



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

December 2019



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Merry Christmas and Happy New year

2019 has been a great year for Compass House with lots of amazing achievements in our practice. Here are a few things we are really proud of:

- Patient Care Advisors winning Team of the Year at the local and national awards
- Dr Avery winning the Patient Choice award
- Dr Jones, Dr McConnell and our ANP Ian Parsonage being nominated by patients for awards.
- Remain CQC Outstanding following an annual review
- Implementation of more evening and weekend appointments including a monthly clinic at Compass House Brixham
- Supporting over 620 people since April on our Brixham Hospital ward round.
- Seeing 68,912 patients for face to face appointments
- Carrying out over 27,708 calls
- Receiving over 68 written compliments from our patients for the care we have provided
- Implementing our bespoke Fisherman's Policy to support our local population and providing ENG1 medicals to our fishing community
- The support from our Patient Participation Group, particularly at our Galmpton summer garden party and our recent fundraiser event

Our teams work really hard to provide our patients with high quality care and with your support we hope to achieve this again in 2020. We have exciting plans for next year, which include more staff joining the team and extending our clinics and services at Brixham Hospital.

We hope your 2019 has been a great year and would like to wish all of our patients and our Brixham and local community a very Merry Christmas and Happy New Year.



Compass House Fundraiser

We had our fundraising evening on Thursday 21st November and we are pleased to announce we raised over £1450 for our Practice Equipment Fund! This will enable us to purchase a new height-adjustable medical couch for one of our consulting rooms.



A big thank you to our patients & the PPG for organising this event and making the night a great success. Thank you to The Contraband for providing the music and Churston Manor for allowing us to use their venue.

We would also like to thank the following for their kind donations:

The Seahorse in Dartmouth, Churston Manor, Berry Head Hotel, Snows Toyota in Paignton, Bays Brewery, Princess Theatre, Redcliffe Hotel, Nova hair Salon, Savill's Butcher, Ye Olde Smokey House, Shoals on the Lido, Ella's Tea Rooms

Awards

We are delighted to announce that our Patient Care Advisors won the Reception Team of the Year at the national General Practice Awards. This makes them double awards winners, having won Team of the Year at the local Devon awards back in July of this year.



We are so pleased for them and the team at Compass House to be recognised for their hard work and dedication in supporting both our Patients and our teams at the Practice. This is the third award Compass House have won this year as our Dr Avery also won the Patient's Choice Award at the Devon Excellence in Primary Care awards earlier this year.



Galmpton Opening Times

We have been looking at ways we can improve access for patients trying to contact the surgery by phone at 8am as this is our busiest call time. Currently our Galmpton surgery is open from 8am but we only have one Patient Care Advisor there who has to both answer the phone and deal with patients attending the surgery.

To ensure our calls are answered quicker in the morning we will be changing our Galmpton opening time to 8.30 from January 2020. This will allow more Patient Care Advisors to be on the phones and hopefully reduce the queuing time for our patients. We will remain open on a Friday at 7am for pre-booked appointments only for our early morning clinic.

**NEW
OPENING
HOURS**

Test results



Sometimes when you see a clinician you may be asked to have further tests and investigations. This could be in the form of a blood test or a scan.

It is important that following these tests you check to see whether these results are back. This could be done via one of the following methods:

- Checking your results online via Patient Access or the NHS App. Support to do this is available at Compass House; please ask to speak to our Digital Champion if you need help getting online.
- Calling the surgery on our test results line open between 2pm -5pm
- Submitting an administrative eConsult via our Practice website.



Sometimes the clinician will ask the Patient Care Advisors to contact you about your result but they will usually only do this when further appointments or treatment are required. Unfortunately due to the extremely high volume of test requests we are unable to contact all patients regarding their results so we would appreciate you taking the time to follow up your results.

The timeframe for some results will vary but most bloods results are usually back within 7 working days and most scan results are available within 10 working days. If you contact us and your results are not back a member of our team will chase this up for you and report any delay issues.



Home blood pressure readings

We perform lots of blood pressure readings in the Practice and on occasion due to a number of factors patient's readings maybe high or low and they may be asked to submit home blood pressure readings.

We kindly ask patients to only submit 7 days' worth of readings morning and night, unless asked by a clinician to provide more, as 7 days is enough to give our clinicians a good average of how your blood pressure is behaving. We have designed some forms for patients to complete and these are available from our Reception desks or on our website.

Blood pressure monitors are available to loan for a £10 deposit at both Practices.



Dates for the diary

During the holidays we will be closed on the following dates-

25th December- Christmas Day

26th December – Boxing Day

1st January – New years day

If you require medical attention while we are closed please call NHS 111 or for a life threatening emergency dial 999.

Please ensure your repeat prescription requests are in by the 19th December or by the 17th December for home delivery