**How to Access Rapid Health**

From **Monday 21st July**, we kindly ask all patients who are able to use Rapid Health via our practice website for any medical or administrative requests.

If you are unable to access the website, please continue to phone the surgery. Our Reception team will take details of your medical concern and they will either offer you an appropriate appointment or pass the information to the Doctor on Duty, who will triage your request and advise on the next steps.

We appreciate your cooperation as we introduce this new system to improve access and care for all our patients.

**Preparing and Implementing the New System**
To prepare for the switch, please ensure your contact details, especially your email address, are up to date. You can update your email via:

* Our website: [Add or Remove Email Contact – Rosebank Health](https://rosebankhealth.nhs.uk/services/managing-your-health-online/online-forms/add-or-remove-email-contact/)
* The NHS App
* Or by calling the surgery on 01452 543000

**Further Information and Support**
We will update patients closer to the launch date with further information. Please also check our website, Facebook page, and in-practice notices.
To support patients in using the new platform, we will hold drop-in sessions with our Online Triage Champions and Patient Participation Group. Details of these sessions will be available by 16th July.

### Rapid Health FAQ

**What is Rapid Health?**
Rapid Health is an NHS-approved AI-driven medical triage system that helps you book appointments quickly and efficiently, ensuring you see the right clinician at the right time for your medical need.

**Using the System**
No registration or passwords are needed to access Rapid Health.
To book appointments, you must have a valid email address on your patient record. Please check and update your email using the NHS App or via our website’s contact update form.

**How do I book an appointment?**
The Rapid Health questionnaire link will be available on our website, with posters and QR codes in the practice.
If you cannot use online services, our reception team remains available by phone or in person to take details and forward them to the clinical team for triage and appointment booking.
Using Rapid Health online is the fastest way to access care.

**Can I use Rapid Health through my NHS App?**
Not yet. This feature is under development—please watch for updates.

**Will I still be able to book appointments via Patient Access or the NHS App?**
You will no longer be able to book GP appointments through these apps, but you can still book routine blood tests, view medical records and test results, and order repeat medication.

**What if I want to see a specific GP?**
Available GPs will be shown when booking. We encourage you for continuity purposes to book with your usual GP where possible.

**Can I pre-book appointments?**
All appointments will be available. After completing the Rapid Health questions, you will be offered an appointment within an appropriate timeframe.

**Will all clinicians be available via Rapid Health?**
Rapid Health is primarily for GP appointment booking. However, based on your complaint, you may be offered appointments with other clinicians such as Urgent Care Practitioners, Practice Nurses, Health Care Assistants, Mental Health Nurses, Social Prescribers, or our First Contact Physiotherapist.
You can still book Practice Nurse, Health Care Assistant, or Phlebotomy appointments via our reception team.

**Why have I been offered an appointment with a specific clinician?**
Appointments are offered with the clinician best suited to your clinical needs.

**I was not offered an appointment—what should I do?**
After completing the Rapid Health questionnaire, if you are not offered an appointment, our Care Coordination team will be notified, and the Duty Doctor will triage your issue. We will contact you within 48 hours.

**My problem is personal, and I want to speak only to 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 our Practice adheres to our confidentiality policy, however If you prefer not to speak to our Reception team, you can complete the Rapid Health questionnaire online.

**For children under 16 years old**
Smart Triage works slightly differently for children. You can submit your child’s medical request via the same link, but you may not be able to book the appointment yourself. The Care Coordination team and duty clinicians will review the request and respond within 48 hours.