

**All appointment and advice requests are made using our Rapid Health online form.**

The quickest and easiest way to do this is by visiting [compasshouse-consult.uk/rapidhealth.co.uk](https://compasshouse-consult.uk/rapidhealth.co.uk) or scanning the QR code.

Completing the form yourself often means a faster response, and in many cases you may be offered an instant appointment to choose from. Using Rapid Health also helps keep our phone lines free for patients who genuinely need support to complete the form.

If you are unable to complete the form yourself, a family member or carer can do this for you. If you do not have online access or need help, please call the surgery and a member of our team will complete the form with you.

For help outside practice hours, please contact NHS 111, or dial 999 in a life-threatening emergency.



### Adult medical request (16+)

- Use this for any new conditions or symptoms
- Be honest and give specific details so we can guide you correctly, (eg. "lump on shoulder" or "rash on leg").

### Home Visit Requests

If you are housebound and need a home visit, telephone the surgery on 01803 855897, and select option 2.

The team will take some details of your problem and arrange for one of the clinical team to contact you.

Where possible, please contact us before 1pm.

### Questions and Admin (16+)

Use this to:

- Request a GP letter or other private work enquiries
- Request a repeat prescription
- Update your personal details
- Request test results requested by the Surgery

"Ask a question" option:

- Use this if the GP has asked to see you again for an ongoing issue with no changes.
- You can also use this for:
  - pessary changes
  - repeat joint injections
  - medication reviews (contact your usual pharmacy for side effect queries).

### Nurse Appointments

Rapid Health cannot be used for booking nurse appointments.

Please visit our website, ([compasshousemedical.com](https://compasshousemedical.com)) and select the "Nurse Appointment Request" option, book via the NHS app, or by telephoning the Surgery.

### Response Times

- Requests are reviewed during normal working hours, (8am to 6pm).
- We aim to respond within one working day.

### TOP TIPS



- Ensure your name, address, and email are up to date with the surgery. The system will not be able to find you if the details you input are different to the ones we hold.
- When entering date of birth, ensure it is in the DD/MM/YYYY format.
- Rapid Health shows real-time availability. The appointments you see are the same ones we have in our system, so calling the practice won't change the dates/ times available.
- If you are unable to self-book an appointment, ensure you press the "Send" button to submit your request. You will receive a message stating your request has been sent.