



Compass House

Medical Centres

All correspondence to: King Street Brixham, Devon, TQ5 9TF
Branch site: 2 Langdon Lane, Galmpton, Devon, TQ5 0PG

Coronavirus update 13/03/2020 – IMPORTANT NOTICE REGARDING CHANGES TO THE APPOINTMENT SYSTEM

Following the recent outbreak of COVID-19, and the Prime Ministers announcement on 12/03/2020 we are taking steps to minimise the risk of exposure to Coronavirus to protect both our patients and staff.

The new advice for Coronavirus is as follows:

- To stay at home (self-isolate), if you have
 - A new continuous cough
 - Or
 - High temperature (37.8 degrees centigrade or higher)
- This is regardless of travel history or contact with confirmed cases and without any testing for COVID-19.
- Any confirmed case of COVID-19 can end self-isolation and return to normal life 7 days after the onset of their symptoms if they feel better and no longer have a high temperature. There is no need for testing.
- Cough may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean you must continue to self-isolate for more than 7 days.
- Any contacts of a confirmed case who were advised to self-isolate can go back to normal routine life as long as they have no symptoms.

Anyone with these symptoms who is WELL can just stay at home and does not need to contact 111 or be tested. Anyone with these symptoms who is UNWELL should go to 111 online for advice. **You must NOT come to the GP practice, 111 will assess and advise you and we cannot offer you help or guidance at the practice.**

The Government has published the following guidance:

- [Stay at home: guidance for people with confirmed or possible coronavirus \(COVID-19\) infection](#)
- [COVID-19: investigation and initial clinical management of possible cases](#)
- The latest public-facing guidance is on the [NHS website](#)

Drs MB McConnell, DGH Ansley, RM Bromige, EC Teesdale, L Jones, JW Gunning
Mrs SL Tedstone & Mr IB Parsonage
Associate Drs PJ Avery & J Lurie.

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For those patients that do not have the above symptoms but require medical advice, we are taking measures in line with the national guidance shared by NHS England and Public Health authorities to minimise risks associated with the virus.

What does this mean for you?

We are moving to manage patient care remotely using a combination of telephone and online access via eConsult to minimise the risk of infection to patients and staff.

From Monday 16th March all appointments will be either through telephone or eConsult in the first instance. This enables you to receive advice and care without attending the practice in person. If the GP or Nurse does need to physically see you, they will still ask you to present at the surgery. In such cases, risks for both the patient and our staff will have been assessed.

In doing this, we reduce footfall through the surgery thereby minimising the risk of any transmission to staff and patients alike. It will also enable us to spend a little more time with those patients who are in most need.

Please do not attend the practice for any reason unless a clinician has asked you to do so and given you an appointment.

We ask you to support us at this time by using our Web Based service, eConsult where possible. eConsult allows patients to self-check their symptoms and, if appropriate your consultation will be sent to your GP within the practice who can act on this the same day. The system is fully NHS accredited and you will be given an appointment if necessary. Please visit www.compasshousemedical.com to use this service.

Existing appointments

All pre-existing appointments are being reviewed by the clinical team. If it is deemed that your appointment is not urgent this may be cancelled and re-scheduled at a later date by the Practice. If the appointment needs to go ahead, wherever possible this will take place over the telephone. If your appointment is being cancelled or changed to telephone, our team will contact you to advise you of this. If the appointment needs to be face to face you will be contacted prior the appointment and asked some screening questions to ensure it is appropriate for you to attend the Practice.

Access to the Brixham & Galmpton Surgeries

Access to the building will be restricted to the patients who have been invited for an appointment by a Clinician.

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Anyone who attempts to gain access to the surgery who has not been invited will be asked to leave the premises.

Only the patient with the appointment will be allowed into the building.

For children, only one parent/guardian will be allowed to accompany the child.

Prescriptions

Paper requests for repeat prescriptions have temporarily been suspended, again to avoid the spread of the virus and you will not be able to collect your prescription from the surgery. We will electronically send the prescription to your nominated pharmacy.

To order a repeat prescription, please either telephone the surgery between the hours of 10:00 at 13:00 or request online. If not registered please contact the surgery to register for online services.

Remember to use the hand sanitiser provided when entering the building or wash your hands in the patient toilets.

We appreciate that these measures could be alarming to patients. To that end we would like to assure patients that we are doing all we can to ensure we can provide a service for patients whilst concentrating our efforts on those who need urgent care, during a time of increased demand on our practice.

Next week we will announce further changes to our service to help keep all our patients and staff safe, whilst still providing you with the best care we can. This is likely to continue to evolve over the coming weeks and may require travel between sites and to other surgeries to be seen.

Please bear with us as we are extremely busy at this time whilst we work really hard to look after our patients. This is a very challenging time for us all and we would appreciate your co-operation during this period of uncertainty.

With thanks,

The staff and Doctors of Compass House Medical Centres

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