

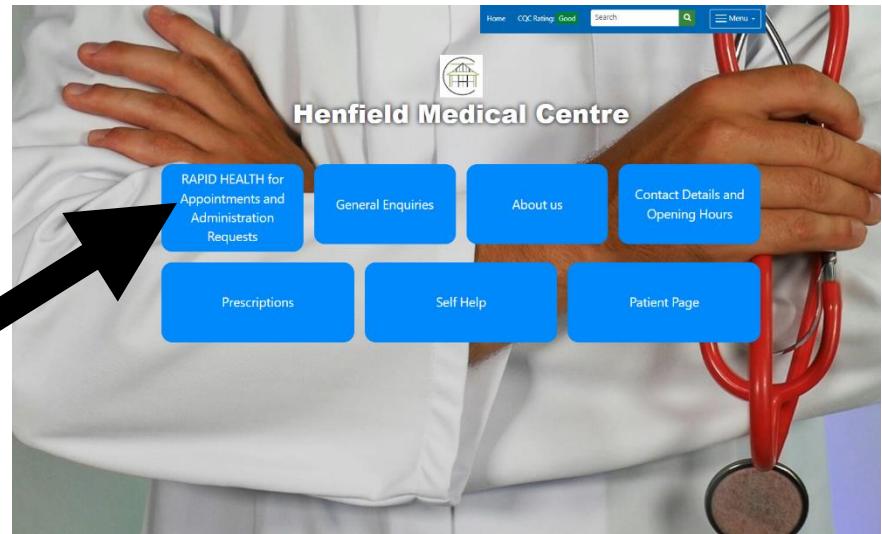
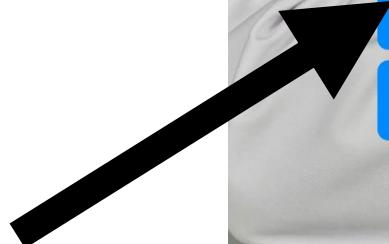


A Guide to Rapid Health

Rapid health is our online system for booking appointments and submitting admin requests to the surgery.

It is not an emergency service. If you have a serious or life threatening emergency, please dial 999.

1. Open your web browser on your device and search for www.henfieldmedicalcentre.co.uk and you will be greeted with this page as shown below.



2. Click on this button

3. You are now on our website's Rapid Health page.

If your request is Medical, please check your symptoms and see the zoomed in picture - see which service is the most appropriate for your needs.

It may not be us at the Doctors or a Rapid Health request



Patient Page

Home > Rapid Health & Appointments

Rapid Health & Appointments



For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20

4. Please scroll down the page until you see the below.

Read the different options/reasons for your request (in bold) to see which section is most appropriate based on your needs, Medical or Question and Admin requests.

Once decided, press the appropriate categories [CLICK HERE](#) to continue

MEDICAL REQUESTS - this is for GP appointments for Adult and Child medical requests

[CLICK HERE](#)

GP appointments
MSK appointments
Physio appointments
Health concerns
New symptoms
Pain

Enter your main symptom and Search. Read the results carefully to choose the best option for your need. You will either be offered an appointment or your request will go to the duty doctor to review.

QUESTION AND ADMIN REQUESTS - this is for NURSE appointments and admin requests

[CLICK HERE](#)

Nurse appointments (by going through 'Ask a question', then 'Ask a Nurse a question')

Ask a question
Blood tests
Doctor's letter
Referrals
Sick note request
Test results
Repeat medication requests
Updating contact details
Contraception advice dressings
Vaccinations

We will reply to your request via email according to your needs.

5. For Medical Requests, please see step 6 - 13

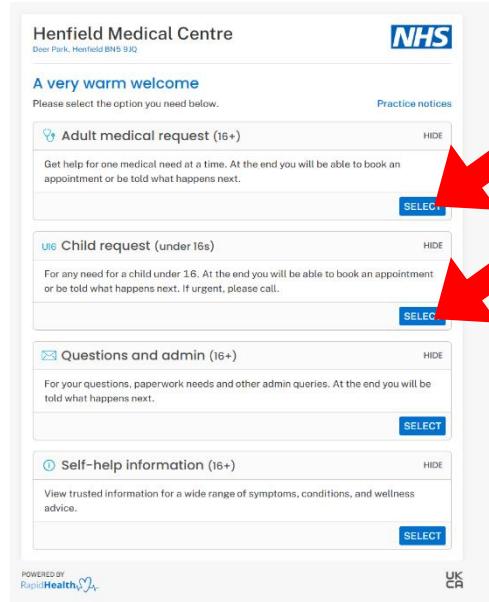
For Questions and Admin, please see step 14 - 20

For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20

MEDICAL REQUESTS

6. To submit a **medical request**, select the appropriate option for your age



Henfield Medical Centre
Deer Park, Henfield BN5 9JQ

A very warm welcome

Please select the option you need below.

Adult medical request (16+) HIDE
Get help for one medical need at a time. At the end you will be able to book an appointment or be told what happens next.

SELECT

Child request (under 16s) HIDE
For any need for a child under 16. At the end you will be able to book an appointment or be told what happens next. If urgent, please call.

SELECT

Questions and admin (16+) HIDE
For your questions, paperwork needs and other admin queries. At the end you will be told what happens next.

SELECT

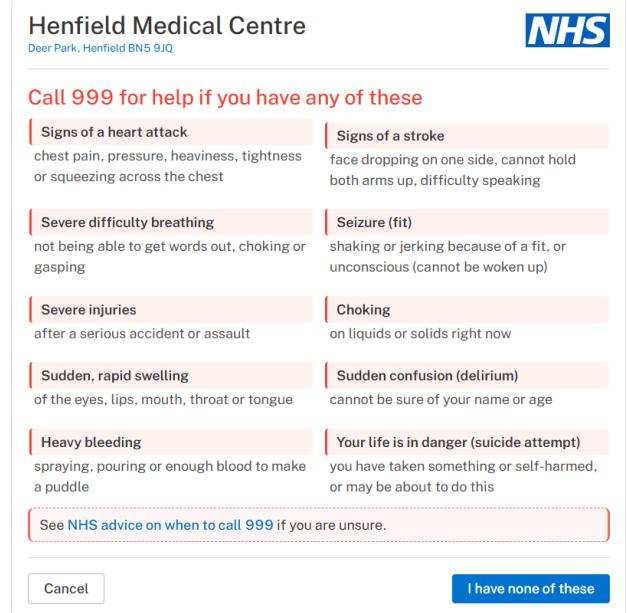
Self-help information (16+) HIDE
View trusted information for a wide range of symptoms, conditions, and wellness advice.

SELECT

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7. Check your symptoms. Call 999 for emergency.

If you aren't experiencing the listed conditions, click the blue button "I have none of these"



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Deer Park, Henfield BN5 9JQ

Call 999 for help if you have any of these

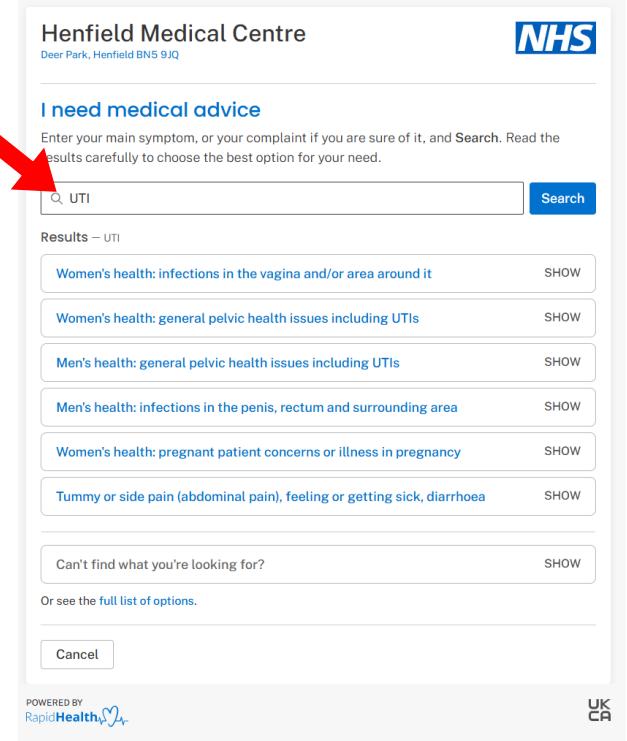
Signs of a heart attack	Signs of a stroke
chest pain, pressure, heaviness, tightness or squeezing across the chest	face dropping on one side, cannot hold both arms up, difficulty speaking
Severe difficulty breathing	Seizure (fit)
not being able to get words out, choking or gasping	shaking or jerking because of a fit, or unconscious (cannot be woken up)
Severe injuries	Choking
after a serious accident or assault	on liquids or solids right now
Sudden, rapid swelling	Sudden confusion (delirium)
of the eyes, lips, mouth, throat or tongue	cannot be sure of your name or age
Heavy bleeding	Your life is in danger (suicide attempt)
spraying, pouring or enough blood to make a puddle	you have taken something or self-harmed, or may be about to do this

See NHS advice on when to call 999 if you are unsure.

Cancel **I have none of these**

8. Fill out the search box with your main symptom.

If the options aren't appropriate for your concern, try writing another symptom.



Henfield Medical Centre
Deer Park, Henfield BN5 9JQ

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.

Search

Results — UTI

Women's health: infections in the vagina and/or area around it	SHOW
Women's health: general pelvic health issues including UTIs	SHOW
Men's health: general pelvic health issues including UTIs	SHOW
Men's health: infections in the penis, rectum and surrounding area	SHOW
Women's health: pregnant patient concerns or illness in pregnancy	SHOW
Tummy or side pain (abdominal pain), feeling or getting sick, diarrhoea	SHOW

Can't find what you're looking for? **SHOW**

Or see the [full list of options](#).

Cancel

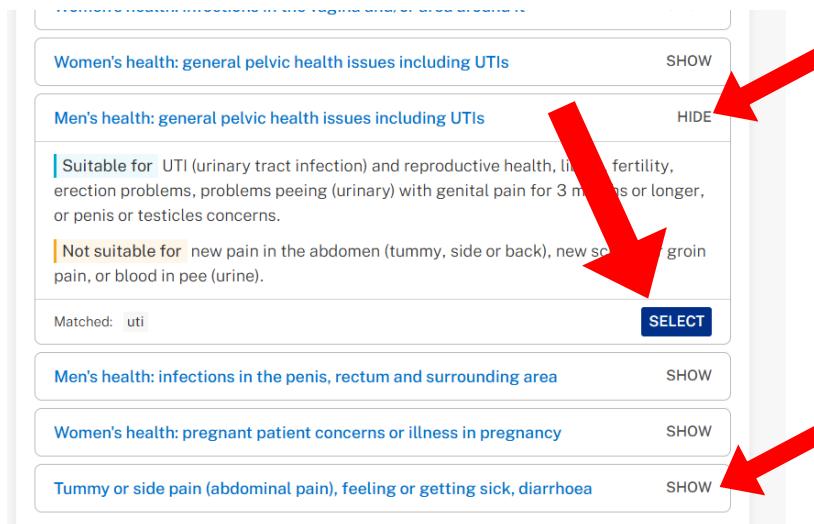
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For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20

9. Choose the most appropriate from the list. Click on the SHOW button. It will offer a description to check if this is the most suitable option. If it is suitable for your concern, click the select button.

If you need to look at another option, click the hide button.



Women's health: general pelvic health issues including UTIs SHOW

Men's health: general pelvic health issues including UTIs HIDE

Suitable for UTI (urinary tract infection) and reproductive health, like fertility, erection problems, problems peeing (urinary) with genital pain for 3 months or longer, or penis or testicles concerns.

Not suitable for new pain in the abdomen (tummy, side or back), new side or groin pain, or blood in pee (urine).

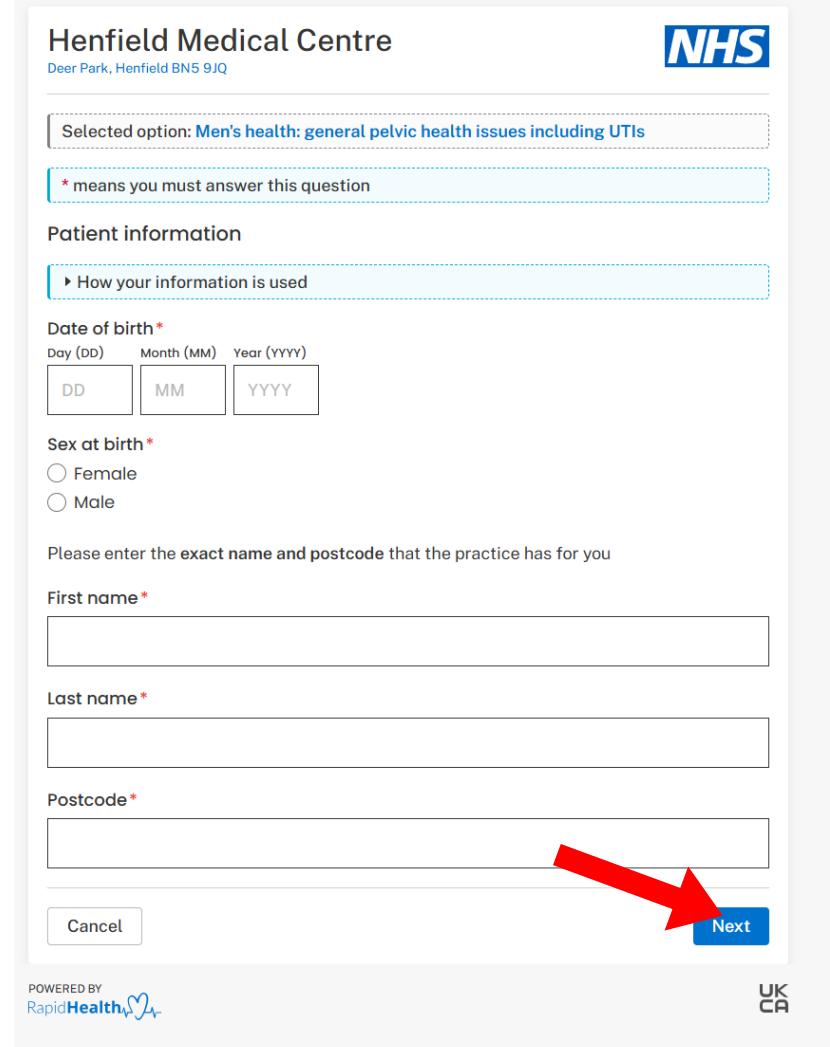
Matched: uti SELECT

Men's health: infections in the penis, rectum and surrounding area SHOW

Women's health: pregnant patient concerns or illness in pregnancy SHOW

Tummy or side pain (abdominal pain), feeling or getting sick, diarrhoea SHOW

10. Fill in your details and click the blue next button



Henfield Medical Centre NHS
Deer Park, Henfield BN5 9JQ

Selected option: Men's health: general pelvic health issues including UTIs

* means you must answer this question

Patient information

► 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*

Cancel Next

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For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20

11. Fill in your details

Make sure you tick the box at the bottom as your acceptance to the statement

Click the blue next button

Henfield Medical Centre **NHS**
Deer Park, Henfield BN5 9JQ

Selected option: Men's health: general pelvic health issues including UTIs

* means you must answer this question

How to contact you for this request

Email address

Best phone number to call you on *

Is this your own number? *

Please select a value/option

▶ What can I expect?

our acceptance *

I understand my answers will be saved to my patient record and will affect my care. I will answer honestly.

* You need to tick the box to agree if you want to use this service

[Back](#) [Next](#)

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12. Fill in the information, the more detailed the better so we can help with your request.

Please follow the form and complete the questions by clicking the best option for your concern (example of the format is shown below)

Once you reach the end of the questions, please click the blue next button

Henfield Medical Centre **NHS**
Deer Park, Henfield BN5 9JQ

Selected option: Men's health: general pelvic health issues including UTIs

Please answer all questions

Describe your problem

Have you experienced any trauma to your genitals in the last 48 hours?

Yes No

Are you newly experiencing any of the following symptoms?

Confusion which is sudden (in the last two days), and severe enough to worry you
 Constant vomiting (unable to keep liquids down for over 4 hours)
 Difficulty breathing (unable to have a normal conversation without becoming breathless)
 Dizziness
 Drowsiness
 Feeling light-headed
 Sudden outbreak of sweating, alongside cold, clammy skin
 Unable to walk around your home if you were able to before
 You have produced much less urine than is normal for you in the last 9 hours
 None of the above

[Cancel](#) [Next](#)

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For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20

13. The route the system takes you on will depend on your answers and the severity of your problem.

- You may be offered an appointment. Click on the appointment time and press the confirm button. You will receive confirmation of your appointment. You will also receive a confirmation email.

Henfield Medical Centre
Deer Park, Henfield BN5 9JQ

Book your appointment

See all free times below. Pick one and confirm.
Call 111 if the practice is closed.

LOCATION: Henfield Medical Centre PERSON: No preference

Thursday, 18 Sep 2025
AFTERNOON
15:30

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Henfield Medical Centre
Deer Park, Henfield BN5 9JQ

Book your appointment

See all free times below. Pick one and confirm.
Call 111 if the practice is closed.

LOCATION: Henfield Medical Centre PERSON: No preference

Thursday, 18 Sep 2025
AFTERNOON
15:30

Confirm this choice?

WHEN
15:30 on Thursday (today)
18 Sep 2025

WHERE
Henfield Medical Centre
Deer Park, Henfield BN5 9JQ

WITH
Mr Michael Geraghty

We will email you to confirm this appointment.

Henfield Medical Centre
Deer Park, Henfield BN5 9JQ

The appointment is booked

WHEN
15:30 on Thursday (today)
18 Sep 2025

WHERE
Henfield Medical Centre
Deer Park, Henfield BN5 9JQ

WITH
Mr Michael Geraghty

CONTACT
01273 492255

We'll send this information, and a link to change or cancel the appointment, to the email address you used today. Check the spam folder if you don't see it. If you didn't give an email address today, it will go to the email address on the record.

To change or cancel this appointment call us on 01273 492255.

Please don't wait until the appointment if your need becomes more urgent:

- During opening hours, call the practice
- If the practice is closed and you need urgent medical help or advice, call 111
- For life-threatening emergencies, attend A&E or call 999

Calls to 111 and 999 are free.

You may now close this window. Thank you.

- You may see a box suggesting you may need to attend A&E (bottom picture on next page). Please act in your best interest, according to your needs

Henfield Medical Centre
Deer Park, Henfield BN5 9JQ

Some of your answers suggest you may need A&E

If you are not able to get to A&E, call 999 and they will assess whether you need an ambulance. To let us know so we can help you afterwards, select I will attend A&E.

I want GP advice
I understand my care may be delayed by 2 working days or more.

I will attend A&E
I want the practice to be made aware and for my medical notes to be updated.

Only use this option if you accept the risk that your request may not be seen for 2 working days. We are closed at weekends.

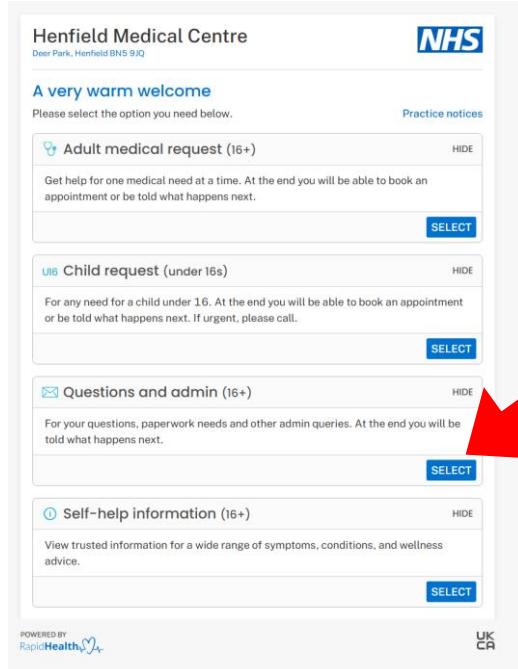
Use this option to let the practice know you will attend A&E. If you close the window, we will have no record of your request.

For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20

ADMIN REQUESTS

14. To submit a **Questions and admin request**, click on the blue Select button



Henfield Medical Centre
Dear Park, Henfield BN5 9JQ
NHS
A very warm welcome
Please select the option you need below.
Practice notices

Adult medical request (16+) **HIDE**
Get help for one medical need at a time. At the end you will be able to book an appointment or be told what happens next.
SELECT

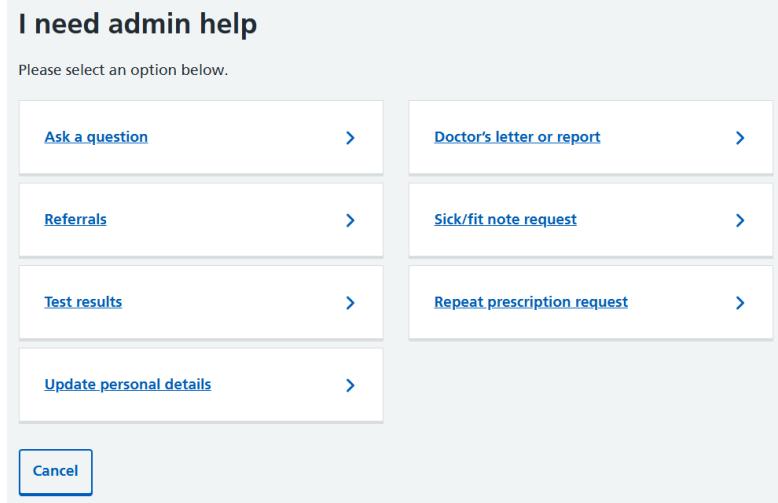
Child request (under 16s) **HIDE**
For any need for a child under 16. At the end you will be able to book an appointment or be told what happens next. If urgent, please call.
SELECT

Questions and admin (16+) **HIDE**
For your questions, paperwork needs and other admin queries. At the end you will be told what happens next.
SELECT

Self-help information (16+) **HIDE**
View trusted information for a wide range of symptoms, conditions, and wellness advice.
SELECT

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15. Select the option most suited to your needs, click on the wording

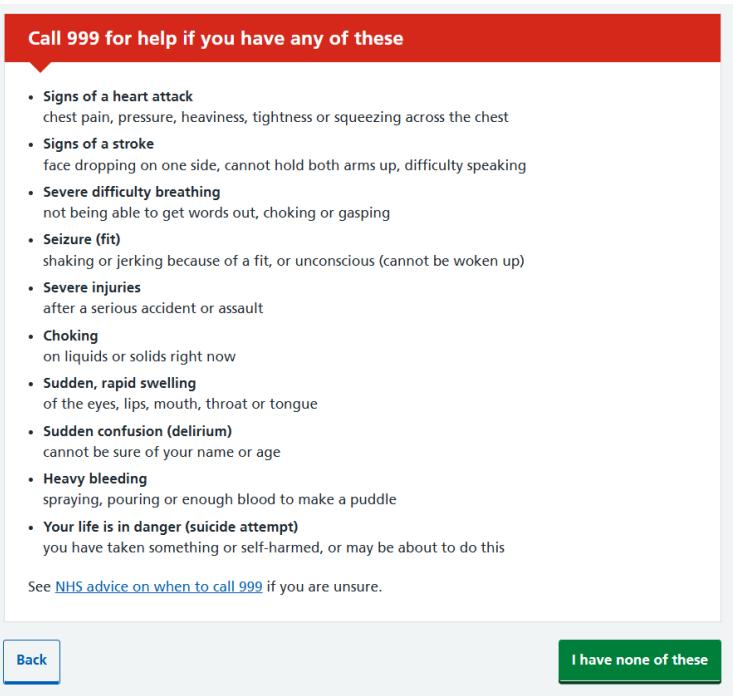


I need admin help
Please select an option below.

[Ask a question](#) >
[Referrals](#) >
[Test results](#) >
[Update personal details](#) >
[Doctor's letter or report](#) >
[Sick/fit note request](#) >
[Repeat prescription request](#) >

Cancel

16. Read the pop up screen - if you have none of the symptoms, click on the green box that says "I have none of these"



Call 999 for help if you have any of these

- **Signs of a heart attack**
chest pain, pressure, heaviness, tightness or squeezing across the chest
- **Signs of a stroke**
face dropping on one side, cannot hold both arms up, difficulty speaking
- **Severe difficulty breathing**
not being able to get words out, choking or gasping
- **Seizure (fit)**
shaking or jerking because of a fit, or unconscious (cannot be woken up)
- **Severe injuries**
after a serious accident or assault
- **Choking**
on liquids or solids right now
- **Sudden, rapid swelling**
of the eyes, lips, mouth, throat or tongue
- **Sudden confusion (delirium)**
cannot be sure of your name or age
- **Heavy bleeding**
spraying, pouring or enough blood to make a puddle
- **Your life is in danger (suicide attempt)**
you have taken something or self-harmed, or may be about to do this

See [NHS advice on when to call 999](#) if you are unsure.

Back **I have none of these**

For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20

17. Fill in your details and click the next button

Henfield Medical Centre **NHS**
Deer Park, Henfield BN5 9JQ

* means you must answer this question

Patient information

► How your information is used

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

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

First name*

Last name*

Postcode*

Back **Next**

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18. Fill in your details and click the next button

Henfield Medical Centre **NHS**
Deer Park, Henfield BN5 9JQ

* means you must answer this question

How to contact you for this request

Email address

Best phone number to call you on *

Is this your own number? *

Back **Next**

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For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20

19. Fill in the information, the more detailed the better so we can help with your request.

Click the blue send button

Henfield Medical Centre

Deer Park, Henfield BN5 9JQ



* means you must answer this question

Referrals

I HAVE AN ENQUIRY ABOUT A REFERRAL

Please enquire directly with the hospital if you are enquiring about an existing referral. You may refer yourself directly to the [following services](#), otherwise you will probably need to speak to a doctor. Please use this form to request a new referral.

Not for urgent medical queries

Please do not use this service for any urgent medical queries.

If you have an urgent medical query you should call the practice or contact the out of hours service by calling 111.

Named GP (if known)?

Who would you like a referral to? *

(0/300 CHARACTERS)

Why do you need this referral? *

(0/300 CHARACTERS)

Back

Send



20. You will receive confirmation that it has been submitted to our team to review. You will also receive a confirmation email.

Henfield Medical Centre

Deer Park, Henfield BN5 9JQ



Your administrative request has been sent.

We will respond to you within 48 hours, Monday to Friday, excluding public holidays.

You may now close this window. Thank you.

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RapidHealth



Subject: Your Henfield Medical Centre request has been received

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

This email is for Andrew Testpat-TestPatient. It is about your request on 18 September 2025.

If you share this email address, please check the name above as this message is for them.

Dear Andrew

This is a standard reply to say we got your request.

If your request needs a reply, this normally takes up to 3 days, Monday to Friday (except for public holidays). If we know it's urgent, we try to help as fast as we can.

Please answer your phone if you're expecting a call from the practice and remember that it may be from a withheld number.

Please do not reply to this message. If you need to discuss it, please contact the practice.

Kind regards,
Henfield Medical Centre

01273 492255
<https://www.henfieldmedicalcentre.co.uk/>
Deer Park, Henfield BN5 9JQ

For Medical Requests, please see step 6 - 13

For Questions and Admin, please see step 14 - 20