



St. Martins

Medical Centre

Partner: Dr. A. Raj MBBS. MRCGP. Bsc.

Rapid Health Information and FAQs

What This Means for You:

24/7 Access – Submit requests and access support any time, day or night.

Surgery Opening Hours remain Monday to Friday, 8:00 AM – 6:30 PM

(Weekends and Bank Holidays: CLOSED)

Instant Appointment Booking – Based on your triage assessment, you'll be offered a range of appointments to choose from, to book your own appointment. The appointments may be prompted with GPs or allied health care professionals as clinically indicated and appropriate.

Manage Your Appointments Online – Rearrange or cancel appointments easily, without needing to call the practice.

No Account Needed – If you're registered with our practice, you can use Rapid Health right away – no account setup required.

NHS App Integration – Access Rapid Health directly through the NHS App.

If you have any questions, please contact Guste, our Practice IT Lead.

FAQ for RapidHealth

- [Why are we changing things?](#)

Over the past months, we have listened carefully to your feedback about PATCHs. Many of you have shared concerns, including frustration, dissatisfaction, and difficulties when using the platform to book appointments or seek care. We genuinely appreciate your honesty—it helps us improve the way we serve you.

- [What is Rapid Health?](#)

Rapid Health is an appointment booking and triage tool approved by the NHS. The system will offer a range of appointments for patients who are 16 years or over. For under 16s the request will be triaged by the GP and you will be offered an outcome appropriate to your clinical needs.



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- [Where can I find Rapid Health?](#)

Rapid Health can be found on our website using [Appointments](#) on the main home page, it can also be accessed via the QR codes in the surgery.

Reception can also send you a text message with the web link.

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

Rapid Health will be available 24 hours, 7 days a week.

Please Note:

- The surgery is open Monday to Friday from 8.30am until 6.30pm (**except for bank holidays**).
- The surgery is **NOT** open over the weekend.

For emergencies outside surgery opening hours, please use the 111 service.

- [How do I use Rapid Health?](#)

Please see video for a step by step process using Rapid Health.

<https://youtu.be/30NMxYMvxXU>

- [Why can the system not be used to make an appointment for under 16's?](#)

You can still submit the form however you will not be prompted with the range of appointments at the end of the completed form. Your symptoms/condition will be assessed by a GP at the practice to make the most appropriate clinical decision. This is in development, and we will only implement this when it is clinically safe to do so. In the meantime, if you wish to make an appointment for under 16s you can also call the reception team as before and will be triaged by the Duty Doctor.

- [Why do I need to complete a 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.



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

Appointments can be booked via our practice website 24 hours a day, 7 days a week or via our reception during practice opening hours.

We understand that not all patients are able to do this, and our receptionists will still be available, on the phone, or in person, to help you through the short medical questionnaire as needed.

We will also have tablets available, on site at reception and one of the team can assist you as needed.

Every employee at our practice adheres to our confidentiality policy.

- [What if the appointment I need is not showing?](#)

Some appointments cannot be booked online. The following must still be booked through the practice website under 'Manage Your Condition':

- Children Under the Age of 16
- Nursing Appointments (e.g. blood tests, cervical screening, vaccinations/injections)
- Annual Reviews (e.g. Diabetes, Hypertension, Respiratory)
- Medication Review
- Post Natal Appointments and Baby Checks
- Contraceptive Procedures and Minor Elements
- NHS Health Checks
- New Patient Health Checks

- [Will all clinicians be on Rapid Health?](#)

Rapid Health is primarily used for the booking of GP appointments, however depending on your presenting issue/condition, you may be offered an appointment with one of our other clinicians.

- [My problem is personal, and I only want to tell the GP, what do I do?](#)

The information you provide is saved to your medical records and is reviewed by the clinician during your appointment.



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If you require our assistance when booking an appointment but want the reason to remain confidential, we will have tablets available at reception and one of the team can assist you as needed.

Every employee at our practice adheres to our confidentiality policy.

- [Can I pre-book an appointment?](#)

Yes, once you have completed the online questionnaire, an appointment will be offered to you within an appropriate timeframe. Where appropriate, both telephone and face-to-face consultations will be offered up to two weeks in advance.

- [What if I need a same day urgent appointment?](#)

If your problem is clinically urgent, the system will offer you same day appointment slots to choose from.

- [Does this mean that patients who book online get more access to appointments?](#)

No but **you get a range of appointments** which you are able to book yourselves. The advantages to booking online is that the system is always available, not just within practice opening hours and there is no need to queue.

- [Can I still see a specific clinician?](#)

Yes, where appropriate, when selecting your appointment, you will get a choice of the clinicians with availability.

- [How do I book a medication review or any other non-GP appointments?](#)

These appointments are booked via the '[Manage Your Condition](#)' section on the home page of the website.

Once the form has been submitted, our team will send you a link to book an appointment with the appropriate clinician.

- [How do I book a new mother and baby GP appointment?](#)

You will have to complete the 8 Week Baby Check Form on the surgery website via '[Manage Your Condition](#)'

Once the form has been submitted, our team will send you a link to book an appointment with the appropriate clinician.



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- [How do I book my annual reviews with GPs?](#)

For example: Asthma, COPD, and Diabetes.

For annual reviews, the GP surgery proactively invites patients to attend these appointments. However, if you have not yet received an invitation and would like to request one, you will need to complete the relevant 'Manage Your Condition' form for the condition being reviewed.

- [How do I book a nurse appointment?](#)

You will have to complete the relevant form on the surgery website via 'Manage Your Condition'

Once the form has been submitted, our team will send you a link to book an appointment with the appropriate clinician.

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

The clinicians will book follow up appointments if required.

- [I require an interpreter/assistant for my appointment, what should I do?](#)

If you require a face-to-face interpreter during your appointment, please contact the surgery at least 3 days before your scheduled appointment. This will allow both teams sufficient time to make the necessary arrangements and ensure that an interpreter is available.

We also offer a telephone interpreting service, which all clinicians are aware of and can access during your appointment if required.

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

We aim to help our patients to see the right person at the right time, so we will always offer appointments with the most appropriate clinician. Nurse Practitioners, Paramedics and Physician Associates work within our teams, so you may be offered an appointment with one of these clinicians as appropriate.

- [I was not offered an appointment, what should I do?](#)

If an appropriate appointment is unavailable on the system, you will be prompted to still submit your request. This will then be received by the Duty Doctor and will be in touch within one working day.

- [Are all appointments bookable online?](#)



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No. Appointment with the Nurse, Health Care Assistant (HCA), and Clinical Pharmacist will need to be booked through the surgery website under 'Manage Your Condition' or via reception.

Appointments with all other clinical staff (Doctors, Nurse Practitioner, Paramedic Practitioner, Physician Associate) will be available to be booked online.

- [What do I do if I do not have a mobile and email address?](#)

If you do not have a mobile number or email address, the surgery will assign a generic email to your record for administrative purposes only. Please note that this email is for internal staff use only, and you will NOT have access to it.

As a result, you will not be able to receive appointment confirmations, updates, or reminders, nor will you be able to confirm, change, or cancel appointments digitally. Additionally, reception staff are NOT responsible for any missed communications or errors.

We strongly recommend that you create a personal email address and, if possible, provide a mobile number to ensure you can manage your appointments.

- [Can we still use the online forms on the practice website?](#)

Yes, you can continue to use the existing forms for administrative queries such as requests for sick notes, prescriptions, for controlled drugs/ HRT/ Contraception, and any other general enquiries.

There is also a selection on Rapid Health page for administrative queries.

- [Can I order my prescriptions through this system?](#)

Yes, Rapid Health has an administrative queries section where prescriptions can be requested.

However, you can also order your prescriptions via NHS app, Patient Access, Practice Website, and admin requests.



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Disclaimer for completing Rapid Health on YOUR behalf.

- If you **ACCEPT FOR THE FORM TO BE COMPLETED ON YOUR BEHALF** by reception: the following message will be saved to your records.

Advised that while we are happy to help, completing the form over the phone may take longer (5–10 mins) and is prone to human error (e.g. mishearing or miss-entering answers). Explained that some questions may appear personal as we read them aloud. Patient informed that the practice cannot take responsibility for any errors made during this process. Patient understood and agreed to proceed.

- If you **DECLINE FOR THE FORM TO BE COMPLETED ON YOUR BEHALF** by reception: the following message will be saved to your records.

Disclaimer: Patient offered assistance with completing Rapid Health form. Advised that completing the form over the phone may take 5–10 mins and carries risk of human error (e.g. mishearing/miss-entry). Also explained some questions may appear personal when read aloud. Patient declined assistance after being informed of these limitations and will complete the form independently.