



Compass House

Medical Centres

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

Coronavirus update 17/03/2020 – IMPORTANT NOTICE REGARDING CHANGES

Current COVID-19 guidance issued last night regarding self-isolation means that we have a reduced number of staff working at our practice. As a result of this we have made the difficult decision to close our Galmpton surgery until further notice. This is done with patient and staff safety in mind and will allow us to centralise our resources to provide the best level of care for our patients during this busy period. Please do not attempt to gain access to this practice as it will be closed to patients.

What does this mean for you?

The surgery is now working on a total telephone triage model and we ask you to contact the surgery 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. Please note we are not closed and we will continue to see those patients that absolutely require it.

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.

During this period, we will be operating a closed door policy. **Please do not attend the practice for any reason unless a clinician has asked you to do so and given you an appointment.**

If you are given an appointment to attend in person, ring the bell upon arrival and a member of the team will let you in. It is important you arrive on time and if patients arrive late to the appointment they may not be seen. Please follow their instructions about where in the building you need to go to avoid risk to yourself and others. Any attempt to enter the building without a prior appointment will be refused and patients will need to call the main number for all queries, appointments and advice.

Nurses will endeavour to continue to provide care when it is deemed medically necessary but some non-essential care will not be undertaken in the surgery during this exceptional period. So we can manage current and future staff shortages, appointments will only be available a few days ahead. If your treatment is deemed essential and you have a booked appointment, you will be contacted on the morning of the appointment between 8am and 9am. It is important that you answer this call so we can ensure you are still ok to attend the surgery. Appointments not confirmed in the morning will be cancelled and you will need to re-arrange.

Telephone appointments will be available to book with the Nursing team for any support or advice required in managing any long term medical condition throughout this time. They will also be contacting patients to conduct reviews over the telephone.

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.

Tel: 01803 855897 Email: compasshouse@nhs.net Website: www.compasshousemedical.com



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Prescriptions

No paper prescriptions will be available to collect from the surgery. All prescriptions will be issued electronically to your nominated pharmacy. This is going to be a busy time in the surgery and it may take up to 72 hours for your prescription to be authorised and sent to the pharmacy. Patients will not be able to drop their repeat prescription requests off at the surgery. We would encourage everyone to try and order their repeat prescriptions using either their online account or using the NHS App (can be downloaded onto any smartphone). The prescription telephone line will be open between 11am-1pm as per normal for those that cannot access a computer.

Collecting Medication from the Pharmacy

If you collect your prescriptions from Quay pharmacy (the pharmacy in Compass House Surgery) you will no longer be able to access this through the Compass House building. If you need to collect a prescription from this pharmacy, then please go around to the door at the back of Compass House situated just inside the car port and press the doorbell. A member of the pharmacy team will come to the door and deal with your prescription/enquiry. You will not be allowed to enter Compass House Surgery and will need to wait outside whilst they prepare your prescription. You may wish to consider switching to a delivery service at this time. We must ask that patients do not park their cars around the back of the surgery or on the access road at the side as our clinicians require access at all times for Patient Care and visits.

These decisions regarding the changes to our usual operations have not been made lightly. They follow the guidance on managing the outbreak and spread of Coronavirus. The self-isolation rules are affecting our staff numbers so we need to ensure we can still support our patients as best we can whilst keeping our staff and community safe. These measures will hopefully ensure we can keep as many of our patients and staff as healthy as possible to remain open to provide essential patient services during this exceptional period. It is likely that services may continue to evolve further over the coming weeks and may require travel between different surgeries and towns to be seen. This will be the same across the whole of the UK.

Please bear with us as we are extremely busy at this time whilst we work really hard to look after our patients with diminishing staff numbers. Our team are working long hours to provide patient care and we ask that you are polite and courteous to them at all times. This is a very challenging for us all and we would appreciate your co-operation and understanding during this period of uncertainty.

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With thanks,
The Compass House Team

What can you do to help support us?

- 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.
- Please sign up to the NHS App or our online service via our website and ensure we have up to date email and mobile phone numbers for you. If you have friends or family that have not set up emails and online access, please help them to do so as this will mean they can continue to access our services.
- Please do not try to request an early prescription or a longer prescription. The pharmacies have the correct stock for usual repeats. If one person orders more, or earlier this will leave others without medication.
- Please like and follow our facebook page “Compass House Medical Centres” for the latest updates and news.

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