"empowering community centred health & wellbeing"

**UPPER GORDON ROAD SURGERY**

**Rapid Health FAQs**

We understand that using a new healthcare system can raise many questions. To help make your experience as smooth as possible, we've compiled this list of FAQs for Rapid Health. Here, you'll find answers to common questions about how to use the system, book appointments, manage prescriptions, and more.

Our goal is to provide you with clear and helpful information, so you feel confident navigating Rapid Health and accessing the care you need. If you have any questions not covered here, please don't hesitate to reach out to us.

**What is Rapid Health?**

Rapid Health is an advanced appointment booking system approved for use in GP Practices by the NHS. **From the 11TH March 2025** we will be using Rapid Health in place of eConsult. It is a smart triage system which enables direct patient booking of certain appointments. It is being used by all Surrey Heath GP Practices.

**How do I book an appointment?**

For online users, the quickest way to book an appointment for a GP is by completing the online form available on our website.

Patients without online access can still call the practice and speak to our reception team, who will support you to complete the online form or complete it on your behalf.

**Why do I have to answer questions?**

Patients will be asked to answer a few short questions before booking. This provides clinicians with relevant information beforehand, allowing more time for quality care during your appointment. It also helps us choose the right type of appointment and the right clinician for you.

**What if I am not offered an appointment after I answer the questions?**

Most patients will be able to book an appointment directly following completion of the form. However, If an appropriate appointment is not available and your completed form requires review by the practice, it will be clinically assessed and prioritised based by medical need. Most patients will be contacted the same working day, but it could be up to 2 working days.

Please note that our working days are Monday to Friday, so if you submit your request on a Friday, the latest response time would be by Tuesday of the following week.

**Will I be able to book an appointment via EMIS Patient Access or the NHS App?**

No. Appointments can currently only be booked through our website or reception teams. However, patients can still access medical records, test results, and prescriptions via their preferred providers as before.

**What if the appointment I need is not showing, or an option?**

Certain appointments **cannot** be booked via the new online system. These must be booked through the Practice Reception Team over the phone:

- Annual reviews (diabetes, hypertension, respiratory)
- Contraceptive procedures/Pill checks
- Home visits
- Medication reviews
- NHS Health Checks
- Nursing appointments (blood tests, cervical screening, vaccinations, injections)
- Postnatal appointments

However, different types of appointment may be available to book in the future using the online form.

**What hours will Rapid Health be open?**

Patients will be able to complete the form online during the working day. Responses will only be reviewed within opening hours of 8am till 6:30pm Monday to Friday.

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

When booking an appointment, the clinicians with available appointments will be shown.

**What do I do if I want to pre-book an appointment?**

All our appointments will be available. After completing the Rapid Health questions an appointment will be offered within an appropriate time frame.

**What should I do if I have been asked to book a follow-up appointment?**

If your clinician or the practice has asked you to book a follow-up appointment, please complete a medical request form. Include the symptoms related to your ongoing condition, and in the *"Your Reason For Coming"* section, select *"You told me to book a follow-up appointment."*

In most cases, the clinician will book your follow up appointment if required.

**Will all types of clinicians be available to book via Rapid Health?**

Nurses, Health care assistants and Clinical Pharmacist appointments will be booked in the same way as before via reception, this may change in the future. All other clinical staff will be booked via Rapid Health.

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

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

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

The information which you provide is saved to your medical records and is reviewed by the clinician during your appointment. If you require our assistance when booking an appointment but want the reason to remain confidential, please speak to our reception team. Every employee at Upper Gordon Road Surgery adheres to our Confidentially policy.

**Who will see my answers at the practice, and is this service confidential?**

Your answers submitted through Rapid Health are completely confidential and will only be seen by authorized staff at your GP practice. This includes healthcare professionals such as GPs, nurses, or other clinicians involved in your care, as well as administrative staff who may need to process your request. The practice follows strict confidentiality protocols to ensure your personal and medical information is always protected, in line with our Confidentiality and Information Governance Policies.

**Will I still be able to submit a request using eConsult?**

**Starting from 11th March 205**, Rapid Health will replace the current online consultation system eConsult.

With Rapid Health, you'll have longer opening times for online requests and will be able to book appointments directly online, after answering a few quick questions.

**Will my existing appointments need to be rescheduled once Rapid Health is launched?**

No, all current appointments will remain as scheduled and do not need to be rebooked.

**Can I use Rapid Health on my mobile phone or tablet?**

Yes, Rapid Health is compatible with all devices, including mobile phones, tablets, laptops, and computers.

**This is a shared computer. Will the next person be able see any details of my request? How do I make sure they don't?**

Your request details and answers are never stored on the computer, tablet, phone or shared via email. Once you submit your answers, only the practice can view them. The next person using the computer will not be able to go back and see any of the information you entered.

**What should I do if I enter my symptoms in Rapid Health and either no results are found or the listed options don't apply to me?**

If no results are shown, or the available options don't match your symptoms, click the link at the bottom of the screen that says, **"Alternatively, you can view the full list of options available to you here"**. This will allow you to view all the available options.

If none of the listed options are suitable, you can select the "Can't find what you're looking for?" option. This will prompt you to provide a general health history, which will be sent to your doctor along with the symptom or complaint you initially searched for.

**Can I use Rapid Health in my native language?**

Currently, Rapid Health is only available in English, but future updates may include support for other languages.

**Why can't I just write a description of what I'm experiencing, like I used to with eConsult?**

We understand it can feel easier to simply write down your symptoms but answering a few short questions before booking helps us ensure the best care for you. This process provides your clinician with important details ahead of time, allowing for a more focused and personalised appointment. It also helps us match you with the right type of appointment and the right clinician to address your needs.

**What does it mean when it says the practice will respond within 2 working days?**

Most patients will be able to book an appointment directly following completion of the form.

If your completed form requires assessment by the practice, it will be clinically assessed and prioritised based by medical need. Most patients will be contacted the same working day.

Please note that our working days are Monday to Friday, so if you submit your request on a Friday, the latest response time would be by Tuesday of the following week.

**Will Rapid Health consider my existing medical conditions?**

Rapid Health is a triage tool that uses the information you provide to help direct you to the most suitable appointment. If further evaluation is needed, your request will be sent to a GP for review before an appointment is arranged. The tool does not review your full medical record, only the information you enter. The care pathways are designed to check for any significant conditions related to your symptoms. However, if you have any pre-existing conditions that are relevant, please include them in your responses where possible.

**What should I do if I make a mistake on my form and end up with the wrong appointment, or if I want to change the date or time?**

If you need to cancel or change your appointment after completing the form, you can either use the link in the confirmation email to update or cancel your booking or call the practice directly.

If you cancel because of a mistake on your form but still need an appointment, you can submit a new request to schedule the correct appointment.

Please remember to cancel any appointments you no longer need so they can be offered to another patient.

**What happens if I enter incorrect personal details, like my postcode or date of birth?**

If you enter incorrect personal details, such as your postcode or date of birth, Rapid Health will not be able to verify your identity. The system will prompt you to correct the information before you can proceed. This ensures that your request is accurately linked to your medical record. If the details don't match, you'll see an error message guiding you to make the necessary corrections.

**How can I be sure that Rapid Health links my request to my record and not someone else with the same name, like "John Smith"?**

Rapid Health uses more than just your name to identify you. It checks multiple pieces of information, such as your date of birth, address, and contact details, to ensure that your request is correctly linked to your unique medical record. This ensures your information is matched accurately, even if you have a common name.

**I have multiple concerns or conditions to discuss. What should I do?**

If you need to talk to a clinician about more than one unrelated issue, it's best to submit a separate medical request for each concern. This ensures the clinician has enough time to fully address each issue during your appointment, allowing for better care and attention to your needs.

**How do I book a Medication Review?**

If your long term condition review is due (same month as your birth month), then please book for this. Your medication review will be done automatically by the GPs after your long term condition review. If you have a particular medication that needs reviewing then please book a call with our clinical pharmacist.

**How do I find out my test result?**

For all tests requested by the practice, we will not routinely contact patients about normal test results or those not requiring any further action. We will contact you regarding any abnormal test results that warrant further action.

Once a GP has reviewed your results, you can view your test results via the NHS App or the online EMIS Patient Access. Please be aware that although routine blood test results may be back within a couple of days, they can take up to 10 working days to be processed. X-Ray and Scan results up to 14 days to appear in your medical record.

If you have not heard from us within 2 weeks of having your test or investigation and have ongoing symptoms you are concerned about, then please contact the practice again to tell us about your ongoing symptoms online via Rapid Health or by calling the practice.

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

All patients will receive an 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 fit note, what do I do?**

**If you need an existing fit note extended:**

Please complete a fit note request via the website www.uppergordonroadsurgery.co.uk

**If you need a new sick note:**

If the issue is new, but the surgery has documentation i.e. hospital discharge summary, reception can complete a fit note requests via the website www.uppergordonroadsurgery.co.uk

If the issue is new but with no documentation, or a very old issue then you will need to be reviewed by a clinician. Please fill out the Rapid Health online form or speak to our reception team and you will be offered an appropriate appointment.

**Submitting a repeat prescription request via Rapid Health:**

You can submit repeat prescriptions via Rapid Health, however, the fastest and easiest way to submit a repeat prescription request is by using the NHS App, EMIS Patient Access or email to the prescription team ugrprescriptions@nhs.net

**NHS App**

The NHS App, owned and operated by the NHS, offers a simple and secure way to access NHS services on your smartphone or tablet. It's available for download on both iOS and Android devices.

**EMIS Patient Access**

The quickest and easiest way to order repeat prescriptions is through the EMIS Patient Access online service. Simply log in and place your order here. To get started, you'll need to register for an account. You can ask a member of the Patient Services Team for further information.

Please allow 3 working days for your prescription request to be reviewed by the surgery and sent to your nominated pharmacy. The time it takes for your medication to be dispensed will depend on your pharmacy. It's important to remember that it is your responsibility to ensure you have enough medication, so please order in advance to allow for smooth processing.

For any items not on your repeat list or not ordered in a while please complete a submission via RapidHealth.

**If you have any other questions, please contact one of our reception team, who would be happy to assist you.**