Rapid Health Smart Triage accessibility statement

This accessibility statement is for the Smart Triage patient service.

What is Smart Triage?

Smart Triage is an online service. It is a web-based application that you can use to:

- send requests to your GP practice.
- book appointments at your GP practice.
- look for NHS self-help information.

Who runs the service?

The service is run by Rapid Health Ltd, a UK company.

Smart Triage accessibility

If you use a modern browser such as Chrome, you will be able to:

- change colours, contrast levels and fonts using browser or device settings.
- zoom in up to 300% without the text spilling off the screen.
- navigate web pages using just a keyboard.
- navigate web pages using speech recognition software.
- listen to web pages using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver).

You can find more information about how to do this at AbilityNet.

17 September 2025

Usability

Rapid Health wants as many patients as possible to be able to use the service. This means we try to use simple language and to make the service accessible. And we sometimes ask a question more than once, for your safety.

Limitations

We have tested the service using screen readers, but not every screen reader. If you notice a problem using your screen reader for Smart Triage, please let us know.



Important

Translation tools may get medical words or NHS terms wrong.

Feedback and reporting accessibility problems

If you need to discuss anything about your health or requests to your GP practice, you need to contact your GP practice for this.

For accessibility problems, please contact our support team. We also welcome feedback and improvement ideas, so do get in touch. We normally reply within 2 working days.

Enforcement procedure for accessibility complaints

The Equality and Human Rights Commission, who are also known as the EHRC, enforces the accessibility regulations for public sector services. These regulations are in the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. If you're not happy with how we respond to a complaint you make, you can contact the Equality Advisory and Support Service (EASS).

Contacting us

Contact is through our support desk. This operates 9am to 6pm, Monday to Friday (except on public holidays).

Technical information about this website's accessibility

Rapid Health is committed to making this website application accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

The service is fully compliant with the Web Content Accessibility Guidelines version 2.1 AA standard and, where we can, the AAA standard.

What we're doing to improve accessibility

We use an independent company to check that we are getting it right and fix the problems they see. We also fix problems that patients or their GP tell us about.

When we make changes, we keep accessibility in mind and we always to make sure the services stays accessible.

Preparation of this accessibility statement

This statement was prepared on 17 September 2025.