

BHG GP Appointment System

Starting from 20th January 2025 all GP appointment requests will be triaged through our GP team using a triage tool called Rapid Health.

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 ever-growing demand, we are continuously looking at ways we can improve the booking process and ensure patients are seeing the right clinician in the appropriate time frame and that we provide equality and fairness.

How do I book an appointment?

You will find a link to our online triage system on our website from Monday 20th January 2025.

- Visit our website: [**www.belvoirhealthgroup.co.uk**](http://www.belvoirhealthgroup.co.uk)
- You do not need an online app/account – no complex registration process

Can I still book appointments at reception?

No, we really want to encourage you to use our new online system in the first instance. If you don't have access to the internet, then please get in touch by phone. Reception is open as usual from Monday to Friday, 8am to 6:30pm.

We do understand that not everyone has online access.

Is there anyone who can help me use the online system?

Yes - our Care Navigation Team can help you use the online system if you telephone the practice.

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 us 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.

When can I use the online triage tool?

From Monday 20th January 2025. It will be available every week from Sunday 6.30pm to Friday 4pm (except for bank holidays).

What type of appointments can I book using the online triage tool?

- GP appointments

Dependant on the clinical triage assessment you may be offered an appointment with;

- First Contact Physiotherapist
- Pharmacist
- Minor Illness Nurse
- Advanced Clinical Practitioner

How are other types of appointments booked?

We will not be using the online triage tool for the following appointments. These will still be booked by contacting reception

- Nurse appointments (e.g. blood tests, cervical screening, vaccinations and injections)
- Annual reviews with a Pharmacist or Nurse (e.g. Diabetes, Hypertension, Respiratory, Cardiac)
- Medication reviews with a Pharmacist
- Post natal appointments and 6-week baby checks
- Contraceptive advice and prescriptions
- NHS Health Checks

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

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

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. Some requests may require review. If you are not offered an appointment, it means that your request has been passed to the Triage GP Team to review.

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 relevant information on the online form. This is saved directly on to your medical record but goes no further. It is not reviewed by the reception team.

Can I book on behalf of my child or someone I am caring for?

You can submit a request online on behalf of someone else.

I require an interpreter/assistance for my appointment.

Please contact the surgery once you have booked your appointment if you require an interpreter or assistance.

I need a sick note, what do I do?

Please submit an admin request using the online service.

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 order repeat prescriptions but you will not be able to use it to book appointments.

You will also still be able to order prescriptions through our website.

What is Rapid Health?

Rapid health is an NHS approved triage tool which our GP's will be using to assist them. Patients complete a short questionnaire which is then triaged, and a suitable appointment offered.

What if I have more questions?

Please contact us by phone 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.