



Compass House
Medical Centres

Patient Newsletter

Welcome to our patient newsletter which we publish every other month. Our aim is to keep you informed of services at Compass House and give you important insights into getting the most out of the Practice.

Serving Brixham, Galmpton, Kingswear, Churston and parts of Paignton

August 2019



Staff Changes

We are very pleased to announce we have recruited an additional GP to join Compass House. Some of you will have already met Dr Nicky Stapells as she has been with us over the past year completing her Registrar training, which finished in June.

This month Dr Stapells joins our team permanently and will be working on Wednesday, Thursday & Fridays across both Practice sites.

In This Issue:

- Staff changes
- Lung health programme
- Devon Primary awards
- Galmpton tea party
- Art work
- Totnes dragon boat race
- HIV blood testing
- Karing
- Frequently asked questions and frustrations

Sadly our lovely nurse Pat has taken retirement. Pat has been a longstanding member of the team at Compass House, caring for and treating many patients and their families over the years. She was well known for her personal approach to patient care and really defines the values we look for in our team members. I'm sure you will all join us in wishing Pat well in her retirement.



Lung Health Programme

After the success of the Compass House Pre-diabetic Programme, we have teamed up with the Healthy lifestyles team again this time to deliver a lung health programme for our COPD patients.

We know that lifestyle interventions can make a difference to patients in this group as this can help them adopt healthier lifestyle choices in relation to exercise, diet, and smoking cessation, which in turn can improve lung health.

The programme will run over a 12 week period with follow up's at the surgery annually. We will be sending out invitations to our eligible patients within the coming weeks to invite them to take part.



Winners at the Devon Excellence in Primary Care Awards

Compass House were double winners at the recent Excellence in Primary Care Awards. Our Patient Care Advisors team won “Team of the Year” in recognition of the hard work & support they have provided to our patients & teams over the last few years. Some of the things they have achieved have included increasing immunisation uptake in children, reducing the number of wasted appointments and improving the development of our Health Navigation to signpost patients to the most appropriate service first.

Dr Jon Avery also won the “Patient Choice” award. This award was nominated by the patients themselves and recognises his caring approach to patients and supporting families over his 30 years in General Practice. To win one of these awards is an amazing achievement but to win two is just outstanding and really shows the dedication and care we strive to provide at the surgery.



Galmpton Tea Party

In July we hosted our Galmpton tea party. This was attended by some of our team members, including our new GP Partner Dr James Gunning and our new Pharmacist Tomasz, along with GPs, ANPs, nurses and the management team. There was also representatives from Brixham Health & Wellbeing, Karing, Torbay Hospital Trust & our Carer Support Workers.

A number of patients attended the event and it was a great opportunity to talk about the services and support available to them, as well as listening to their suggestions to improve our services. We had a cake sale on the day and raised over £65 for our practice equipment fund. We would like to thank our PPG for helping at the event.

For our patients who couldn't make it we have created some display boards with some of the additional services and support available at our practice as well a number of our achievements. These are now on display at the Brixham surgery

Sandy Toes Art Work in the Practice

For anyone who has recently visited the Brixham surgery you may have noticed the lovely new art work and pictures we have displayed around the building. These have kindly been provided to us by Sandy Toes a local shop in Brixham. All the art work on display is available to purchase by calling the number shown on the business cards. Be sure to have a look around next time you visit the surgery.





Totnes Dragon Boat Race

In July we took part in Totnes Dragon boat race and had a great fun day out. The team had the fastest time in the second heats and second fastest time in the 3rd heat. Sadly we didn't make it past the semi-finals, but we were against teams who have been competing at the event for a number of years so to do as well as we did is amazing.

We also raised over £400 for both the Children's Hospice SW & Rowcroft. A big thank you to our patients and the local Brixham Community who donated. Well done team Compass House Pirates!



Routine HIV Blood Testing



Following local guidelines, we will now be offering HIV blood testing as part of our routine blood tests. This will also be offered during health check appointments. The reason for this change is that Torbay has the third highest prevalence rate for HIV in the South West of England. It also has a late diagnosis rate of 40% which is slightly below the South West's average of 44.7%.

In 2017, there were an estimated 106,119 people in the UK living with HIV. Of these, it is estimated that 12% don't know they have the condition which increases the risk of onward transmission greatly. While there's no cure for HIV, if caught early enough, there are very effective treatments that enable most people with the virus to live a long and healthy life.

If you would prefer not to be tested then please advise the clinician taking your blood test and we will only take your usual bloods as required.

Karing

Do you need help getting to a medical appointment? Are you interested in attending local activities and events?



Karing is a nonprofit registered charity based in Preston. They run social activities and events as well as providing over 350 clients help with transport to medical appointments for a fixed charge. Their main office is based in Preston just a few doors down from Pembroke House surgery. For information on transport or upcoming events please visit. www.karing.org.uk or call 01803 524799.

July Practice Stats - Did you know?

In July we dealt with:

- 17,691 incoming calls
- 6186 face to face consultations
- 2403 telephone consultations
- 184 Home visits
- 3259 paper prescription items
- 37,595 electronic prescription items
- 4989 items of clinical post / email
- 3537 lab reports assessed
- Referred 1000 patients
- 147 patients did not attend pre-booked appointments



Did you know you can follow us on Facebook and twitter? Please like and share our pages to keep up to date with our latest news and useful Health Care tips.

<https://www.facebook.com/compasshousemedical/>

<https://twitter.com/CompassHouseGP>

Frequently Asked Questions and Frustrations

We often get questions from patients about frustrations they having using some of our services. We thought it would be helpful to explain that while we try to act on feedback and make adjustments, sometimes we are restricted on what we can do. Below are some frequently raised questions that we hope will explain more.

Why is the phone message so long?

We have a contractual obligation to play the safety message first heard when you call our phone lines. This is to advise patients that if they are calling about a life threatening emergency they will need to call 999. When you get into the phone queue you are then played a message on loop which we hope provides useful information to other services we offer. We are able to amend these messages so if you have any suggestions on information we could provide during this wait then please let us know.

Why do we have the radio on? I don't like the music played

We play the radio in the waiting areas to try and improve confidentiality as the background noise can reduce the chances of our reception team being overheard. We recently improved the privacy at our Brixham surgery by blocking in our reception area to help with these issues. We will soon be looking at ways to improve this at Galmpton. We are limited to the radio stations we can choose and what the station plays on the day. We appreciate this may not always be to everyone's taste but we try and choose the least offensive music possible.

Why are there only limited online appointments?

We make 25% of our appointments available for booking online. Our nursing/clinical teams have a wide range of skills but only some of them specialise in certain long term disease management. This means we cannot open up all of our appointments to be available online as patients may book in with a nurse/clinician who is unable to carry out their requested appointment and this results in wasted appointments. We are also restricted to the amount of text we can show on the booking information. We have therefore labelled up a wide range of generic appointments that all of the team can carry out. A guide is available on our website should you require more information.

Appointments that are not available online are available by calling our Patient Care Advisors. We recommend doing this after 11am to avoid peak call times.

eConsult asks too many questions, why?

While the eConsults comes directly through to the Practice the questions embedded in eConsult are designed by eConsult themselves. There are lots of questions so that "red flag" symptoms are not missed and patients are not left waiting for a reply when they may have a serious condition.

We are unable to amend the questions or the amount you are required to answer before submitting the eConsult but we hope you appreciate this is in your best interests to ensure more urgent treatment is not required at the time of submitting your request.