



# Compass House Medical Centres

## Understanding the GP Appointment System: A Guide for Patients

Produced in conjunction with our Patient Participation Group (PPG)

### Introduction

The purpose of this leaflet is to outline our appointment system at Compass House so you can access our service effectively.

As a Practice we undertake more than 35,000 face to face consultations per year for our population of more than 15,000 registered patients. Some of these consultations are for new illnesses whilst others are for continuing problems. Our aim is to see any Patient who has a health problem within a timespan that is clinically appropriate for that problem.

### Appointment Types

We have several different types of appointment aimed at meeting the needs of our population of Patients:

- Telephone appointments: Telephone appointments are a great way of following up from previous consultations, being updated on test results, or for some medical appointments that do not require an examination in person. These can be useful for workers and can save patients time trying to fit in appointments.
- Same day appointments: These are intended for problems that need to be dealt with as a matter of medical urgency, ensuring patients who are acutely unwell are assessed and seen as quickly as possible and treatment started as required.
- Routine appointments: Routine appointments are booked in advance. These are usually best for problems you have had for a few weeks or months, or for follow-up of continuing problems with the Doctor you have been seeing regularly. If you have been seeing a regular Doctor it is usually best to continue seeing the same person for reviews.
- Home visits: Home visits are carried out by our Visiting Team. These are restricted to Patients who are no longer able to leave their homes.
- Nursing appointments: Our Nursing Team offer a variety of appointments including support with long term health conditions, (Diabetes/ COPD/ Asthma), bloods tests, cervical screening, vaccinations, wound management, and other reviews.
- Pharmacist appointments: Our Pharmacy Team offer a range of support including helping Patients with their medication queries, plus supporting Patients with their long term health conditions who may require medication adjustments.

## Making GP Appointments

All patients are required to complete a KLINIK form to access clinician appointments. KLINIK is our online triage system that uses AI to help identify and prioritise patient symptoms. The KLINIK form will check symptoms for areas of serious concern, known as “red flags”. If it spots any then you may require more urgent medical attention and it will advise you to contact 999. Please do not ignore this if you are prompted to do so.

After the form is completed it will go through to a Clinician in the Practice the same day, who will perform a review of the symptoms and decide the most appropriate type of appointment, based on medical need.



The KLINIK form can be completed in the following ways:

- **Online:** Complete the form from any device (phone/laptop/ipad), by accessing our website [www.compasshousemedical.com](http://www.compasshousemedical.com)
- **By Phone:** Call and speak to one of our Care Coordinator Team who will go through the form over the phone.
- **In Person:** We have iPad's available at both our Brixham & Galmpton sites for patients to use to complete the form.

Once a KLINIK form has been reviewed and an appointment has been offered, if the situation changes and your condition has worsened, or you feel you have not given enough information on the original form, we advise you to submit a new KLINIK form outlining what's changed since the original KLINIK submission. This will then be re-reviewed by our Clinician to triage as they feel appropriate. This should only be used for changes in symptoms and not to request being seen sooner.

## Making Nursing Team Appointments

Nursing appointments are added 3-4 weeks in advance. Patients requiring these appointments do not need to use the KLINIK system. Instead, Patients can access appointments in the following ways:

- **Online:** Visit the NHS App or other Online Services apps and book nurse appointments such as blood tests, blood pressure checks, INR's, flus, and other vaccinations.
- **By Phone:** Call and speak to our Team who will try and accommodate your nurse appointment requirements.
- **Use the Self-Book link:** We text Patients who are due annual reviews. If we text you to book an appointment, use the booking link with 7-days to book an appointment at your convenience.
- **In Person:** Visit the Practice and speak to one of our Care Coordinators.



## Top Tip To Help Us Help You Get The Most Out Of The Appointment System



### **Think Ahead:**

If you have a long-term medical condition, or you take regular medication, then you will need to be seen annually for review. We usually do this on your birth month. If we contact you to book this, please ensure you do this promptly to avoid delays in any follow up care or medication adjustments.

### **Please Attend...Or Cancel:**

We are grateful for all our patients who support their health and attend their appointments. We realise sometimes there is a need to cancel and you can do this in the following ways:

- If you receive text reminders, there is always a link you can click to cancel an appointment.
- Via the Appointments section on the NHS App or Patient Access if you have online services.
- Selecting the "Appointment Cancellation and Rebooking" box on KLINIK: [https://bit.ly/klinik\\_form](https://bit.ly/klinik_form)
- Calling the Surgery on 01803 855897 and selecting option 2 for cancellations. Please note, for our telephone system to be able to do this, you need to be calling from the number we have registered on your records so please ensure this is up to date. You can also speak to a member of the Care Coordinator Team to cancel and rebook an appointment.

### **Is This The Right Service?**

Before you make an appointment please think about whether there are any other services that might be more appropriate. (See page 4 for other services you can access without speaking to us first).

Going direct is always the quickest route, and by contacting the Practice first you add an unnecessary delay to the treatment.

### **Try Online:**

Using the online services reduces demand on the phones which means our Teams can contact Patients back quicker with appointments. It also frees up the lines for those who do not have online access.

### **Continuing Care:**

If you have an ongoing problem, then please try to see the same Doctor for each appointment. This may sometimes mean waiting a few weeks. Continuity has been found to have better Patient outcomes. Patients don't have to keep on repeating their history, and enables the Doctor to build up a better picture of what is going on, giving you better care.

### **Multiple Problems:**

A routine appointment is for 10 minutes. During that time the Doctor needs to read up on your records, get you from the waiting room, deal with your problem(s), and write up the records. If you have more than one problem then it may not be possible to deal with it in a single appointment. If the Clinician asks you to make another appointment for your other symptoms please respect their decision. This is to ensure safe practice and outcomes.

### **Be Patient:**

Please understand that the Care Coordinators and Clinical Staff are trying to meet the needs of thousands of Patients, each of whom is very important. Although we want to offer personal, patient-centered care, we are often stretched to the limit and dealing with the limitations of other services beyond our control. Please try to be understanding if things are not completely to your satisfaction, or within your desired timescale.

## Services You Can Access Without Needing To Speak To Us First

### PHYSIOTHERAPY

For MSK (Musculoskeletal) Physiotherapy you can self-refer by calling the Bookings Team Monday to Friday between 8:30am and 12noon on:

**0300 456 9987**

You can also book an appointment via their online booking service "Patients Know Best" using an NHS App account:

<https://my.patientsknowbest.com/>

### TALKWORKS

TALKWORKS is a free, confidential, NHS Talking Therapy Service for people aged 18+ seeking help and support with their mental health.

You can call them on:

**0300 555 3344**

Or complete the online form:

<https://gateway.mayden.co.uk/referral-v2/c90ecb55-3c73-4848-a3c7-2f9dd102d2ec>

### PHARMACY FIRST

Pharmacy First enables Patients to get certain, prescribed medications directly from a Pharmacy, without the need of seeing a GP, for 7 common conditions:

CONDITION	AGE RANGE
Earache/ Acute Otitis Media	1 to 17 years
Impetigo	1 year and over
Infected Insect Bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore Throat	5 years and over
Uncomplicated Urinary Tract Infections (UTI)	Women aged 16 to 64 years

For more information, please visit:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>

### FIRST RESPONSE

The First Response Service is an urgent mental health service for people experiencing a mental health crisis, or have concerns about someone's mental wellbeing. The service offers mental health care, advice and guidance 24/7, 365 days a year.

To access the First Response Service, please call:

**111 and select option 2**

### MINOR INJURIES

Minor Injury Units (MIU) & Urgent Treatment Centres (UTC) provide treatment for less serious injuries such as sprains, burns/ scalds, soft tissue injuries, foreign bodies in eyes or ears,, bites, stings, and wounds requiring stitches or glue.

To find out which units are open and current waiting times, please visit:

<https://www.torbayandsouthdevon.nhs.uk/services/urgent-and-emergency-care/minor-injuries-units/>