Frequently Asked Questions

Here are a few frequently asked questions you might have about Rapid Health:

What is an online consultation tool?	An online consultation tool lets you submit your health concerns to the practice digitally. You describe your symptoms, and we review the information to give you advice, a prescription, or an appointment.
Why is the practice introducing this new tool?	This tool helps us manage appointments better. It allows us to triage patients, making sure you get the right care quickly, whether that's advice, a GP appointment, or another service.
Who can use the online consultation tool?	All registered patients, including children (via parents/guardians), can use the tool. However, it's not for emergencies – for serious issues, call 999.
How quickly will I get a response after submitting my online consultation?	We aim to respond within 24 to 48 hours. If it's more urgent, we'll get back to you sooner.
Is my information secure when I use the tool?	Yes, your information is protected and complies with NHS data security standards. Only those involved in your care will see it as we do with the current process and online consultation tool we use.
I'm unable to access online services. Can I still call the practice to make an appointment?	Absolutely! The online consultation tool is just another option. You can still call or visit the practice if you prefer.
What if I can't complete the online consultation form?	If you're having trouble with the form, you can call us, and our staff will help you complete it. We will also be holding some training and support sessions. Keep an eye out on our social media accounts for more information on these.
Do I need to download an app or register separately for this tool?	No, you can access the tool via our website. No additional registration is needed. We do need patient email addresses to be updated.
What is Rapid Health?	Rapid Health is an easy way to contact your GP practice online. You can use it to share your health concerns, and based on the information you provide, you may receive advice or be offered an appointment. The system helps ensure you get the right care, whether it's self-care advice, further investigation, or a consultation with a healthcare professional. This service is designed to make it quicker and easier for you to access the care you need.

How do I book an appointment?	We understand that not everyone can do this online. Reception will still be here to help and take you through a short medical questionnaire which will you offer you an appointment in an appropriate time frame. You will be able to book your appointments online.
Where can I find Rapid Health?	Rapid Health can be found on our website using the link on the website, it can also be accessed via the QR codes in the surgery. Reception can also send you a text message with the web link.
Will I still be able to book appointments via Patient Access and NHS app?	The only way to book appointments will be via Rapid Health. Patients will still be able to access medical records, test results and prescriptions via NHS app and Patient access.
Will Rapid Health be active 24/7?	Yes, during our working hours you will be able to book an appointment at ANY time.
What date does Rapid Health launch?	The planned date for Rapid Health Launch is mid November.
What do I do if I want to see a specific GP?	When booking an appointment, the GPs with available appointments will be shown.
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 time frame.
Will all Clinicians be on Rapid Health?	Nurses, Health care assistants and Pharmacists will be booked in the same way as before via reception, this may change in the future. All other clinical staff will be booked via Rapid Health.
Why have I been offered an appointment with this Clinician?	Patients will be offered an appointment with the most appropriate clinician.

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 time frame. If you have not received an appointment, reception will be informed and your issue may be triaged by the duty doctor. 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 to your medical records and is reviewed by the clinician during your appointment. Every employee at the Bartlett Group Practice adheres to our confidentially policy.
How do I book a Medication review?	The same way as before, please contact the surgery and book in with a Pharmacist.
How do I book a telephone result appointment?	The same way as before, please call the surgery and book the next available 'telephone results' appointment.
How do I book a new mother and baby GP appointment?	The same way as before. Our reception team will be in contact with you to arrange the 8 week appointments.
How do I book my annual reviews with GPs?	For example: Asthma, COPD and Diabetes. The same way as before. Please contact the surgery and reception will be there to help.
How do I book a nurse appointment?	The same away as before. Please contact the surgery to book a Nurse or Health Care Assistant appointment.
Who will book follow up appointments?	The Clinicians will book your follow up appointment if required.
I require an interpreter/assistance for my appointment.	All patients will receive a text/email confirming their appointment. In this message it will tell you to contact the surgery if you require an interpreter or assistance.

I need a sick note, what do I do?	If you need an existing sick note extended: Please email/call/post a request to reception who will pass this on to a Clinician. If you need your sick note extended but require a review: Please email/call/post to the surgery to book a follow up appointment with the Clinician who last issued your sick note. If you need a new sick note: If the issue is new but the surgery has documentation i.e. Hospital discharge summary, reception can pass your request and information to a Clinician. If the issue is new with no documentation, or a very old issue then you will need to see a Clinician. Please fill out the Rapid Health questionnaire and you will be offered an appropriate appointment.