



Compass House  
Medical Centres

# Coronavirus Update 08/04/2020

**\*\*\* IMPORTANT NOTICE REGARDING CHANGES TO OUR PRACTICE OPERATIONS –PLEASE READ\*\*\***



A lot has changed in our practice over the past few weeks but one thing that has not changed is that we are still here to look after and care for you in the same way we always have.

We might not be able to see you in person but we can still eConsult with you, telephone consult and video consult. If we really do need to see you in person we will bring you down to our King Street surgery in Brixham.

If you do come down to the surgery don't be alarmed to see us wearing personal protective equipment such as masks, gloves aprons and face visors or eye protection. This is to protect you

and ourselves from coronavirus and to stop the spread.

We have also created different zones in our practice to enable us to see patients that do still require some face to face care and thought it would be useful to share these details with you so you know what to expect if you are invited to attend the practice.



Please remember at this time we continue with a total telephone triage model and we ask you to contact the surgery either through telephone or eConsult in the first instance. **You can only attend the surgery if you have been invited to do so.** This enables you to receive advice and care without attending the practice in person. Only if the GP or Nurse does need to physically see you, then they will ask you to present at the surgery. In such cases, risks for both the patient and our staff will have been assessed. 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.

All of these measures are following guidance from Public Health England and NHS England and are being implemented across many GP practices in the UK. It is all about keeping you safe, minimising your exposure to patients with COVID-19 symptoms and saving lives of the most vulnerable people in our Community. At the same time we need to keep our teams safe and well so they can keep on working to provide patient care.

At times we will have patients on site with COVID-19 symptoms and so it is essential you follow all of our advice and guidance when you arrive at the practice. We are carefully timing appointments so that patients with COVID-19 symptoms are kept separate from those without. They are also seen in a separate isolation area within the practice. **It is important you arrive on time and if you arrive late to the appointment they may not be seen.**

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## Attending King Street surgery

If you are given an appointment to attend in person;



**Please ensure you have been to the toilet prior to leaving home and that you have washed your hands.** Please ring the doorbell of the main entrance upon arrival.

A member of the team will let you in. This member of the team will be wearing the relevant personal protective equipment as recommended.

On arrival you will be asked to wash your hands with alcohol gel provided.



Please follow their instructions about where in the building you need to go to avoid risk to yourself and others.

## Your appointment

Clinicians and 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, nursing appointments will only be available a few days ahead. If your treatment is deemed essential and you have a Nursing appointment booked, 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.** There have been some instances of patients confirming that they are OK in the morning but have then turned up with a cough or temperature – this is totally unacceptable and puts other patients and our staff at risk. **Please be honest and if you have any of the symptoms we screen for, do not attend the surgery.** Appointments not confirmed in the morning will be cancelled and you will need to re-arrange.

Please do not arrive any earlier than 5 minutes before your appointment, as we do not want patients waiting in the surgery for any significant amount of time.

To reduce the number of people attending the site, please try not to bring any family members or friends in with you, unless you require aid with mobility or your care. If a parent is attending with a child then please can we limit it to 1 parent only and if possible please leave siblings at home. We appreciate this is not always possible and will make exceptions if absolutely necessary.

The Clinician or Nurse contacting you will direct you to attend the correct zone of the surgery for the type of care you require.

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## The Green Zone



The green zone is situated on the top floor of Compass House Medical Centres and access can be gained via the stairs to the left hand side of the main entrance. If you cannot manage the stairs then please let a member of staff know and they will direct you to the lift which will take you to this area.

The green zone is designed for patients who have no COVID-19 symptoms and are attending for routine core appointments that are deemed medically necessary by the clinical team. This includes urgent blood tests, ongoing dressings that cannot be managed by the patient, urgent injectable medications, immunisations, baby checks and urgent smears.

A GP/ANP may arrange to see a patient in this zone (as long as they have no COVID-19 symptoms or are not living with anyone with COVID-19 symptoms) if an urgent face to face appointment is required and the condition cannot be treated or assessed over the telephone or via video consultation.

## The Red Zone

This zone is designed for clinicians to assess any patient who are suffering from symptoms of COVID-19 and cannot be assessed or managed over the telephone/video consultation. We anticipate that this will only be required by a few patients and only after they have been referred to us by the 111 service.



This zone will also be used to assess any patients who are self-isolating with another member of their household who are demonstrating COVID-19 symptoms, even though the person attending may have no symptoms of COVID-19.

Appointments to this zone are only offered after an assessment by the clinician, who will give you a specific time to attend the surgery. To prevent cross contamination it is important you arrive exactly on time. If you arrive early please wait in your vehicle until your appointment time.



On arrival to Compass House Medical Centres please use Entrance A (situated to the right hand side of the main entrance, at the end of the bus bay) and press the doorbell. A clinician will come to the door and greet you. Please wash your hands using the alcohol gel provided and place on the surgical mask and any other protective equipment given to you by the clinician. The clinician will show you to an assessment room and will undertake any necessary clinical assessment before providing you with the relevant advice and /or treatment. On completion of your care you will exit via entrance A. Each room is thoroughly cleaned between patients and all personal protective equipment is changed between patients as well.

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## The Purple Zone

The Purple zone is situated in the car port at rear of Compass House Medical Centres and can be accessed via the road to the side of Compass House. This zone is designed to allow the Nurses and Clinicians to assess and treat patients in their cars. It is used for any patients who are considered at high risk from COVID-19 (shielding or

cocooning patients) that have to attend the surgery for urgent medical needs. This zone is designed to prevent those patients having to enter the GP premises which could increase their risk of infection from COVID-19.



Any patient who contacts the surgery who is considered to be in the high risk category will be firstly assessed by a Clinician. The Clinician will identify if a face to face appointment is required and will if possible try to minimise this by delaying

any test required if safe to do so or look at alternative ways of providing that care. If this is not possible then the patient will be invited to attend the purple zone in their vehicle. They will be given a specific time slot and to prevent any traffic jams it is important you arrive only at the time given. If you invited to this zone, please ensure you are wearing loose fitting clothing or a dressing gown.

You will be asked to pull into either Bay A or B and please drive all the way into the bay. The clinician will approach you wearing full

PPE and will check your name, date of birth and reason for attendance. On confirming your identity they will provide any assessment or treatment with the minimal contact required. On completion of the episode of care you will be instructed to leave the bay and should return straight home. Please be mindful of staff, other pedestrians and vehicles when entering or leaving the bay. These appointments are timed carefully so that shielded patients are seen at the beginning of the day at separate times from all other patients and the pharmacy opening times.



## Home visiting requests

At this current time due to the increased risk of COVID-19 to staff members, home visits will only be undertaken if absolutely necessary. All home visit requests will be triaged by a clinician and all alternative treatment and assessment pathways will be explored.

If a home visit is deemed necessary as the care cannot be delivered in any other way, then the clinician will attend the property wearing full personal protective equipment. If at all possible the assessment will be undertaken in a well ventilated area with the smallest effective amount of contact possible. You will be asked to come to the front door or a window if possible and may be provided with protective equipment to wear.

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## The Pharmacy

Please note that with effect from Thursday 2nd April the on-site pharmacy (Day Lewis) have changed their current opening hours from 9AM - 1PM to 10AM - 2PM.



**Please do not attend the pharmacy outside of these times as we may be seeing patients in this area.**

For the pharmacy you need to continue to 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. **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.** If you have mobility issues and struggle to walk round the practice

you may wish to consider switching to a delivery service at this time to getting someone else to pick up your medication.

## Easter weekend

To help deal with the increased demand on health services at this time we will be open on Good Friday and Easter Monday. Please note that we will be unable to undertake any blood tests on these days and that all **pharmacies will be open 2-5pm only.**

## What if I have COVID-19 symptoms?

If you have symptoms, a temperature above 37.8c AND/OR a persistent cough you need to go online to [www.111.nhs.uk/covid-19](http://www.111.nhs.uk/covid-19). Please only call 111 if you cannot get online. Please do not call or come to the GP surgery and follow the online guidance around self-isolation. In some instances 111 will refer you to contact the surgery for a consultation and we will arrange a telephone call for those referred to us.

## Torbay Community Coronavirus Helpline

Helpline for those affected by the Coronavirus Pandemic, open to the people of Torbay to request help, volunteer their assistance or refer anyone they believe/know needs help. They have phone lines available at the following numbers/hours:

01803 446022 - 8am-8pm, 7 days a week  
01803 857727 - 9am-4:30pm, Monday-Friday



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## What next?

The number of COVID-19 cases will most likely continue to increase in the short term, which will have an impact on all health care provision. There will be patients not poorly enough for hospital, decline to go to hospital or who have been discharged from hospital but still require care and this is where we help. We also still have many patients that will get sick for non-COVID related reasons and those other patients that still require ongoing regular care due to other health conditions.

Our service is going to have to be somewhat different than usual for a while. We are aiming to see only the very necessary cases at the surgery or at home as this protects both our patients and our staff, helping to stop the spread. Most cases will be managed through a phone call or video consultation, but we are still here for you during this difficult period. As pressure on services increase over the coming weeks there may be the requirement to travel to other GP practices or sites for healthcare provision.

Where possible please use our Web Based service, eConsult. This allows you to self-check your symptoms and if appropriate your consultation will be sent to a GP within the practice who will act on it in 24 hours. Please visit [www.compasshousemedical.com](http://www.compasshousemedical.com) to use this service.

Please sign up to the NHS App or our online service via our website as it will be easier for you to access our services over the coming months and quicker for us to deal with your requests, particularly prescription requests. We also have a Coronavirus page on our website [www.compasshousemedical.com/coronavirus-info](http://www.compasshousemedical.com/coronavirus-info) with useful info and links.

## Thank you

Thank you to all of our patients and local community who are supporting us at this time by donating Personal Protective Equipment and other supplies to our surgery. Usual providers of this equipment have run out of stock and we have been so grateful for the donations of disposable aprons, examination gloves, alcohol based hand sanitiser, Scrubs, eye protection (such as Goggles or Full Face Visors), antibacterial wipes, toilet paper and paper hand towels (plus a few little treats!) If you have any donations, please email us [compasshouse@nhs.net](mailto:compasshouse@nhs.net) or drop them off at the practice.

As front line NHS workers all our staff are fairly likely to come in contact with Coronavirus, yet come to work every day for our patients. They have had to respond quickly and professionally to extremely fast changing instructions, rearranging appointments, talking to worried and unwell patients, and working under unprecedented pressure. They have done this without complaint and have adapted to changing demands and roles during this time.

Thank you to our GPs, to our Advanced Practitioner Team and our Nursing team who do an amazing job treating patients in new ways to keep them safe. And a massive thank you to all our staff working tirelessly behind the scenes - our Patient Care Advisors, our Admin team, our cleaner and our fabulous Managers that keep our practice going.

**We stay at work every day for you, please stay home for us.**

