

Inspected and rated

Good



**Practice Newsletter  
Summer 2025**

**Partners:**

Dr Vasuki Vivekanathan

Dr Caroline Mahon

Dr Martin Dransfield

Dr David Budd

**Practice Manager:**

Ms Tracy Wilson

**\*Website:**

[www.todmordengrouppractice.nhs.uk](http://www.todmordengrouppractice.nhs.uk)

**E-mail:**

[todmorden.grouppractice2@nhs.net](mailto:todmorden.grouppractice2@nhs.net)

**Address:**

Lower George Street,  
Todmorden West Yorkshire  
OL14 5RN

Tel: 01706 811100

Out of Hours: Call '111'

Emergencies: Call '999'

**Other Useful Numbers:**

Healthy Minds (mental health)

01422 345154

MIND Infoline

0300 123 3393

Domestic Abuse Helpline

01422 323339

Citizens Advice Bureau

0808 278 7879

Age UK

01422 252 040

Carer's Wellbeing Service

01422 369101

Social Services

01422 393000

Calderdale Safeguarding

Children: 01422 393336

Adults: 01422 393000

Calderdale Royal Hospital

01422 357171

District Nursing Service

01422 652291

# Special Edition Newsletter



## Todmorden Group Practice

### Improved Triage System — Coming Soon!

RapidHealth 

**A FASTER WAY TO  
GET THE  
CARE YOU NEED**

A new, improved triage system  
designed to help you book and  
manage your GP appointments  
quicky and efficiently

To use this new system, ensure you  
have registered your email address  
with the Practice



# Coming soon!



01706 811100



[www.todmordengrouppractice.nhs.uk](http://www.todmordengrouppractice.nhs.uk)



## Our new, improved triage system - Frequently asked questions

### **What is Rapid Health?**

Rapid Health is an appointment booking and triage tool approved by the NHS. The system can only be used for patients who are 16 years or over.

### **Why are we changing things?**

We have listened to patient feedback and recognise that access to appointments, including online booking is important to you. With the ever-growing demand for services, we are continuously looking at ways we can make improvements for our patients. To achieve this, and ensure patients receive the best possible care, we have decided to use the Rapid Health triage tool which will ensure patients are seeing the right clinician in the appropriate time frame.

### **Why do I need to complete an online questionnaire?**

All patients will be asked to answer questions using the online form when booking their appointment. Your answers help the system 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 for you.

### **How do I book an appointment?**

Appointments can be booked via our practice website or via our Reception during practice opening hours. We understand that not all patients are able to do this, so our Receptionists will still be available, on the phone or in person to help you.

### **Can I book an appointment in advance?**

Yes, once you have completed the online questionnaire, an appointment will be offered to you within an appropriate timeframe. Where appropriate, both telephone and face-to-face consultations will be offered up to two weeks in advance.

### **What if I need a same-day urgent appointment?**

If your problem is clinically urgent, the system will offer you same day appointment slots to choose from.

### **Does this mean that patients who book online get more access to appointments?**

No. All appointments that can be booked online can also be booked via the Reception team.

### **Can I see a specific clinician?**

Yes, when selecting your appointment, you will get a choice of the appropriate clinicians with availability.

### **I was not offered an appointment, what should I do?**

If an appropriate appointment is unavailable on the system, you will be prompted to still submit your request. This will then be reviewed by our 'Duty Doctor' and we will be in touch within one working day.

### **Are all appointments bookable online?**

No. Appointments with Practice Nurses, Health Care Assistants and Clinical Pharmacists will need to be booked in the same way as before via Reception. Appointments with GPs, specialist nurses, physiotherapists and mental health workers will be available to book online.

### **Can I order my prescriptions through this system?**

No. This system is purely for booking appointments. You can continue to order your prescriptions via the NHSApp, SystmOnline or dropping off your repeat slip at the Practice.

### **When will the new system start?**

We expect the new system to start later in the Summer. We will let patients know as soon as possible. In the meantime, please remember to let us have your e-mail address.