

Longlevens Surgery Newsletter Rapid Health Edition



Rapid Health Appointment System

A positive change is coming to your practice. We are launching **Smart Triage** – a new and quicker way to book appointments and send requests to the practice. We plan to start using it from **February 2026**. For most people, it will be the **fastest way to get an appointment**.

Smart Triage will help us **respond faster**, make sure we **see people with the greatest need first**, and free up our GPs to **spend more time caring for patients and less on admin**.

During this transition, we ask for your support and patience while we adapt to this new and exciting change

What is Rapid Health?

Rapid health is an approved Smart Triage System that is NHS-assured that keeps your **information secure**. It involves the patient completing a short questionnaire which is then triaged, and a suitable appointment offered.

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.

Patient's Email Addresses

What do I need to do now? Please check that we have the right **email address** on your medical record. You'll need this to use the system. If you're not sure, you can check & update your details with the reception team.

FAQS

How do I book an appointment?

You will find a link to the Rapid Health Questionnaire on our website from February. This link will also be texted out to all patients on that day and can be requested again from Reception if you have mislaid it.

We do 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 receptionists will take you through the questionnaire and submit it. You will then be offered an appointment in the same way as anyone filling it out online.

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.

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.

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

GP appointments – Nurses appointments

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 - Medication reviews with a Clinical Pharmacist - Post natal appointments & 8-week baby checks - Home visits

