

Rapid Health – Our New Smart Triage Booking System

We will be switching to a new online system called Rapid Health on Monday 3rd August 2026.

[New online appointment booking system](#)

The practice will be moving to a new way in which patients can access our services. Rapid Health is an online facility that allows patients to book appointments without needing to telephone the practice.

Patients will be presented with a series of questions about their problem. From here, patients will be provided with a choice of appointments with the most appropriate clinician, in the most appropriate timeframe, based on their clinical need.

This should result in shorter waiting times, especially for more urgent medical issues, and focuses on getting it right the first time and seeing the most appropriate member of the team for your medical issue. It will also prevent the 8.00 rush and long waits on the telephone.

The new platform also allows patients to raise administrative requests (such as sick/fit notes, Doctor letters, and more) and find trusted self-care information for a wide range of symptoms and health conditions.

For those that are able to do so, we ask that from Monday 3rd August, all requests for GP or Advanced Clinical Practitioner appointments come through Rapid Health, which will be accessed via our practice website.

If you are unable to use the website, please telephone the practice or attend in person and a member of our reception team will be able to complete the online form for you.

[What is Rapid Health?](#)

Rapid health is a triage tool approved by the NHS which allows you to book appointments quickly and offer more patient choice and availability by offering you the right appointment with the right clinician the first time.

[How do I book an appointment?](#)

The link to access Rapid Health will be posted on our website.

We do however understand that not everyone can use online services, our reception team will be able to help on the phone and in person. The team will take your details and complete the online form on your behalf.

[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.

[When can I use Rapid Health?](#)

From Monday 3rd August 2026 Rapid Health will be available Monday to Friday from 7:30 to 18.00.

Admin requests will remain open 24 hours a day, seven days a week.

[Can I use rapid Health through my NHS App?](#)

Not at the moment. However, this is currently in development so keep an eye out for further updates.

[What do I do if I want to see a specific clinician?](#)

When you are booking an appointment, the clinicians with available appointments will be shown. We would encourage you where possible to book with your usual clinician.

[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 timeframe.

[What type of appointments can I book using the rapid health system?](#)

GP appointments and Advanced Clinical Practitioner appointments.

[How are the other types of appointments booked?](#)

We will not be using the Rapid Health system for the following appointments which will still need to be booked by contacting reception by telephone or in person.

- Nursing appointments (e.g. blood tests, cervical screening, wound care, vaccinations and injections)
- NHS Health Checks and Long-Term Condition annual reviews (e.g. Diabetes, Hypertension, Respiratory)
- Medication reviews
- Post-natal appointments and baby checks
- Follow up appointments requested by a clinician

[Why have I been offered an appointment with this clinician?](#)

Patients will be offered an appointment with the most appropriate clinician based on their clinical need.

[Who will book follow-up appointments?](#)

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

[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 timeframe. If you have not received an appointment, reception will be informed, and your issue will be triaged manually. Reception will be in contact within 48 hours.

[My problem is personal, and I only want to tell a GP.](#)

The information which you provide is saved your medical records and is reviewed by the clinician during your appointment. If you require our assistance when booking an appointment please be assured that the issue will remain confidential. Every employee at the practice adheres to our confidentiality policy.

[I need a sicknote, what do I do?](#)

For a new sicknote:

If the issue is new but the Surgery has documentation i.e. hospital discharge summary, one of our receptionists 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 via the website as before or phone reception.

If you need a review before it can be issued, we will contact you to let you know.

[What if I am housebound?](#)

If you are housebound, please contact the practice and a member of our reception team will help you.