



RapidHealth 

# Submitting a request

**A very warm welcome**  
Please select the option you need below.

 **Medical request (16+)** HIDE

Use this option for a new medical need. You will be offered an appointment or receive contact from the clinical team.

**SELECT**

 **Admin request** HIDE

Use this option for sick notes, test results, doctor's letters, repeat prescriptions, or other administrative queries.

**SELECT**

 **Self-help information** HIDE

View trusted information for a wide range of symptoms, conditions, and wellness advice.

**SELECT**

Start by selecting the appropriate option e.g. Adult Medical Request. The admin request option is available for FIT note extensions and updating your personal details.

You will then need to confirm you have no red flag symptoms.

# Submitting a request

**I need medical advice**

Enter your main symptom, or your complaint if you are sure of it, and **Search**. Read the results carefully to choose the best option for your need.

🔍 sore throat **Search**

Results — sore throat

Mouth, throat, neck, voice and nose problems, including colds and flu **SHOW**

Similar matches

|   |             |
|---|-------------|
| Mouth ulcers                                  | <b>SHOW</b> |
| Women's health: breast problems and concerns  | <b>SHOW</b> |
| Men's health: breast problems and concerns    | <b>SHOW</b> |
| Skin issues where you see a rash (or similar) | <b>SHOW</b> |

Enter a test symptom or concern into the search bar and click **'Search'**.

A selection of pathway options will be presented. Click on **'SHOW'** to see more information about each pathway.

After finding the most appropriate pathway, click **'SELECT'**

If there are no clear matches, at the bottom of the page there is an option that says **'can't find what you're looking for?'** which is a general pathway for all other issues.

Selected option: Mouth, throat, neck, voice and nose problems, including colds and flu

All fields marked with an \* are mandatory

▶ How your information is used

**Date of birth\***  
Day (DD)    Month (MM)    Year (YYYY)

|    |    |      |
|----|----|------|
| DD | MM | YYYY |
|----|----|------|

**Sex at birth\***

Female

Male

Please enter the exact name and postcode that the practice has for you

**First name\***

  
  

**Last name\***

  
  

**Postcode\***

You then need to enter your details.

The system will then confirm you are registered with Moatfield.

If there is an error at this stage, the tool will prompt you to double-check that your details are correct.

You will need to enter an email address to enable the automatic appointment booking. If you leave the email field blank, it will use the email we have on record (if we have one).

Please answer all questions

## Describe your problem

Which, if any, of the following ear, nose and throat symptoms do you have?

- Blocked or stuffy nose (nasal congestion)
- Earache
- Frequent nosebleeds
- Loss of smell
- Loss of taste
- Loss of voice
- Mucus running down the back of your throat (postnasal drip)
- New lump or growth in your mouth in the last 3 months
- Nose is producing mucus (nasal discharge)
- Something stuck in my mouth or nose
- Sore throat
- None of the above

How long have you had the problem?

Days

Did new breathing sounds start around the same time as your problem, like wheezing or whistling?

Yes  No

What is your body temperature?

I don't know

Which, if any, of the following general symptoms started at around the same time?

- Cough with or without phlegm
- Excessive or extreme thirst
- Headache
- Heartburn (acid reflux)
- Nausea or vomiting
- Painful or swollen lymph nodes
- Rash
- None of the above

Cancel

Next

Once you select the pathway, answer all the questions as accurately as you can.

Once the triage form has been completed, you will either be presented with appointments to book or a notification saying the request has been submitted to the practice.

**Book your appointment**

Here are the next available appointments for you. If no time is suitable, please call the practice.

Location: Rapid Health Medical Practice - 12 Hale End, Woking, Surrey GU22 0LH

All available appointments

**Wednesday, 14 Dec 2022** ▾

AFTERNOON

|       |       |       |       |       |       |
|-------|-------|-------|-------|-------|-------|
| 15:00 | 15:15 | 15:30 | 15:45 | 16:00 | 16:15 |
|-------|-------|-------|-------|-------|-------|

**Thursday, 15 Dec 2022** >

**Friday, 16 Dec 2022** >

If your condition gets worse while you're waiting for your appointment, call the practice at 01274 888350. For immediate, life-threatening emergencies, call 999.

Smart Inbox

# For more information & Support

- Call the practice on 01342 327555
- Read our Frequently Asked Question document on our website
- Come into the practice and ask one of our team for some assistance
- Watch our recorded webinar on the Moatfield Surgery's YouTube channel:
  - [https://www.youtube.com/watch?v=4UJXA5RFj\\_U&embeds\\_referring\\_euri=https%3A%2F%2Fwww.moatfield.co.uk%2F&source\\_ve\\_path=Mjg2NjY](https://www.youtube.com/watch?v=4UJXA5RFj_U&embeds_referring_euri=https%3A%2F%2Fwww.moatfield.co.uk%2F&source_ve_path=Mjg2NjY)