Farnham Dene Medical Practice

RAPID HEALTH
Frequently Asked Questions

RH FAQv1
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What is Rapid Health?

Rapid Health is an AI driven triage tool approved by the NHS which allows you to book appointments quickly and offers more patient choice and availability by offering you the right appointment with the right clinician first time.

How do I book an appointment?

The link to access Rapid Health will be available on our website. There will also be posters in the practice with the link and a QR code.
However, we understand that not everyone can use online services and our Reception team will still be available on the phone and in person. The team will take some details from you, the Rapid Health platform will then triage your request and offer you a suitable appointment where appropriate.

Do I need to set up an account with Rapid Health?

No complicated registration is required to use the service. Simply enter your Contact details on the form, the system will do a quick check that you are registered at the Practice, and you can then complete your request.

When can I use Rapid Health?

Rapid Health will be available for acute medical requests during our opening hours, Monday to Friday between 08:00 and 18:00 (except for bank holidays). Administrative requests will be available Monday to Friday between 08:00 and 18:30.

Can I use Rapid Health through my NHS App?

Not at the moment. However, this is currently in development so keep an eye out for further updates. We expect this to be live summer 2025.

Will I be able to book appointments via Patient Access and NHS App?

You won't be able to book GP appointments through these apps, however, you can still book appointments for routine screening and follow-ups, such as cervical screening, NHS Health Checks, blood tests, asthma and other long term condition reviews by contacting our Reception team on 01252 730100. You will also still be able to view your medical records and test results, and order repeat medication via the NHS App.

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

When you are booking an appointment, the GP's with available appointments will be shown. We would encourage you where possible to book with your usual GP.

Will all Clinicians be on Rapid Health?

Rapid Health is primarily used for the booking of GP appointments, however depending on your presenting complaint you may be offered an appointment with one of our other skilled Practitioners such as the Practice Nurses or our Physiotherapists where appropriate. Nurses, Healthcare Assistants and Pharmacists will be booked in the same way as before via reception, this may change in the future.

Why have I been offered an appointment with this type of Clinician?

Patients will be offered an appointment with the most appropriate clinician based on their clinical need.

I was not offered an appointment, what do I do?

Once you have completed our triage questionnaire we will offer an appointment within the most appropriate time frame based on the clinical urgency of your presenting complaint. If you have not received an appointment, our dedicated Triage Team will be informed and your request may be triaged by the duty doctor. We will be in contact within 48 hours.

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

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

Who will book follow up appointments?

The Clinicians will book your follow up appointment if required.

What do I do if I have been asked to book a follow-up appointment by a GP?

If one of our Clinicians has asked you to contact the practice in the future to book a follow up appointment, please speak to our Reception team who will be able to assist you with this.

I require an interpreter/assistance for my appointment.

All patients will receive an email or text message confirming their appointment. In this message it will tell you to contact the surgery if you require an interpreter or assistance.

How do I book a Medication review?

The same way as before, using the link sent to you by text message or email, or by calling our Reception team to book in with one of our Clinical Pharmacists.

How do I book new mother and Baby GP appointments?

The same way as before, by calling our Reception team.

How do I book my annual reviews? For example: Asthma, COPD, and Diabetes

The same way as before, using the link sent to you by text message or email, or by calling our Reception team.

How do I book a nurse appointment?

The same way as before. Please contact our Reception team to book Nurse or Healthcare Assistant appointments.