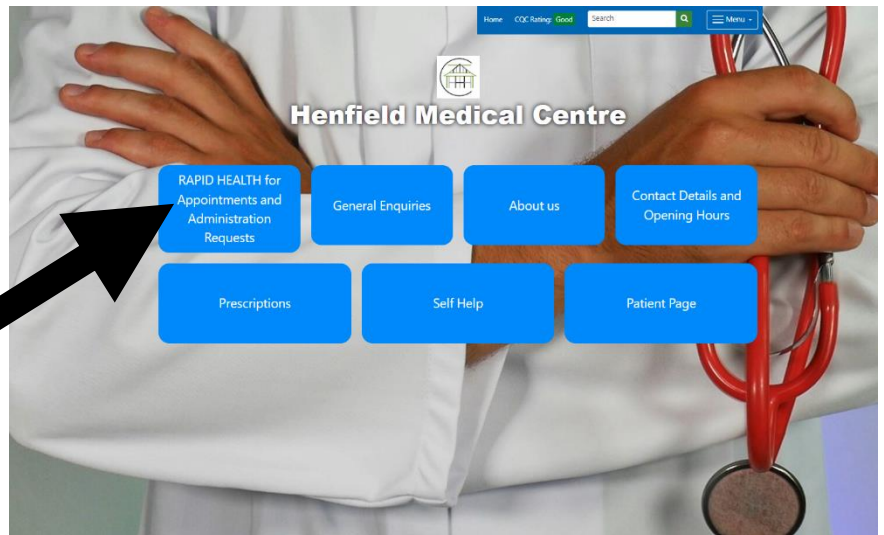


## A Guide to Rapid Health

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



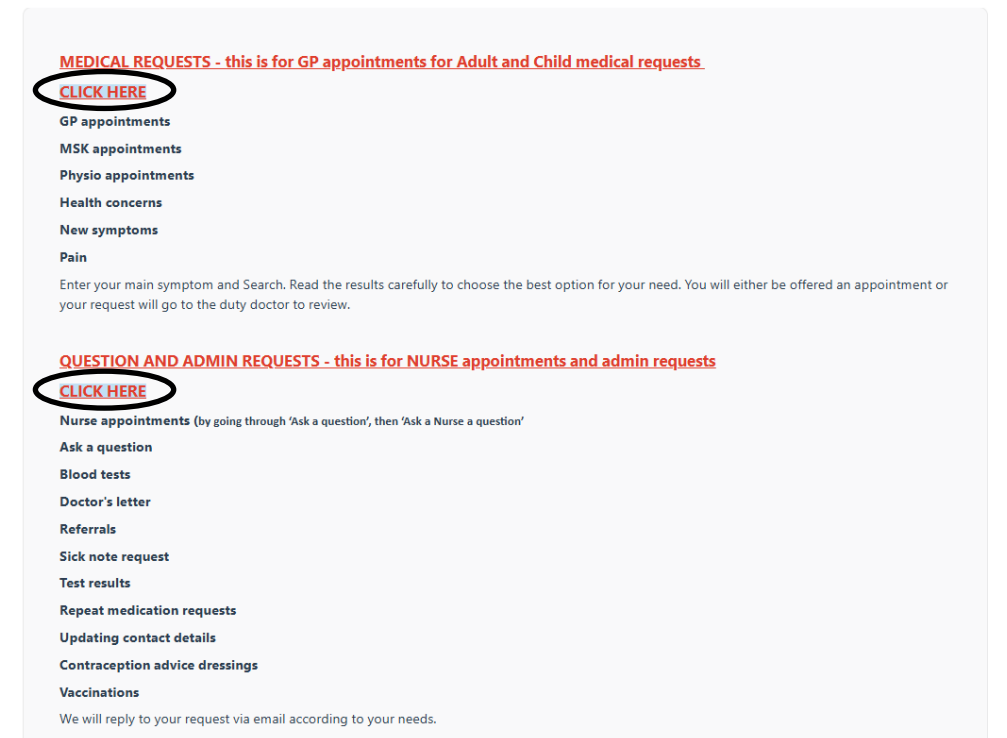
**For Medical Requests, please see step 6 - 13**

**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



The screenshot shows a web form with two main sections. The first section is titled "MEDICAL REQUESTS - this is for GP appointments for Adult and Child medical requests" in red. Below this title is a red link "CLICK HERE" which is circled in black. Underneath the link is a list of medical request categories: GP appointments, MSK appointments, Physio appointments, Health concerns, New symptoms, and Pain. Below the list is a text input field and a search button. The second section is titled "QUESTION AND ADMIN REQUESTS - this is for NURSE appointments and admin requests" in red. Below this title is a red link "CLICK HERE" which is also circled in black. Underneath the link is a list of admin request categories: 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, and Vaccinations. At the bottom of the form, there is a note: "We will reply to your request via email according to your needs."

**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**

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

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, including 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 scrotal 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  
Deer Park, Henfield BN5 9JQ

NHS

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  
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?

Your 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  
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

Cancel

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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

Cancel

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.

Cancel Confirm

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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.

Print

This email is for Andrew Textpat-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

Thank you for completing the form and using the online service. We are pleased to confirm your appointment.

Your appointment and how to change it

Please check where your appointment is or if it is a phone call, and that the date and time are correct.

Date:	Thursday, 18 September 2025
Time:	3:30 PM
Where:	Henfield Medical Centre
Address:	Deer Park, Henfield BN5 9JQ
With:	Mr Michael Geraghty

If it is wrong or you don't need it any more, you can change or cancel your appointment.

**Need help for your appointment?**

If you need help with an interpreter or have other needs, please call as soon as possible. It can take more than one day to get a

**On the day**

Please be on time for your appointment. If the practice is delayed, they will try to let you know. Please answer your phone if you

**When you are not well**

If your medical or mental health gets worse before your appointment, take action:

- Read when to use the 111 service and when to go to A&E, or where to get urgent help for a mental health crisis. 111 are
- During opening hours, call the practice.
- If the practice is closed or you can't get through, call 111 or use the NHS 111 Website.
- For emergencies, call 999 or go to A&E.

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

- 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.

Request consultation

☒ I will attend A&E

I want the practice to be made aware and for my medical notes to be updated

Inform the practice

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  
Deer Park, Henfield BN5 9JQ

**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.

<a href="#">Ask a question</a> >	<a href="#">Doctor's letter or report</a> >
<a href="#">Referrals</a> >	<a href="#">Sick/fit note request</a> >
<a href="#">Test results</a> >	<a href="#">Repeat prescription request</a> >
<a href="#">Update personal details</a> >	

[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  
Deer Park, Henfield BN5 9JQ

NHS

\* 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  
Deer Park, Henfield BN5 9JQ

NHS

\* 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

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


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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.

POWERED BY  
RapidHealth

UK  
CA

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