

Frequently Asked Questions

What happens now?

Nothing is changing until the 8th September. Please contact the practice in the usual way until then.

What is Rapid Health?

Rapid health is an AI driven triage tool approved by the NHS.

What times will the system be open?

Rapid health will be available during our normal working hours, Monday-Friday 8am-6.30pm. It will not be open on bank holidays or weekends.

How do I access Rapid Health?

From 8th September the link to Rapid Health will be on our website. It can also be accessed via the QR codes that will be displayed in the surgery. Reception will also be able to send you a text message with the web link.

You need to have an email address on your medical record to self-book an appointment.

I don't want to do an online form, what do I do?

Reception will still be here on the phones and the front desk to help. They will ask the same questions and complete the form for you. We will also have staff available in waiting rooms to assist you. Phone queues should be shorter as less people ring, meaning help is faster for patients who need it.

How do I book an appointment for my child?

There will be a section of the link that says 'Child request (under 16)'. Please use this link for advice or appointments for children, or call us directly.

Can I use Rapid Health for my admin request?

You can use the system for admin requests like test results, updating your contact details, and asking for a Fit Note (Med 3). You can also still see your information on the NHS app.

I don't have an email address, what do I do?

If you don't have an email address on your record you will still be able to complete the request online. The system will send your request to the practice and we will call you back.

If you would like help to set up an email address, our social prescribers can help. We are holding drop ins on the dates below between 9am and 12noon.

Diadem Medical Practice	Alexandra Health Centre	New Hall Surgery	West Hull health Hub
Friday 22 nd August	Thursday 21 st August	Friday 22 nd August	Thursday 21 st August
Friday 29 th August	Thursday 28 th August	Friday 29 th August	Thursday 28 th August
Friday 5 th September	Thursday 4 th September	Friday 5 th September	Thursday 4 th September

I want to request a home visit?

If you want to request a home visit please still call us so that the team can help you.

How do I order repeat prescriptions?

Repeat prescriptions will not change. They can be requested through the NHS App, the automated phone line or SystmOnline.

Can I use the system for appointments with nurses, pharmacists, or blood tests?

Please call the surgery to book routine appointments such as blood tests, vaccinations, and smears. We will still contact you each year to book care for long-term conditions like diabetes, COPD, and asthma.

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

We need to ask questions to make sure that we can help you in the most appropriate way. With Rapid Health, you can answer them in private, even from home. Your answers are saved to your medical record and reviewed by the clinician at your appointment. All Modality staff follow our confidentiality policy.

If you have come to the practice and prefer not to answer questions at the front desk, the care navigator can take you to a quieter space and use an iPad to ask them. They need to ask about your problem before booking an appointment.

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

You will see all available appointments that are suitable to your problem and can choose the one that suits you best. This includes with your preferred GP if they are available.

Why have I been offered an appointment with this clinician?

You will be offered an appointment with the right healthcare professional for your problem. This could be a GP, Resident Doctor, or Advanced Clinical Practitioner."

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

If you have not received an appointment, your information will be sent to the practice. We will contact you within two working days.

I need an interpreter/assistance for my appointment.

All patients will get a text or email to confirm their appointment. The message will tell you to contact the surgery if you need an interpreter or help.