

BHG GP Appointment System

Starting from 20th January 2025 all GP appointment requests will be triaged through our GP team in conjunction with 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 by ensuring patients are seeing the right clinician in the appropriate time frame, whilst providing equality and fairness.

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.

How do I book an appointment?

You will find a link to the Rapid Health Questionnaire on our website from 20th January 2025.

- Visit our website: **www.belvoirhealthgroup.co.uk**
- You do not need an online app/account

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 however, 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.

What do I need to do before the start day of 20th January 2025?

Every patient needs to provide an email address to the surgery so that you can be emailed details of your appointment booking.

This will be stored confidentially on your medical record. Please visit www.belvoirhealthgroup.co.uk and 'submit a request online' , Select "Other admin request" then "Update patient details", so we can update your record. Thanks

When can I use Rapid Health?

From Monday 20th January 2025, Rapid Health will be available from Sunday 6.30pm to Friday 6.30pm (except for bank holidays).

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

- GP appointments

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

- First Contact Practitioner (Physiotherapy)
- BHG Pharmacist
- Minor Illness Nurse
- Advanced Clinical Practitioner

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 or ringing our Care Navigation Team

- 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

What do I do if I want to visit a specific BHG site or 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 GP appointments 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 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 certain information on the online form, rather than our receptionist. 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 Care Navigators at the surgery who can assist you. All of our team 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.

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.

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.

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.

