

Rapid Health Appointment System

Starting from 15th October all acute appointments for over 16-year-olds will be directed through the Rapid Health on-line system.

Why are we changing things?

We have listened to patient feedback and recognise that accessing appointments has been a difficult and frustrating process for you for some time.

With the ever-growing demand within the NHS, we are continuously looking at ways we can improve the booking process and increase capacity.

To achieve this, and ensure patients are receiving the best possible care, we have opted to use the Rapid Health triage tool which will allow us to maximise availability, and ensure patients are seeing the right clinician in the appropriate time frame.

What is Rapid Health?

Rapid health is an AI driven triage tool approved by the NHS. It allows the patient to either make an administrative request, book an appointment or receive self-help information.

When you click on the Rapid Health button it will offer the following options:

- Medical Request
- Admin Request
- Self-help information

Clicking on the Medical Request button will take you to a short questionnaire to complete. This is then triaged, following which a suitable appointment will be offered.

Why do I need to complete an online 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.

What do I need to do before the start day of 15th October 2024?

Every patient needs to provide an email address to the surgery so that you can book an appointment using the Rapid Health appointment system.

To allow you to do this easily, every patient been sent a text which you can reply to giving your email address.

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This will be stored confidentially on your medical record.

When can I use Rapid Health?

From October 15th, Rapid Health will be available during practice hours, Monday to Fridays 5am to 6.30pm (except for bank holidays).

We may extend this once we are more experienced with the system.

What type of appointments can I book using the Rapid Health System?

- GP appointments,
- First Contact Practitioner (Physiotherapy)
- Minor Ailments
- To discuss test results

How are other types of appointments booked?

We will not be using the Rapid Health System for the following appointments which still be booked by contacting Reception.

- Children under the age of 16
- Nurse appointments (e.g. blood tests, cervical screening, vaccinations and injections)
- Annual reviews with a Clinical Pharmacist or Nurse (e.g. Diabetes, Hypertension, Respiratory, Cardiac)
- Medication reviews with a Clinical Pharmacist
- Post natal appointments and 6-week baby checks
- Contraceptive advice and prescriptions
- NHS Health Checks
- Home visits
- To discuss test results

How do I book an appointment

[Book an appointment by clicking the link below](#)

<https://humberstone-consult.uk.rapidhealth.co.uk/>

This will take you to the Rapid Health questionnaire.

We understand however, that not everyone can manage to do this online. If this is the case, please either ring Reception or attend in person and one of our Patient Service Advisors will take you through the questionnaire and submit it. You will then be offered an appointment in exactly the same way as anyone filling it out online.

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Rapid Health can also be accessed via the QR codes displayed in the surgery. Reception can also send you a text message with the web link.

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

When booking an appointment, the GPs and Clinicians with available appointments will be shown and you can then choose from them.

How can I pre-book an appointment?

All our appointments both on the day and days or weeks ahead will be available on the system. After completing the Rapid Health questions an appointment will be offered within an appropriate time frame.

Why have I been offered an appointment with this Clinician?

Patients will be offered an appointment with the most appropriate clinician for the problem described.

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, it means that your request has been passed to the Duty Doctor to review. Reception will be in contact within 48 hours.

My problem is personal, and I only want to tell a GP?

In order for the system to direct you to the correct clinician you do need to give certain information on the form. This is saved directly on to your medical record but goes no further. If you need help navigating the questionnaire or our website, you can speak confidentially to one of our Patient Service Advisors at the surgery who can assist you. All of our Patient Service Advisors follow a strict code of confidentiality just like the rest of our staff.

Who will book follow up appointments?

The clinician you see will book your follow up appointment if this is indicated.

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

You can still book the same way as before by ringing the surgery or coming to reception.

We may introduce Rapid Health for children later, but this is not available yet.

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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.

How does the Admin Request option work?

Through the Admin Request button you can request sick notes, repeat prescriptions, or doctors' letters, and make any other administrative requests.

Can I still order my repeat prescription in the old way?

No, you must either order it through the Admin Request button as above or via the NHS app.

Will I still be able to use the NHS app?

You will still be able to use the NHS app to access medical records, test results and prescriptions but you will not be able to use it to book appointments.

What if have more questions?

Please contact us by phone or email if you have more questions that are not answered here. This system is new to us as well, but we will do our best to answer your queries and to make the new system work for everyone.

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