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# NEWSLETTER



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### **Galmpton Practice Updates: You Said, We Did (& Are Doing)**

Thank you for sharing your thoughts with us about the Galmpton site in recent Friends & Family Tests. We've listened carefully to your feedback and wanted to update you on what we've done, and what we're continuing to work on.

#### ***You said: "We need more flexibility with blood test appointments"***

**We did:** We have recently installed a centrifuge at the Galmpton site. Previously, we could only offer morning blood test appointments, as we needed to transport samples off-site quickly. With this new equipment in place, we are now able to offer blood tests in the afternoon as well. This increases flexibility, helps meet demand, and allows us to offer more routine health checks at Galmpton to support early diagnosis and management of long-term conditions.

#### ***You said: "We need more same-day (urgent) appointments"***

**We Are Doing:** We are currently reviewing how we can safely offer more same-day appointments at Galmpton for patients with new or worsening symptoms. There are some practical challenges, including the lack of a stair lift and a limited number of accessible ground floor rooms. These factors make it more difficult to carry out certain follow-up investigations required for urgent appointments such as ECGs, particularly for patients with mobility needs. Despite this, we are actively looking at solutions to improve access while ensuring safe, high-quality care.

#### ***You said: "What are the long-term plans for the Galmpton site?"***

**We Are Doing:** Many of you have asked about future development, where we have planning permission granted for additional clinical rooms. At this time, there is no available Government funding for the significant investment needed to expand the building and its facilities. However, we remain committed to exploring every opportunity for development and funding that would allow us to provide more space and services to meet local needs, particularly from the new Inglewood estate.

If you have any ideas, connections, or suggestions that might help support the development of Galmpton site, we would be very happy to hear from you.



## How we adapted to reduce routine appointment wait times

Recently, we noticed that the wait for routine, (non-urgent), appointments was becoming longer than we felt comfortable with and we took action to address it.

To help reduce the backlog, we temporarily introduced what we call our 'Amber Working' system. This approach is designed to support patients when routine demand becomes unusually high, and allows us to respond quickly and safely.

### What We Did

Under Amber Working:

- Our clinical team kindly offered additional routine face to face appointments
- These appointments were 10 minutes long and focused on one health issue, so we could help as many patients as possible
- We closely monitored capacity and demand to ensure that urgent and time-sensitive needs continued to be prioritised

This helped us bring waiting times back down while maintaining safe care for all patients.

### Why It Was Needed

Several factors contributed to the increased pressure on routine appointments, including:

- A rise in same-day urgent demand
- Multiple bank holidays
- Extra demand from temporary residents during the holiday period

Our GP triage system ensured that urgent concerns were always prioritised, but routine availability was affected, so we stepped in to act.

### Looking Ahead

While we've now returned to more usual waiting times, we want you to know that Amber Working remains part of our planned response. If waiting times rise again in future, we are ready to reintroduce this system to protect access and keep delays to a

## We've Achieved Investors in People Gold!

We're proud to announce that our practice has been awarded the Investors in People Gold accreditation, recognising our strong commitment to supporting and developing our staff.

This means we invest in training, value staff wellbeing, and foster open communication—creating a positive workplace where team members feel valued and empowered.

When staff are well supported, it leads to better care for you. Our motivated, skilled team can provide the high-quality, compassionate service you expect.

Thank you to our staff for their dedication and to you for being part of our community. We'll keep striving to make our practice a great place to work and receive care.

Found in  
**33.6 million**  
pockets across  
England



## Using the NHS App: A simple way to stay informed

Many of our patients have found the NHS App helpful for managing parts of their care without needing to phone or visit the practice. If you haven't tried it yet, it might be worth exploring, especially if you find it easier to do things online or at a time that suits you.

### What You Can Do with the NHS App:

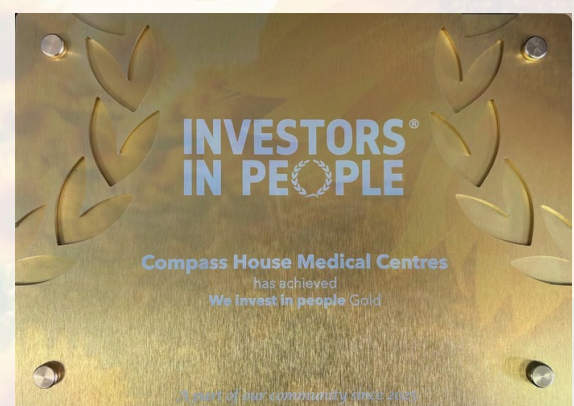
- Order repeat prescriptions (and track their processing to know when they are at the pharmacy)
- View test results (once reviewed by your GP)
- Book or cancel some appointments
- Access parts of your medical record
- Check your COVID-19 vaccination history
- Receive messages from the practice

It's a secure and convenient way to keep track of your health, and can be particularly useful if you're managing long-term conditions or need regular prescriptions.

### Support to Help You Get Started

We understand that not everyone is confident with digital tools, and that's completely okay. There's plenty of support available if you'd like to give the app a try:

- NHS Guide to the App – step-by-step help: [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app)
- Digital Health Devon – local support to build digital confidence: [www.digitalhealthdevon.co.uk](http://www.digitalhealthdevon.co.uk)



# Changes to Cervical Screening: What you need to know

Cervical screening (also called a smear test), checks for a virus called HPV. This virus can cause cervical cancer, but it can be found and treated early. This test is for people with a cervix, usually aged 25 to 64.

## What's changing?

From July 2025, if your test does not find HPV, you will now be invited for screening every 5 years (instead of every 3 years). This is because:

- HPV testing is better at finding risks early.
- If there's no HPV, the risk of cancer is very low.

If HPV is found, you'll still be checked more often.

## Who gets an invite?

- People registered as female with a GP will get a letter or message to book a test.
- You can also get reminders through the NHS App or by text.

## What if I'm trans or non-binary?

If you are trans or non-binary and still have a cervix, you should have screening, but the system only invites people registered as female. To be invited, please contact us so we can let the screening team know, then you'll get regular reminders like everyone else.

## Coming soon – Test at home

In 2026, some people will be offered a home test kit if they are late for screening. You'll take a sample yourself and send it by post. This makes it easier for people who find it hard to come to a clinic.

## Supporting our local Fishermen: Fishing for Better Health Clinic



For a number of years, Compass House Medical Centres has proudly supported the Fishing for Better Health Fishermen's Clinic in Brixham, an additional service offered alongside routine care to meet the unique needs of our local fishing community.

Fishing is a physically demanding job, and this clinic provides tailored, accessible healthcare designed specifically for fishermen. It offers timely health checks, advice, and treatment, helping with early detection of conditions such as cancer, raising awareness of screening and prevention, and supporting better management of long-term illnesses like diabetes.

This extra support reflects our commitment to the health and wellbeing of our community, recognising the vital role fishing plays in local life and economy.

Our healthcare team works closely with fishermen to keep them healthy and safe at work, improving early diagnosis and ongoing care to help maintain their quality of life.

If you or someone you know works in the fishing industry and would like to learn more about the clinic, please contact Compass House. We're here to support you.



## Mounjaro (Tirzepatide): NHS Devon Update (as of 30th June 2025)

You may have heard in the news about Mounjaro (also known as Tirzepatide), a medication that has been used to treat type 2 diabetes. New NHS guidance has recently suggested that Mounjaro may also be helpful for people living with overweight or obesity, when used alongside a healthy diet and increased physical activity.

At this time, Mounjaro is not yet available for weight management on the NHS in Devon. NHS Devon has advised GP practices not to prescribe Mounjaro for weight loss until further arrangements are in place.

If you'd like to read more about weight management support in Devon, you can visit: [www.myhealth-devon.nhs.uk/my-condition/weight-management](http://www.myhealth-devon.nhs.uk/my-condition/weight-management)

If you would like to give feedback on this decision, you can contact NHS Devon:

- Email: [d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)
- Post: NHS Devon, Aperture House, Pynes Hill, Rydon Lane, Exeter, Devon EX2 5AZ

# Thank You for your Friends and Family Feedback, it really matters

We would like to thank all patients who have recently taken the time to complete a Friends and Family Test (FFT) following their visit to the practice. Your feedback is read by the whole team and is genuinely appreciated.

Positive comments are a real morale boost and are often shared among staff to recognise the dedication of our clinicians, nurses, and administrative teams. We also welcome constructive feedback and use it to reflect on how we can continue to improve the care and service we provide.

While we know we don't always get everything right, especially given the pressures of high demand and limited resources, we want to reassure you that we work hard to listen, learn, and make changes where we can. Your input really does help shape the way we do things.

We're proud that 93% of patients consistently rate our service positively. Over the past 12 months, we have received 4843 Friends and Family responses.

Thank you for helping us to keep improving! Here are snapshot of some of the lovely comments we have received:

*"Easy to book appointment online. Called me back, prescription sent straight away. Had meds a few hours later — which alleviated stress of running out."*

*"Everything worked in the Galmpton surgery; the staff are pleasant and helpful, the surgery itself spotless — it is difficult to see how it could be improved. A shout out for Daniela the nurse — she is brilliant and a great asset to the Practice."*

*"You responded very quickly to my online form. The doctor listened very carefully and sympathetically. I felt very reassured after the visit and felt like all my concerns were being dealt with."*

*"Both the advanced practitioner Clare and the trainee nurse who took my blood were fully engaged in my care and needs. I was questioned thoughtfully and given helpful advice. Thank you for your speedy response — and to the administrative staff who are kind, helpful and welcoming."*

*"This was my first experience seeing an Advanced Medical Practitioner and I found it a very positive experience."*

*"The surgery staff are always friendly and prompt — I didn't wait long for my appointment. The nurses are excellent: putting you at ease, calm and quick."*



Thank you again to everyone who submitted a Friends and Family response, your feedback makes a real difference and helps us celebrate what's working well while continuing to develop our services.

## New call-back feature: No more waiting on hold!

We're excited to let you know that our new telephone call-back system is now live! When our phone lines are busy, you'll now have the option to request a callback instead of waiting on hold. The system will hold your place in the queue and call you back when you're at the front, just as if you'd stayed on the line.

How it works:

- If the phone lines are busy, you'll hear an option to press a button to request a callback.
- After pressing the button, you can hang up. The system will keep your place in the queue.
- When it's your turn, our telephone system will automatically call you back and connect you to our reception team.

