to queue.

Can I still see a specific clinician?

Yes, when selecting your appointment, where appropriate, you will get a choice of the clinicians with availability.

Why have I been offered an appointment with this particular clinician?

We aim to help our patients to see the right person at the right time, so we will always offer appointments with the most appropriate clinician. Nurse Practitioners, Paramedics, a First Contact Physiotherapist and Mental Health Nurses work within our teams, so you may be offered an appointment with one of these clinicians as appropriate.

Can I make an appointment at any of the branches?

You will be shown all available appointments with the option to search by location, so where appointments are available at all of our branches you can select the most convenient option for you.

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

If an appropriate appointment is unavailable on the system, you will be prompted to still submit your request. This will then be reviewed by the practice, and we will be in touch within 2 working days, depending on urgency of the request.

Are all appointments bookable online?

No. Appointments with Nurses, Health Care Assistants and Clinical Pharmacists will need to be booked in the same way as before via reception.

What if the appointment I need is not showing?

Some appointments cannot be booked online. The following must still be booked through the practice reception teams.

- Nursing appointments (e.g. blood tests, cervical screening, vaccinations and injections)
- Annual reviews (e.g. Diabetes, Hypertension, Respiratory)
- Medication reviews
- Post natal appointments and baby checks
- Contraceptive procedures and minor operations
- NHS Health Checks
- Home visits

Who will book follow up appointments?

The clinician you see will book your follow up appointment or will advise you to arrange it at reception on your way out if this is indicated.

How do I arrange an interpreter or get assistance for my appointment?

Once your appointment is booked, please contact the surgery and notify the reception team if you require an interpreter or assistance.

Can we still use the online forms on the practice website?

No. All administrative queries such as requests for sick notes, prescriptions, referrals, medical report request, are all now available on Rapid Health. Select the Questions and Admin option via the Rapid Health page to submit these.

Can I order my prescriptions through this system?

The fastest way to process prescriptions is via the NHS app, but if you cannot use the app you can send a request via Rapid Health.

What is the start date for the new appointment booking system?

The start date is 16th June 2025.

Find out how to use the system here ; [Rapid Health - Patient Explainer on Vimeo](#)