



# Kelvingrove Medical Centre

28 HANDS ROAD . HEANOR . DERBYSHIRE . DE75 7HA TELEPHONE: (01773) 713201

## Rapid Health FAQ

We are introducing a new online system in June to make it quicker and easier to contact the practice and book appointments.

The system is called Rapid Health.

It will allow you to:

- Request help online, without having to wait on the phone
- Answer a few simple questions about your problem
- Book an appointment directly, where appropriate

This means you won't need to wait in a phone queue to speak to a receptionist.

If you prefer, you can still call us. Our reception team will ask the same questions and complete the request with you.

### **What is Rapid Health?**

Rapid Health is our new online system for requesting care and booking appointments. It asks a few questions about your problem and helps direct you to the right person.

### **Why are you introducing this?**

We know it can be difficult to get through on the phone, especially at busy times. This system lets you contact us without waiting in a queue and helps us prioritise patients who need urgent care.

### **Is this the only way to contact the practice?**

No, you can still call us.

If you call, our reception team will complete the same online request with you.

### **Will I still be able to see a GP?**

Yes.

You will be directed to the most appropriate clinician for your needs. This may include a GP, paramedic, pharmacist, nurse, or another member of the team.

### **What happens after I fill in the form?**

After you submit a request, you will either:

- Be offered an appointment to book directly
- Or your request will be reviewed by a doctor and we will contact you

### **Will I always be able to book an appointment online?**

If there are no suitable appointments available, or if your request needs review, we will contact you as soon as possible.

### **Do I have to answer personal questions?**

Yes, but only questions relevant to your problem.

This helps us make sure you get the right care.

All information is secure and handled in line with NHS data protection standards.

### **What if I'm not confident using the internet?**

You can call the practice and our reception team will complete the request with you.

### **Do I need anything to use it?**

You need an email address on your medical record.

We use this to send updates about your request or appointment.

You can check what contact details we have for you and update them on the NHS App or by calling our reception team.

### **Can I use this for all types of appointments?**

Rapid Health has two main options:

#### Medical requests

Use this if you need to see a GP or urgent care clinician within 2 weeks.

#### Admin requests

Use this for:

- Follow-up appointments
- Nurse appointments
- Home visits
- Questions about referrals, test results, or fit notes
- Other non-urgent queries

### **What about urgent problems?**

The system will guide you if your symptoms suggest urgent care.

If you feel seriously unwell, **call 999** for life-threatening emergencies.

For urgent medical advice, **call 111** or visit [111.nhs.uk](https://111.nhs.uk).

### **A message from the practice team**

We understand this is a change to how the practice works.

Our team is here to support you.

Thank you for your patience while we introduce this new system.