

What Do You Need to Do?

To use Rapid Health, make sure you have an email address registered with the practice.

If you do not have an email address or are unable to use our website, please telephone the surgery for appointments in the usual way.

If you require a follow-up appointment, your clinician will ask you to contact us a few days before your follow-up is due, so that it can be booked in. However, if the follow-up appointment is due after Rapid Health launches on the 7th May, you will need to use the new system.



Further Information

You can view a useful video which explains how to use Rapid Health, by scanning this QR code:



Alternatively, you can find out more about Rapid Health by visiting our website:

thecharnwoodpractice.co.uk

Remember

Our Reception team will still be available on the phone and in person.



01162 943100



Rapid**Health** 

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

The Charnwood Practice



Better for Patients

We are always looking at ways to make things better for our patients. Our Practice is excited to be introducing a new system which should make it quicker and easier to book appointments and access our services. Rapid Health is an online system which allows you to book appointments without needing to phone the practice. This means you can avoid the frustrating 8.00 am telephone queue!



If you have an email address logged with the practice, you can use the new system. By clicking on the Rapid Health link on our website, you can access the new system. You will then be asked a series of questions about your problem. From here, you will be provided with a choice of appointments with a clinician best suited to dealing with your problem and in a timeframe most appropriate to your clinical need.

The new system also allows you to raise admin requests (such as doctors letters, sick notes etc) and find trusted NHS self-care guidance on a wide range of symptoms and health conditions, to provide you with immediate support.

We hope that the new system will enable our patients to be helped quicker and more efficiently.



What Happens Now?

We will be asking all our patients to use the new Rapid Health system to book appointments. If you are unable to use the system, our patient services team will assist and access the system on your behalf, asking the same questions as the Rapid Health system. You can find the system by going to our practice website or scanning the QR code on this leaflet.

In preparation for the switch over, we are currently having to limit the pre-booking of appointments. We understand that this might be frustrating - but it is only for a very short time whilst we transfer to the new system. Please be assured that our team is doing all they can to ensure all patients are seen as quickly as possible.

