

# Frequently Asked Questions

## Rapid Health



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- 1 What is Rapid Health? Rapid Health is AI-based triage tool approved by the NHS. It is our new online triage tool replacing Accurx. It involves the patient completing a short questionnaire, which is then triaged. The system:
- Prioritises your request based on medical need
  - Offers an appointment (if appropriate)
  - Sends your request to our clinical team to review if needed
  - All this without your need to speak to the reception team.
- You can watch a quick 2 minute explainer video here: [Watch Video](#)
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- 2 Why are we using Smart Triage? We've listened to patient feedback and know that easier access to appointments, matters. With growing NHS demand, Rapid Health helps us improve care by:
- Making assessments quicker
  - Reducing waiting times and phone queues
  - Offering more convenient appointments
  - Ensuring you see the right clinician at the right time
  - Fully NHS-approved
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- 3 How do I request an appointment and when? The request form is available Monday to Friday, 7am–6:30pm (excluding Bank Holidays). You can access it:
- On our website: [www.watlingstreetpractice.co.uk](http://www.watlingstreetpractice.co.uk)
  - By scanning the QR code at the practice
  - By calling us for a text link
  - Or with help from our reception team
- It works on all devices (mobiles, tablets, laptops, computers). If you're unable to complete it online, reception can assist you with the form.
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- 4 Who can use it and how?
- Booking for someone else: Allowed with consent and necessary details, provided the patient is registered at the practice
  - Any patients: Can request online
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- 5 What types of appointments can I book? You can request GP and Allied Health appointments, including same-day emergencies and pre-bookable slots. Other appointments (via admin form, phone, or booking link) include:
- Nurse/HCA (dressings, stitches, injections, contraception)
  - Blood tests and smears
  - Contraceptive procedures (implants, coils)
  - Steroid injections
  - Annual reviews (e.g. diabetes, respiratory, cardiac)
  - Social Prescriber and Mental Health support
  - Postnatal checks & 6-week baby checks
  - Home visits
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- 6 What happens when I submit a request? Your form will usually be triaged. You might be:
- Offered an appointment immediately
  - Sent a link to book an appointment yourself
  - Contacted by a clinician for further information or assessment
  - Directed to a different service
  - Your information is kept secure and added to your medical record
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- 7 Will I be offered an appointment the same day? It depends on clinical need. The system might place you into:
- Red – Same day
  - Amber – Within 24 hours
  - Yellow – Within 5 days
  - Green – Within 2 weeks
  - Appointments are matched with the most appropriate clinician.
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8	I was not offered an appointment. What do I do?	Once you have completed our triage questionnaire, we will aim to offer an appointment in the most appropriate time frame. If no appointment is offered, your request will likely be passed to the Duty Doctor. Reception should get in touch within 48 hours.
9	What do I do if I want to prebook an appointment?	All our appointments will be available. After completing the triage form an appointment will be offered within an appropriate time frame. Where appropriate, both telephone and face-to-face appointments will be offered up to 2 weeks in advance.
10	What if I need a same-day urgent appointment?	If your problem is clinically urgent, the system will offer you same-day appointments to choose from.
11	Who will book a follow-up appointment?	Usually, the clinician does this during your consultation. If no appointment has been made, you can request a medical request and complete the form same way and include symptoms related to your ongoing condition.
12	I require an interpreter or special assistance for my appointment.	Once your appointment is booked, please contact the practice and notify the Reception Team if you require an interpreter or assistance.
13	Do I have to complete a questionnaire?	Yes. Whether online or through reception, everyone will need to answer the questions so we can direct you appropriately. Your answers help the system find the right appointment for you.
14	What if my symptoms aren't listed or don't fit the options?	If no results match your symptoms, click the link at the bottom that says, "View the full list of options available to you." If still nothing fits, choose "Can't find what you're looking for?" to enter general health details, which will be sent to your doctor with your symptoms.
15	Why can't I write a description of what I am experiencing, like I used to with Accurx Patient triage?	<ul style="list-style-type: none"><li>• 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.</li><li>• This process provides your clinician with the most important detail and gets you to see the most appropriate clinician by matching the right type of appointment.</li></ul>
16	Why can't I just describe my issue like I used to with Accurx patient triage?	We understand that was easier, but the new format helps ensure important details are captured, the right care is given and gets you to see the most appropriate clinician by matching the right type of appointment.
17	What if I make a mistake and end up with the wrong appointment or need to change the time?	<ul style="list-style-type: none"><li>• 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 or call the practice directly.</li><li>• 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.</li><li>• Please remember to cancel any appointments you no longer need so they can be offered to another patient.</li></ul>



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18	Can I submit more than one issue?	Please focus on your main concern in each request. If you have more than one unrelated issue, you may need to submit another request.
19	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.
20	Will Rapid Health consider my existing medical conditions?	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 relevant pre-existing conditions, please include them in your responses where possible.
21	Can I request a sick note?	Yes – use the Sick Notes option or the admin form. A clinician will review it and may contact you if needed.
22	Can I order my prescriptions through this system?	You might be able to request one-off items, but for regular prescriptions, please continue using NHS App, SystemOnline, or the options on our website.
23	What can I use the Rapid Health system for?	You can use it to: <ul style="list-style-type: none"><li>• Request appointments</li><li>• Ask for test results, sick notes, or referrals</li><li>• Send admin queries</li><li>• Submit on someone else's behalf (with permission)</li></ul>
24	What if I need to request a home visit?	Please call the practice as soon as possible before 10 am, so the request can be reviewed.
25	Are other online services still relevant?	Yes, please, continue using other online services like NHS APP, NHS Choices, SystemOnline, Airmid and our practice website to: <ul style="list-style-type: none"><li>• Order repeat prescriptions</li><li>• View your medical records</li><li>• Using local services via our 'wellbeing centre' tile on the practice website</li><li>• We recommend using the NHS app for requesting repeat prescriptions and checking your results.</li></ul>
26	What do I need to know now?	Make sure we have your up-to-date email address by: <ul style="list-style-type: none"><li>• Updating it in the NHS App</li><li>• Replying to a text from us</li><li>• Filling out the online form</li><li>• Asking reception to update your record</li></ul>

