

NEWSLETTER

As we head towards autumn, we wanted to share some encouraging news about patient experience at Compass House, update you on some of the work we have been doing to improve access, and let you know about some further changes coming over the next few months.

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You told us. We listened, and things are changing

Last November, more than 1,000 patients took part in our own Compass House patient survey, representing around 7% of our patient population.

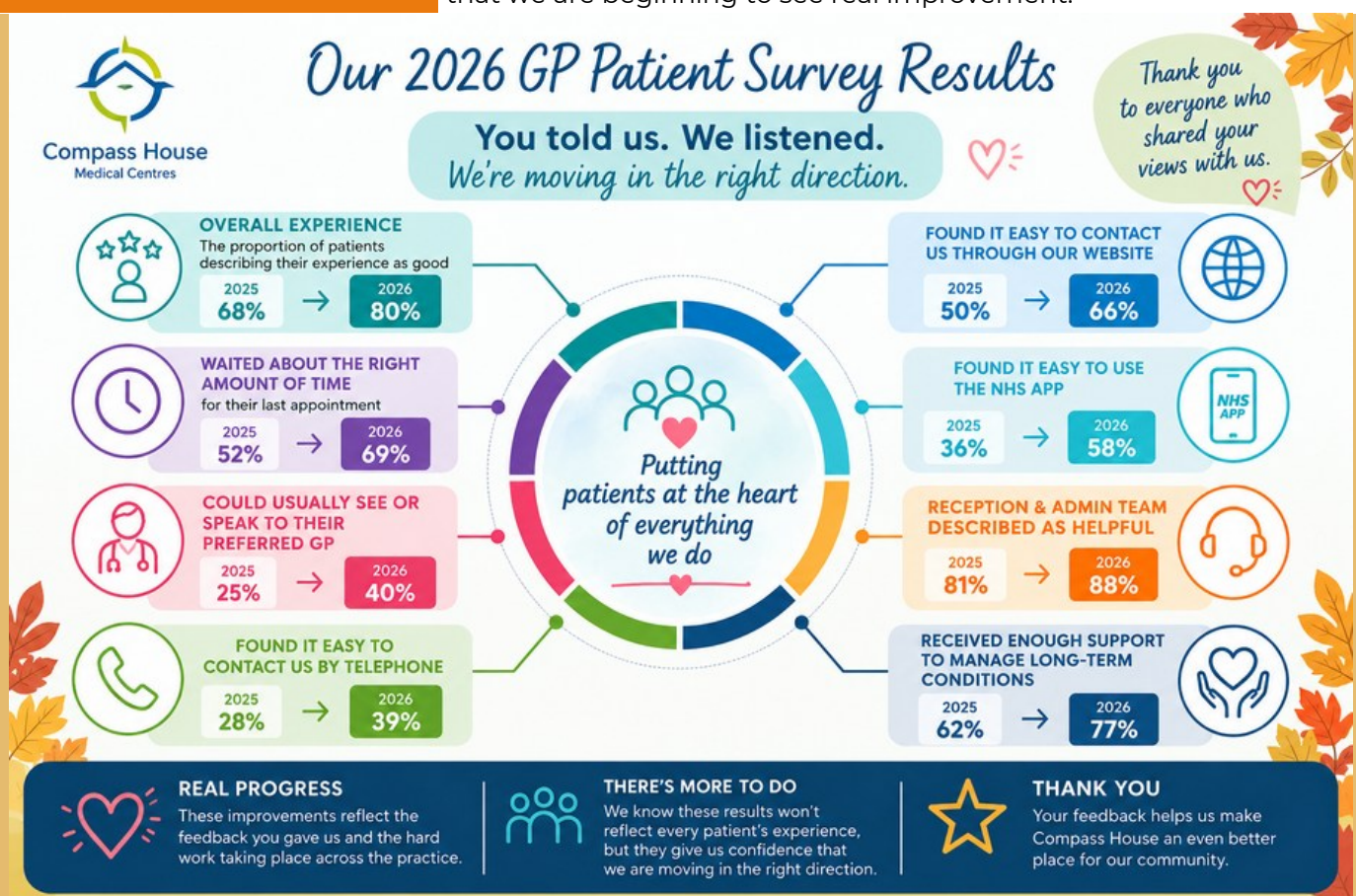
We deliberately carried out our own survey because the national GP Patient Survey is based on a much smaller sample of our patients and we wanted to hear from more of you.

You told us there was a lot you valued about Compass House, particularly the care, kindness and professionalism of our team. But you were also very clear about the areas where you wanted us to do better.

Telephone waiting times, access to appointments, continuity of care and some aspects of our online system came through particularly strongly.

Since then, a huge amount of work has been taking place behind the scenes to address those areas. Not everything can be changed overnight, and some of the challenges facing general practice are outside our control, but where we can make things better, we are committed to doing so.

Encouragingly, the results of the 2026 national GP Patient Survey suggest that we are beginning to see real improvement.



There have been encouraging improvements across a number of areas compared with our 2025 national survey results.

We are particularly pleased to see improvements in appointment waiting times, continuity of care, digital access and support for people living with long-term conditions.

Telephone access has also improved, but we know that 39% of patients finding it easy to contact us by telephone is still nowhere near where we want it to be. Improving telephone access therefore remains an important priority.

Once patients reach one of our healthcare professionals, the results remain particularly strong. 96% had confidence and trust in the healthcare professional they saw or spoke to, 93% felt involved in decisions about their care and 92% felt their needs were met.

Overall, the proportion of patients describing their experience of Compass House as good increased from 68% in 2025 to 80% in 2026, a 12 percentage point improvement in a single year.

There is still more to do, and these results won't reflect every patient's experience. But they give us confidence that we are moving in the right direction.

So, what have we been doing differently?

Some of the changes are very visible to patients. Others involve a lot of work behind the scenes.

In January we replaced Klinik with Rapid Health, following feedback about some of the difficulties patients experienced with our previous online system. Rapid Health provides a more structured way of submitting a medical request and, for many conditions, allows patients to see and select from the appointments that are actually available.



In April we introduced a new telephone system, giving us better information about call demand and helping us manage busy periods more effectively. It also introduced improved callback functionality and live queue tracking, so patients do not always need to remain waiting on the telephone.

Alongside the technology, we have been looking closely at how we manage calls within the practice, particularly at our busiest times, and how we can make the best use of the staff we have available.

And that work is continuing.

Helping us answer your calls more quickly

One thing we have identified is the amount of time it can take to complete a Rapid Health form over the telephone.

When someone contacts us with a medical problem but cannot complete the form themselves, one of our Care Coordinators may need to go through the questions with them. Because each question has to be read out and the answers recorded, this can sometimes take 15 to 20 minutes.

While that is happening, other patients may be waiting to speak to us about appointments, prescriptions, test results or other queries.

We are therefore changing the way we manage this.

Where appropriate, rather than keeping one member of the team on a call for 15 to 20 minutes, we may arrange to call the patient back to complete their Rapid Health form. This allows us to continue answering other calls in the queue before returning to the patient who needs our help.

We are already seeing this help reduce telephone waiting times.

If you are comfortable completing Rapid Health online yourself, please do. It is generally much quicker to read the questions and select your own answers than for our team to complete the same questionnaire verbally.

However, nobody will be excluded because they cannot use an online form. If you need our help, we will continue to support you.

Rapid Health is coming to the NHS App

We are also making Rapid Health easier to access.

You will shortly be able to access Rapid Health through the **NHS App**, giving you another convenient way to contact us about a medical problem.

When you access Rapid Health this way, your patient details can be automatically populated, so you won't need to enter the same information every time.

Similar functionality will also be available when accessing the service through a desktop web browser.

If you are comfortable using digital services, using them really does help us. Every request that can be completed online leaves more telephone capacity available for patients who genuinely need to speak to us.



Long-term condition reviews are changing too

We are also making changes to how we recall and support patients living with long-term health conditions.

Compass House uses **Abtrace** to help us manage chronic disease monitoring and recalls. As part of this process, some patients will receive a questionnaire to complete before their review.

The information you provide helps our clinical team prepare for your appointment and identify what monitoring, blood tests or other appointments you may need.

If you receive a questionnaire or invitation from us, please complete it as soon as you can and book any appointments or tests requested.

Even if you feel well, regular monitoring remains important. It helps us identify changes earlier and make sure your treatment remains appropriate.

So please don't worry if the way we contact you about your review looks slightly different. The aim is to make our recall process more consistent and help make sure

Helping us understand what matters to you

We welcome patient feedback, including when something has gone wrong.

Complaints and concerns help us identify problems, learn and improve. We are increasingly receiving correspondence that has been written or substantially expanded using artificial intelligence, or AI.

There is absolutely nothing wrong with using AI to help organise your thoughts, particularly if writing is difficult for you.

However, sometimes a relatively straightforward concern can become a very long and formal document, which can actually make it harder for us to understand what has happened and what the patient would like us to do.



The most helpful thing you can give us is your experience, in your own words.

If you are contacting us about a concern, please try to tell us:

- What happened
- When it happened
- What you are concerned about
- What you would like us to explain, investigate or resolve

You don't need legal language, NHS terminology or a lengthy document.

Sometimes a conversation can also resolve a misunderstanding much more quickly than a long exchange of correspondence. Where appropriate, we are very happy to speak with you.

This does not affect your right to make a complaint or receive a written response. It simply helps us understand what matters to you and respond in the most helpful way.

Flu & COVID-19 vaccinations

Our 2026 autumn flu and COVID-19 vaccination clinics are now available to book for eligible patients.

Flu vaccination

From 1 September 2026, the programme includes:

- Pregnant women
- Children aged 2 or 3 years on 31 August 2026
- School-aged children from Reception to Year 11
- Children aged 6 months to under 18 years in eligible clinical risk groups

From 1 October 2026, eligibility also includes:

- People aged 65 years and over
- Adults aged 18 to under 65 years in eligible clinical risk groups
- Residents of long-stay residential care homes
- Carers receiving Carer's Allowance, or the main carer of an elderly or disabled person
- Close contacts of immunocompromised people
- Eligible frontline social care workers who do not have access to an employer-led occupational health vaccination scheme



COVID-19 vaccination

For autumn 2026, the NHS COVID-19 vaccination is being offered to:

- Adults aged 75 years and over
- Residents in care homes for older adults
- People aged 6 months and over who are immunosuppressed, as defined in the COVID-19 chapter of the Green Book

If you are eligible, please book when invited or use the booking options provided by the practice.

Thank you for working with us

We are really encouraged by the progress shown in this year's national GP Patient Survey.

We also know there is more to do.

General practice continues to face considerable pressure and we cannot always provide every patient with their preferred appointment, clinician or method of contact. But that doesn't mean we stop trying to make things better.

Over the past year we have listened to what patients have told us, looked carefully at where our systems could improve and made significant changes to the way patients access and receive care.

Some of those changes are already making a difference. Others will take time to fully embed, and we will continue to monitor them and make further improvements where we can.

Thank you to everyone who takes the time to give us constructive feedback, to our Patient Participation Group for working with us, and to our patients for adapting with us as services continue to change.

We will keep listening, learning and working to make your experience of Compass House better.

The Compass House Team

