

MARCH 2026



NEWSLETTER



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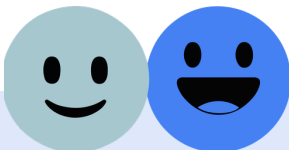
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"I normally do not understand technology and usually need help to guide me through the steps, but I decided to try by myself. I followed instructions and was delighted to find everything went through easily. I was so happy in my new found confidence..."

"I was given an appointment immediately and saw a doctor within 15 minutes of filling in the online form. Thank you for making it easier to use".

Friends and Family
Patient Feedback

Rapid Health: Helping It Work Even Better

Since introducing Rapid Health, we have seen positive changes in how patients access care.

The Good News

- Every request is reviewed within one working day
- Around 40% of patients are now able to self-book a GP appointment directly through Rapid Health.

This means many patients can choose an appointment straight away without waiting for a call back. A few small adjustments when completing the form can help even more patients benefit from direct booking.

Getting the Best from Rapid Health

1. **Be honest about your symptoms.** Selecting symptoms that sound more severe can trigger urgent safety warnings and switch off self-booking, which may delay your care. Accurate information usually means quicker access to the right clinician.
2. **Keep it short and simple.** A brief description such as "lump on shoulder" or "pain in leg" is enough to guide you to the correct pathway.
3. **Use "Ask a Question" correctly.** This option is for agreed follow-ups. Using it for new symptoms can delay your request, as it is not triaged in the same way.
4. **Complete the form yourself where possible.** This is usually much quicker than calling. If needed, a carer, family member or friend can complete it for you.
5. **Check your emails.** Most replies and booking links are sent by email, so please check your inbox and junk folder.
6. **For urine symptoms, select only what applies to you.** Accurate answers help us provide the right treatment and follow-up.

Missed Appointments (DNAs)

Last year, across all teams and appointment types, we had 2,682 appointments where patients Did Not Attend. Each missed appointment is time that could have been offered to another patient.

If you can no longer attend, please cancel as soon as possible. Most Rapid Health appointments can be cancelled quickly using the link in your confirmation email. This small action makes a big difference to access for everyone.

Thank You

We know that new systems take time to get used to, and we genuinely appreciate the effort so many of you are making to use Rapid Health online.

By completing forms accurately and cancelling appointments you no longer need, you are helping us provide fair, timely care for the whole community. Thank you for helping us help you.

You Said, We Did: New Phone System Coming Spring 2026

Over the past year, many of you have shared feedback about our telephone system.

You Said:

- Waiting on hold can be frustrating
- The system can feel limited
- There is no clear visibility of your place in the queue



We heard you clearly, and we agree that our current system does not give patients or staff the functionality we need.

We Did:

We are moving to a new phone provider, X-on, which offers a more modern, efficient and user-friendly experience.

Key improvements include:

- SMS links sent to your mobile with live queue tracking, so you can see your place in real time
- Faster call handling and improved tools for managing busy periods
- The ability for our team to send Rapid Health links directly by text, helping reduce pressure on phone queues
- Automatic caller ID integration with our clinical system, supporting safer and more efficient service

We expect the new system to go live in March / April (date to be confirmed). We anticipate minimal disruption and will keep patients informed as we approach launch.

This upgrade is part of our wider commitment to improving access and communication, and we are confident it will provide a smoother experience for both patients and staff.



Compass House: A Year in Numbers What we did in 2025

Total number of patients registered at Compass House: 15, 478



We provided 151,439 clinical contacts by GPs, ACPs, Nurses, Pharmacists, and Social Prescribers.

111,755 of these were face-to-face appointments, including 1572 visits to housebound patients.



Average call wait time:
10 minutes

42,409
incoming calls
answered

We issued
387, 733
prescriptions

56,492
laboratory reports
processed and
actioned.

We handled 71,221
items of incoming clinical
post, processed 19,639
referrals, and actioned 56,492
KLINIK requests. We sent 782
advice and guidance requests
to Torbay Hospital for further
recommendations for patients.



COMMUNITY & WELLBEING

Join Our Patient Participation Group (PPG)

We are always looking for ways to strengthen the partnership between our practice and the community we serve. One of the most valuable ways we do this is through our Patient Participation Group (PPG).

What is our PPG?

Our PPG is a group of volunteer patients who work alongside the practice to provide feedback, share ideas, and help shape improvements. It gives patients a voice in how services are developed and delivered.

What does the PPG do?

- Meet face-to-face throughout the year to discuss practice developments
- Review and contribute to patient communications and surveys
- Provide feedback on proposed changes before they are introduced
- Help us understand the patient perspective, while also helping patients understand the pressures and practical realities we work within
- Support community initiatives and health promotion activities

We regularly “run ideas past” our PPG members, whether that is changes to access, new systems, or communication updates. Their insight helps us see things from a patient point of view and ensures decisions are balanced and considered.

You do not have to attend meetings to be involved. Many patients choose to join our email group so they can stay informed and share their views when topics arise.

How to Join

If you would like to join our PPG, either as a meeting member or as part of the email group, please contact us via email: compasshouseppg@nhs.net

We would love to welcome new members from all backgrounds and age groups and ensure our PPG continues to reflect the diversity of our community.



Why Use the NHS App

The NHS App is becoming the main digital route for accessing NHS services. While other apps are available, the NHS App is the nationally supported platform and the one most closely integrated with our clinical systems.

It is the app NHS England is continuing to invest in and develop, and over time it is likely to become the primary digital access point for patients. For this reason, we encourage patients to begin using the NHS App and becoming familiar with it.

Using the NHS App, you can:

- Order repeat prescriptions
- View test results once reviewed
- Book and manage some nurse appointments
- Access parts of your medical record
- Receive secure messages from the practice

The app is free to download on smartphones and tablets, and the same services are available via the NHS website on a computer.

We understand some patients may currently prefer other apps. The NHS App is centrally managed by NHS England, and while we do not control its design, it will increasingly connect with wider NHS services as it develops.

If you would like help getting started, please speak to a member of our team. Using the NHS App for routine requests helps free up phone lines for patients who need to speak to us directly. Phone and in-person access remain available for anyone who needs them.

Do more with the NHS App!



Rapid Health or NHS App - What's the Difference?

We know having two systems can feel confusing.

- **Rapid Health** is used to request a GP appointment or medical advice.
- **The NHS App** is used to manage ongoing care, such as prescriptions, results and some nurse appointments.

At present these systems are separate, although greater integration is expected in future. For now, please use Rapid Health for GP medical requests and the NHS App for routine and ongoing care tasks.

PRACTICE UPDATES

Spring COVID Vaccination Programme (from 1st April)

We will be running our Spring COVID vaccination programme from **1st April**. The NHS offers a spring COVID-19 booster to people at highest risk of becoming seriously unwell from COVID-19.

Who is eligible?

You will be invited if you are in one of the following groups:

- Adults aged 75 years and over
- Residents in a care home for older adults
- People aged 6 months and over who are immunosuppressed (for example, due to certain medical conditions or treatments)

How will it work?

- We will contact eligible patients directly with instructions on how to book.
- Clinics will take place in the surgery.
- Please wait to be invited, we are not able to vaccinate people outside the eligible cohorts.

If you think you may be eligible but have not heard from us by the end of April, please contact the practice and we will check your record. If you are housebound and eligible, please let us know so we can make appropriate arrangements.

Farewell and Thank You to Dr Ansley and Dr Bromige



After more than 30 years of dedicated service each, we are saying a heartfelt farewell to Dr Doug Ansley and Dr Rob Bromige as they retire from Compass House.

Both have been a steady, familiar presence for generations of patients and colleagues. Their commitment, experience and quiet reliability have made a lasting difference to our practice and to the community we serve.

We would like to thank them sincerely for their years of hard work, compassion and professionalism. We wish them both a long, happy and well-deserved retirement.

They leave with our enormous gratitude and very best wishes for the future.

Welcome to the Team Dr Ben Offa-Jones

We are delighted to welcome Dr Ben Offa-Jones to Compass House.

Dr Offa-Jones joins us with experience in general practice and a strong interest in providing patient-centred, thoughtful care. Some patients may recognise him, as he completed his GP training with us a few years ago, and we are very pleased to welcome him back to the practice.

Please join us in giving him a warm Compass House welcome.

"Hello, I'm Ben, a local GP who moved to the area 6 years ago. I have recently finished a fellowship for recently qualified GPs. My areas of interest include Men's Health and Chronic Health Conditions, in particular Chronic Kidney Disease.

I have a young family and spend most of my free time with them on a beach or in the sea. I'm hoping to complete the Dart 10k river swim in July and training for a half iron-man in North Wales later this year.

I'm very much looking forward to joining the Compass House Team".

