

Introducing "Ask a Question"

Following feedback from our patients, we are making changes to improve your experience when contacting us online.

We know that for some patients, using the structured medical triage form has been difficult. To make things easier and more accessible, we are introducing a new feature called **"Ask a Question."** This allows you to submit a request or enquiry in your own words, without needing to complete the full medical form.

You can use the "Ask a Question" form if:

- You are **requesting a medication review** for an ongoing condition.
- You have a **question or issue about your hospital care**, specialist referrals, or other documents from secondary care.
- You have **enhanced needs** (for example, a learning disability) and need additional support or adjustments.
- You need to **book a gynaecology clinic appointment** (such as a **coil** or **pessary** check).
- You need help arranging an **interpreter** for your appointment.
- You do **not have online access** and **hearing difficulties** make telephone booking challenging.
- You are **worried about a family health condition** (screening or checks without symptoms).

Please note, when the practice team reviews your question, they may direct you to use the medical triage form when appropriate.

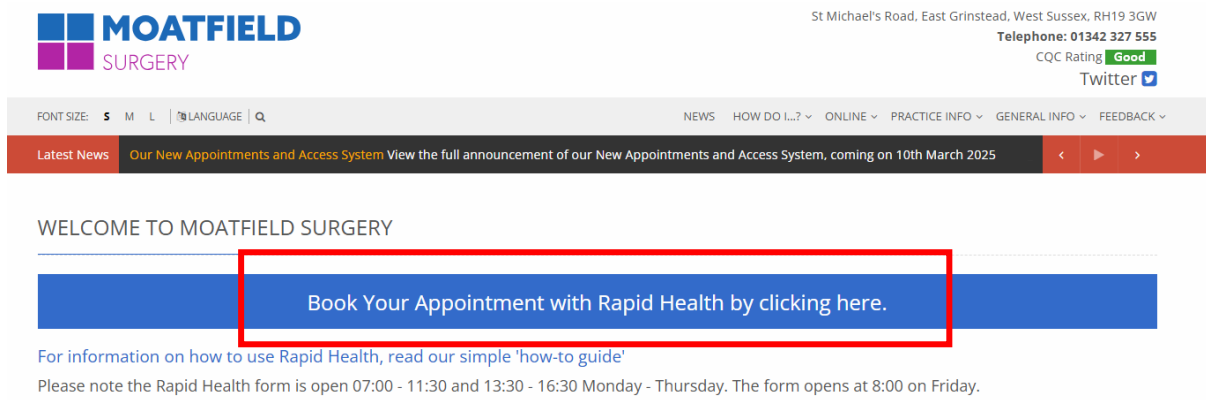
Please do NOT use this form if:

- You have a **new medical problem or new symptoms** — use the **Medical Triage form** instead so we can assess you safely.
- You need an **urgent same-day appointment** — please phone the practice.
- It's an **emergency** — call **999**.
- Booking **Nurse Appointments** (such as blood tests, cervical screening, vaccinations and injections) — please phone the practice.
- Booking **annual reviews** for long-term conditions (such as Diabetes, Hypertension, Asthma & COPD) — please phone the practice.
- Booking **6-week baby checks** — please phone the practice.
- **Prescription requests** — to order repeat prescriptions, please use a repeat prescription form provided by the pharmacy when collecting medication or the NHS app. For other prescription requests, please contact the practice.

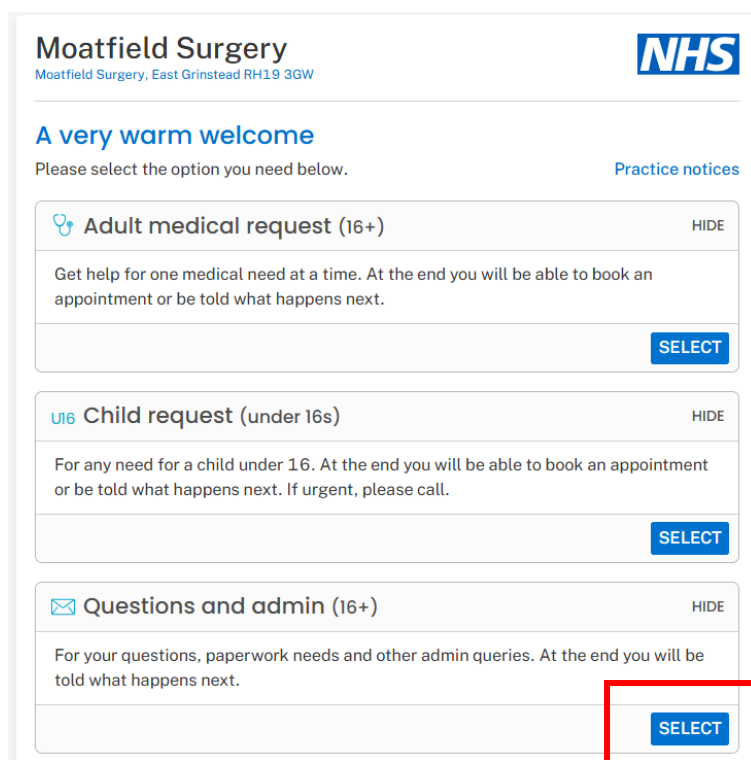
This new service helps us support patients who may otherwise find it difficult to access care safely. Thank you for using it appropriately!

How to access the “Ask a Question” feature

- 1) On the Moatfield Surgery website, click ‘Book Your Appointment with Rapid Health’

A screenshot of the Moatfield Surgery website homepage. At the top, there's a header with the Moatfield Surgery logo, contact information (St Michael's Road, East Grinstead, West Sussex, RH19 3GW, Telephone: 01342 327 555, CQC Rating: Good, Twitter), and a navigation bar with links like NEWS, HOW DO I...?, ONLINE, PRACTICE INFO, GENERAL INFO, and FEEDBACK. Below the header, there's a banner with the text "WELCOME TO MOATFIELD SURGERY". A blue button with the text "Book Your Appointment with Rapid Health by clicking here." is highlighted with a red rectangle. Below the button, there's a link to a "how-to guide" and a note about the Rapid Health form opening times.

- 2) Press the ‘SELECT’ button next to Questions and admin

A screenshot of the Moatfield Surgery patient portal. The header shows the Moatfield Surgery logo and NHS logo. Below the header, there's a section titled "A very warm welcome" with a link to "Practice notices". The main content area has three sections: "Adult medical request (16+)", "Child request (under 16s)", and "Questions and admin (16+)". Each section has a description and a "SELECT" button. The "SELECT" button for the "Questions and admin (16+)" section is highlighted with a red rectangle.

3) Select 'Ask a Question'

I need admin help

Please select an option below.

Ask a question