

Rapid Health – Frequently Asked Questions

What is it?

It is a new way for you to book appointments at the surgery.

We want to move away from the 8:30am rush on the telephones and the ‘first come, first serve’ of the old appointment model.

This service is available from 7am until 6pm for patients to use with many appointments being automatically triaged and appropriate appointments offered immediately. All other enquires will be reviewed by the practice during normal working hours and appropriate care offered.

[Rapid Health - Patient Explainer on Vimeo](#)

Can I still call up and book an appointment the old way?

While you can still call and speak to a member of our team. All appointment requests will need to go through the new triage system. Our team can help you with this, but it would be quicker and more convenient for you to use the website yourself.

Why can't I just show up at the practice in the morning like I do now?

Not all patients who need an appointment can get down to the practice in the morning. Our new system aims to make the process for requesting an appointment simple and fair for all patients. Requests for an appointment can be submitted between 7am and 6pm and patients will be offered a range of appointment times and dates, or directed to the most appropriate service depending on their needs.

I don't have a computer or smartphone, how do I book an appointment.

You can still call the appointment line and a member of our team can complete the form with you over the phone. This will take time to complete and you will need to share information with the call handlers. If you have a friend or relative who can help you complete the form online, we recommend you do this.

Can everyone use it?

Yes – Patients of all ages can complete the form, or you can complete it on behalf of someone (such as a young child or elderly relative).

Can I still get a same day appointment?

Yes - Same day appointments are still available for patients with more serious conditions that need care quickly. After completing the form, you will either be offered an appointment based on the urgency of the appointment or the request will be passed onto the duty doctor to review that day during normal working hours.

Can I book appointments in advance?

Yes - We want to avoid the need for patients to call up each day to secure an appointment. Depending on the severity of your condition, advanced appointments will be offered between 1 to 5 days in advance. For routine matters that are not time sensitive, patients can book appointments up to 4 weeks in advance.

What if I don't want to tell the Receptionist what my appointment is for?

If you complete the form online you do not need to share any information with our booking staff. If you still want to speak to someone when booking your appointment then you will need to share information with them.

We strongly recommend patients use the online form which is quicker, and easy to use.

Why are you doing this?

Increasing demand for appointments and shortage in funding for General Practice means we need to work smarter. We understand patient frustration around the early morning rush on the phones and want to move away from the need to call or queue up each morning to get an appointment.

Inappropriate bookings with the wrong clinician happen when insufficient information is provided at the point of booking. Ensuring patients are seen by the most appropriate person first time means more appointments are available for everyone.

Where do I go to complete the form online?

From 28th January 2025 you can access the form from our website www.ashfieldsurgery.co.uk and select 'Make an Appointment' from the list of options.