

Requesting a GP appointment at WEY FAMILY PRACTICE

From 19th January 2026, we will be enhancing our current triage system to 'Rapid Health Smart Triage'.

It will be quicker and easier for you to request a GP appointment and you will be able to self-select a suitable appointment slot.

The whole process should only take a few minutes.

We will need your email address to be able to offer you an automatic appointment.

You can watch a quick 2 minute explainer video.

FAQs

How will I request an appointment?

You will access Rapid Health through our Practice website www.veyfamilypractice.nhs.uk

How do I make sure my email address is on my patient record?

Check on your NHS App or contact the surgery through the website or telephone with an up-to-date email address

What should I do if I don't have an email address?

This is not a problem. You can continue to contact the surgery through the website or by telephone. Your request will be triaged by a GP. We understand that not everyone can use online services. Rapid Health will be used whether you go on-line, call us or visit the surgery.

Can I share an email address with someone else?

Yes

Will I still be able to request appointments via NHS App?

You can only request GP appointment via your GP Practice website (although NHS App access should be available soon. We will let you know when this becomes available). For any other appointment, and to order repeat prescriptions you can use the NHS App. Your medical records and test results will still be there to view.

When can I request a GP appointment?

Smart Triage will be available 24 hours a day from 12.30pm on Sunday to 3.30pm on Friday.

This system is only for GP appointments. How do I request other appointments or ask the GP Practice a question?

You can continue to use the 'Admin request' facility on the GP Practice website or telephone the surgery.

I'm a carer/relative/have Power of attorney. Can I request a GP appointment for someone else?

If you are aware of the patient's details registered with the practice, you can request and book an appointment on their behalf.

What do I do if I want to see a specific GP?

When you are booking an appointment, GPs with available appointments will be shown.

How can I pre-book an appointment?

Complete the Smart Triage clinical questions and appointments will be offered within an appropriate timeframe.

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

If you have not received an appointment, our triage team will be informed and triaged by the duty doctor. Reception will contact you within 1 working day.

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 GP during your appointment. All staff at the practice adhere to our confidentiality policy.

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

An appointment can be requested through the website but will be reviewed by the triage team who will contact you.

What if I need a same-day urgent appointment?

If your problem is clinically urgent, you will be offered same day appointment slots to choose from.

Do patients who book online get more access to appointments?

No. All appointments that can be booked online can also be booked via the reception team. The only advantage to booking online is that the system is available 24 hours a day from 12.30pm on Sunday to 3.30pm on Friday; not just within Practice opening hours.

Please note that it may take considerably longer to answer the triage questions over the phone than in person or online.

Will my data be secure?

Smart Triage is approved as a Class 1 medical device by MHRA (Medicines and Healthcare products Regulatory Agency) which means it meets all NHS security and clinical safety standards. Your data is held securely on the platform for a limited time, after which it is automatically removed and stored on your medical record.