

## BELVEDERE MEDICAL CENTRE

### Rapid Health Appointment System

Starting from 12 January 2026 all acute appointments for over 16-year-olds will be directed through the Rapid Health on-line system.

#### Why are we changing things?

With the ever-growing demand within the NHS, GP Contract changes and NHS Digital guidance, 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.

#### What is Rapid Health?

Rapid health is an AI driven triage tool approved by the NHS. It involves the patient completing a short questionnaire which is then triaged, and a suitable appointment offered.

#### 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 26 January 2026?

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 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 26 January 2026, Rapid Health will be available 8:00 AM to 6:30 PM, Mondays to Fridays (except for bank holidays).

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

- GP appointments,
- Nurse Practitioner appointments
- Physician Assistant Appointments
- Paramedic appointments
- Minor Ailments

### How are other types of appointments booked?

- Children under the age of 16 – By filling Rapid Health under 16 Form which will come to Rapid Health inbox, triaged and suitable appointment offered.
- Medication reviews with a Clinical Pharmacist– By filling Rapid Health **Admin Request** Form which will come to Rapid Health inbox, triaged and action will be taken.
- Sick note requests – By filling Rapid Health **Admin Request** Form which will come to Rapid Health inbox, triaged and action will be taken.

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

- Nurse appointments (e.g. blood tests, cervical screening, vaccinations and injections)
- Annual reviews with a Nurse (e.g. Diabetes, Hypertension, Respiratory, Cardiac)
- 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 26 January.

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 Patient Service Advisors 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.

#### 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 Doctor 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 Patient Service Advisors at the surgery who can assist you. All of our Patient Service Advisors 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 will still be required to complete rapid health questionnaire on line after which reception will contact you to offer an appointment once Doctor has reviewed your request with in 48 hours.

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?

Please request sick note by using Admin request on Rapid Health Questionnaire after which surgery will contact you with appropriate action.

### I need medication review or have a medication query. What do I do?

Please outline your request or query by using Admin request on Rapid Health Questionnaire after which surgery will contact you with appropriate action.

### I need to discuss my abnormal blood test result further. What do I do?

Please outline your request or query by using Admin request on Rapid Health Questionnaire after which surgery will contact you with appropriate action.

### 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.