

Rapid Health AI

As part of the Digital First National programme of work, GP Practices are required to record accurate data about patient interaction, especially within consultations. To assist with this administrative task, the practice is using a new technology known as Rapid Health AI.

Booking appointments online with us

There may be some occasions when we send you a link so that you can self-book into an appointment with us, or where you visit the website to book an appointment which may be a specific type, such as for a vaccination or to see a First Contact Practitioner about an MSK problem such as lower back pain, or knee pain. Or you may want an appointment to discuss a medical concern.

Why do I need to provide information for these appointments?

Where we send you a link to book into an appointment, we have 'prequalified' you for that appointment, but for your security and safety we ask you for your personal details before you book the appointment so that we know it's you.

Where you come to the website to book a specific type of appointment, such as for a vaccine or to see a First Contact Practitioner, we ask questions to check that the appointment type is right and safe for you. If you have a medical concern you want to discuss, we ask you questions to help us understand how soon it may be important to see you, or whether we need to suggest A&E to you. This is for your safety.

When and where is your information stored?

Rapid Health provides this online booking service for us. Their data is hosted on Amazon Web Services (AWS) servers in the UK. All data sent is encrypted when in transit (when it is sent) and at rest (when it is stored).

Patient data is kept in line with the NHS Records Management Code of Practice and stored on the practice system. Rapid Health will retain a copy of the data for a period of 6 months after the booking is made, for technical support purposes. After this point the Rapid Health copy will be deleted.

Can Rapid Health access the information?

This is not routinely possible. However, as with other systems, Rapid Health is required to be able to access the patient data in exceptional circumstances to fulfil its legal obligations as a data processor, such as assisting the data controller (the practice) in providing subject access and allowing data subjects to exercise all their other rights under GDPR.

If such access is required, only designated Rapid Health personnel can access the data stored on the AWS UK-based servers. Extensive controls are in place and a full audit trail is kept.

Is Rapid Health NHS approved?

Rapid Health has completed all stages of NHS-required assurance to interact with the practice patient record system, [EMIS/SystemOne].

What security credentials does Rapid Health have?

Rapid Health has successfully completed NHS Data Security and Protection Toolkit assurance (under NHS ODS code 8KG49), and the Cyber Essentials certification.

Rapid Health has successfully completed NHS Digital Technology Access Criteria assurance (under NHS ODS code 8KG49).

Rapid Health is fully compliant with DCB0129, which is for manufacturers of health IT software, and has a Class 1 medical device registered with the MHRA.

Rapid Health / NHS App

If you access Rapid Health using your NHS login details, the identity verification services are managed by NHS England.

NHS England is the controller for any personal information you provided to NHS England to get an NHS login account and verify your identity and uses that personal information solely for that single purpose. For this personal information, our role is a “data processor” only and we must act under the instructions provided by NHS England (as the “data controller”) when verifying your identity. For more information on NHS login, see the NHS login privacy notice and NHS login terms and conditions.

You can access Rapid Health on the NHS App using your NHS login details.

If you sign in using NHS login, we will ask your permission to share your NHS login information with our service. This allows us to fill in some personal details for you, such as your name, date of birth and contact details.

We will not use your NHS login information for any other purposes. You can only share your NHS login information if you have proved your identity to NHS login.

You can choose not to share your NHS login information with Rapid Health but you will need to enter your information yourself whilst using the service.

For more information, see the NHS login privacy notice and NHS login terms and conditions.