

# COMPASS HOUSE MEDICAL CENTRES



December 2025

## INTRODUCING OUR NEW APPOINTMENT SYSTEM: RAPID HEALTH

### PLEASE READ THIS LEAFLET CAREFULLY

We are pleased to let you know that from 12<sup>th</sup> January 2026 we will be moving from our current Klinik online system to a new, improved service called Rapid Health. This change follows patient feedback on our current system and knowledge we have gained from multiple successful trials in practices of a similar size and demographic to ours.

Rapid Health is designed to make accessing care easier, faster, and more efficient. Most importantly, in many cases, you will be able to see and book available appointments immediately after completing your form. This means you will know straight away when you can be seen and by whom, giving you more control and clarity over your care.

In order to fully benefit from this change, please ensure we hold an up-to-date email address on your record, and this is the same one used when submitting a Rapid Health form.

*If you do not have an email address, then you can still contact us, and we can complete the form on your behalf.*



### WHAT IS CHANGING?

Similar to Klinik, all patient requests will go through Rapid Health, whether you complete the form online yourself or with the help of one of our Care Coordinators. This ensures every patient is accurately assessed based on medical need and can be directed to the most appropriate clinician or service.

Rapid Health has been reviewed by our own clinicians to ensure that the right problems go to the right person at the right time.

### WHY ARE WE MAKING THIS CHANGE?

We know from our recent patient survey that views on online systems are mixed. Some people find them easy to use and appreciate being able to contact us online, while others told us they find the forms too long or prefer to speak to someone. We understand this. GP practices are required to use a system that safely checks every request and helps us prioritise care, but we can choose the system that works best for our patients. Rapid Health has been chosen because it is quicker to complete, gives clearer information, and directly responds to what you told us would improve your experience by being able to book directly and know when your appointment is.



<https://compasshousemedical.com/>

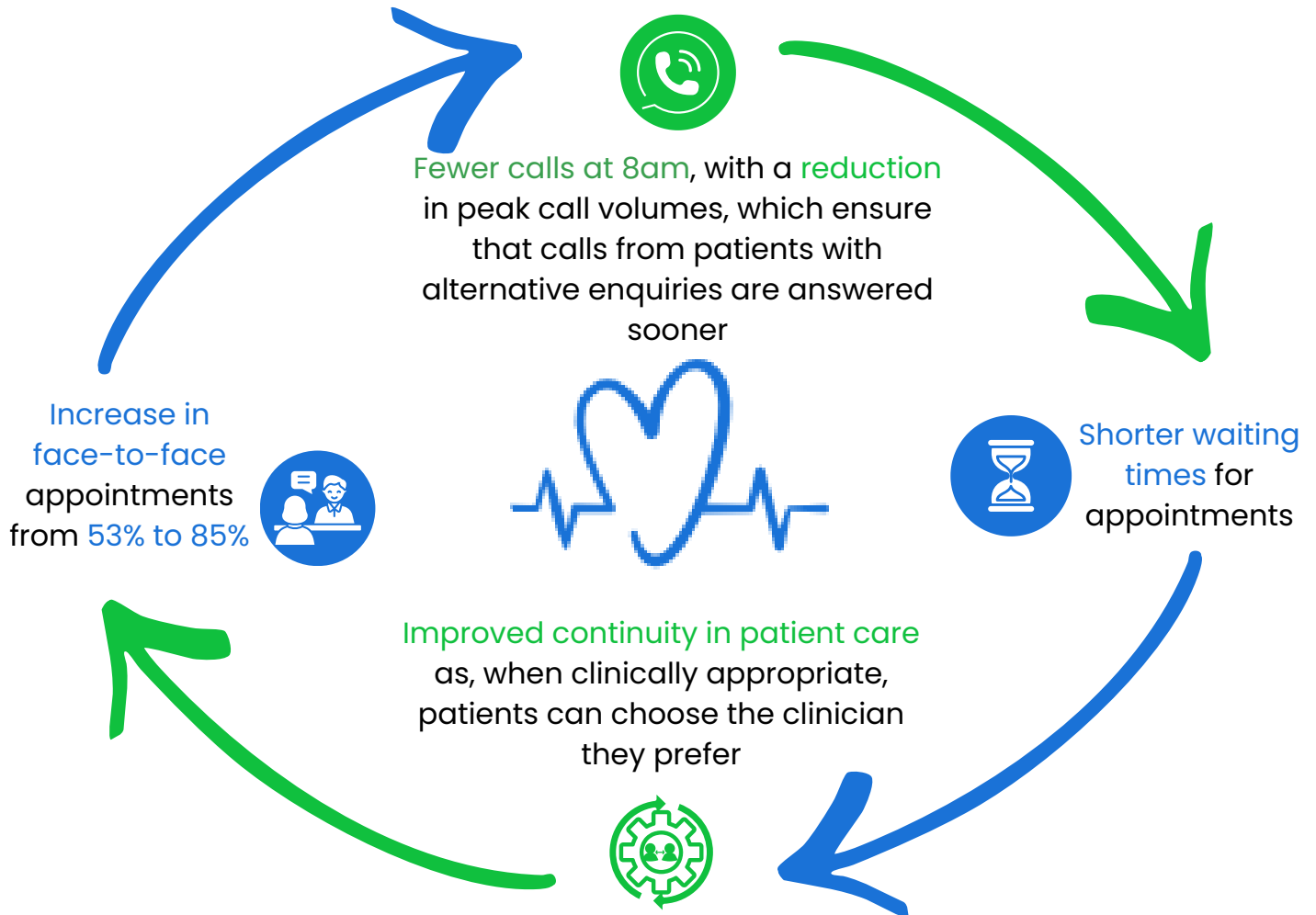


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A practice of a similar size who introduced Rapid Health saw:



We are confident our patients will experience similar benefits.

## WHAT WILL RAPID HEALTH MEAN FOR YOU?

Rapid Health uses clear, structured tick-box questions instead of long free-text boxes. It takes most patients around 5 minutes to complete as it is a simpler, more intuitive form.

## DIRECT BOOKING INTO AVAILABLE APPOINTMENTS

Most of the time, when you finish the form:

- You will see the appointment times you can choose from right away.
- You can pick which clinician to see if it's safe for your symptoms.
- You can choose a face-to-face visit or a phone call, depending on what's best for your health problem.

If the system doesn't give you an appointment straight away, someone from our team will contact you within 24-hours to arrange the right help.

Please remember:

- The system looks at your symptoms and any signs you might need urgent care.
- If your symptoms suggest something urgent, you may only be given a same-day appointment – we strongly recommend you take this.
- If your problem isn't urgent, the appointments you see might be for a date in a few days or a few weeks' time.

## REVIEWED BY OUR CLINICIANS

Rapid Health uses safe, structured questions. Our clinicians have reviewed where each type of health problem should go.

This helps make sure your request is directed appropriately and safely.

## IF YOU ARE HOUSEBOUND

If you are one of our housebound patients, please phone the surgery and select option 2. Our Care Coordinators will ask for a brief description and arrange for one of the clinical team to contact you. Please try to call before 1pm where possible.

## YOU CAN STILL CALL US

If you prefer to phone or cannot access the internet, our Care Coordinators will still be able to complete the Rapid Health form with you. This can still be done either over the phone or in person at the surgery.

Please note that 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 times available.



## EASIER CANCELLATION AND REBOOKING

You will receive an appointment confirmation by email. From that email, you can cancel your appointment or re-book if you need to.

This reduces waiting times and helps us free up appointments for other patients, also allowing patients to manage their appointments without the need to contact the surgery.



## PRESCRIPTION REQUESTS & MORE

Alongside medical queries, Rapid Health allows you to request:

- Repeat prescriptions
- Test result information
- Administrative help
- GP letters and other private work requests
- Referrals, sick notes and more

## HOW DOES RAPID HEALTH COMPARE TO KLINK?

- Rapid Health is much quicker to complete
- Uses tick-box answers which is more user friendly.
- An easier, more accurate way to input your symptoms.
- Offers direct appointment booking instead of vague waiting times.
- Reduces phone congestion throughout the day.
- Gives patients more choice (clinician and appointment type, when clinically appropriate).
- Improves continuity of care.
- Provides faster access to appointments.
- Offers simple email-based cancellation and rebooking.



## ARRANGING NURSE APPOINTMENTS

To make it easier to book with our nursing team, more nurse appointments can now be booked directly through the NHS App, as Rapid Health does not yet allow nurse appointment bookings.

Nurse appointments will still be available through the usual booking links that we also send out by text when patients are due a review of their condition.

We will also be adding a new feature to our website, which will allow patients to book appointments for cervical screening and their yearly COPD and asthma reviews.

Patients can also continue to call or attend in person, and the team will be happy to book nurse appointments in as well.

## HOW TO PREPARE FOR THIS CHANGE

To help ensure a smooth transition to Rapid Health, there are a few simple steps you can take:

- Make sure we have your up-to-date email address on record. This will allow you to receive appointment confirmations, cancellation links and important updates.
- Use the same email address when you complete a Rapid Health form; this will keep everything linked to your medical record and help us respond more efficiently.
- Look out for further communications as we move toward launch. We will be sharing helpful information, including short "how-to" videos, to guide you through the new system.

Taking these small steps now will help ensure you can get the most from Rapid Health from day one

## WE ARE COMMITTED TO IMPROVING ACCESS AND PATIENT EXPERIENCE

Rapid Health will help us use our clinicians' time better, give you more appointments, and shorten waiting times, while still keeping you safe and making sure you see the right person for your problem.

We hope this new system will make it easier for you to contact the practice and know when you will receive care. Thank you for supporting this change.

If you have any questions or worries, please speak to a member of our team. They will be happy to help you.

