



Compass House
Medical Centres

Patient Newsletter

Welcome to our patient newsletter. 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.

Main site at King Street, Brixham with a branch practice at Langdon Lane, Galmpton

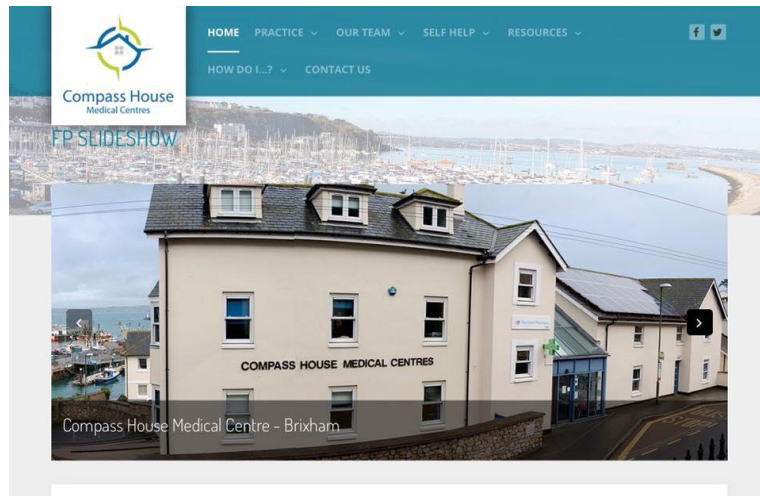
February 2018



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Launch of our new patient website



Earlier this month we were delighted to launch our new Compass House website. It's been totally redesigned with our patients in mind, with information about the practice and services we offer, plus tons of resources for patients such as self-help information and links to other useful websites and organisation for health advice.

The site has been optimised so that it can be easily viewed on a computer, tablet or phone and includes a screen reader for our patients who are blind, visually impaired or have a learning disability. There is also a handy search function so you can easily find what you are looking for.

We are continuing to update the site and make changes following suggestions from our patients so please take some time to explore the site using the web link at the top of the page and let us know what you think.

Helping Patients use online services - 5th March

Our focus for 2018 is to continue to provide the excellent service Compass House patients are used to. One of the ways you can help us is to sign up to online services. Many patients are using this and finding it very convenient to book and cancel appointments, order repeat medications and view test results. To help our patients get the most out of these services we are holding a patient drop in session on Monday 5th March. If you pop down to our King Street practice in Brixham between 11am and 2pm our team will help set you up online access from start to finish and will demo how to access and use the Patient Online system. All you need to do is drop in with some ID and they will take you through the process.





If you have any feedback about the services we provide or have an idea or suggestion we would love to hear from you. Please get in touch via email compasshouse@nhs.net or use the feedback boxes located in both practices.

Health Navigation - The results so far

Health Navigation involves asking patients a few questions to understand the nature of their call using clinically designed protocols, enabling our trained receptionists to offer the most appropriate professional for the patient, which may not necessarily be a GP. We have been auditing the results so that we can monitor the impact this is having on improving capacity, providing quicker treatment and freeing up GPs to do the things only they can do.

Initially we focused on musculoskeletal conditions only such as a painful ankle, knee, elbow, wrist etc. where it is generally more appropriate for a patient to self-refer to a physio than see a GP. The questions that the receptionist ask are clinically designed to see if there are any "red flag symptoms" that would make it more appropriate for a patient to be seen by a GP or by an Minor Injuries Unit. Results from the first nine weeks show that 80% of patients calling with these symptoms had the outcome "self-refer to physio" but only 50% accepted the outcome and contacted the physio service.

Of the remaining 50% that declined the advice and consulted with a clinician, all were then assessed by a GP and subsequently told to self-refer to a physio. This shows the health navigation is working and only sending those patients directly to physio that should go.

Over the period 41 appointments were saved with a clinician, freeing up approximately **5 appointments per week**. The potential saving if all patients had self-referred as advised would have been **extra 10 appointments per week** for this one area alone.

In January we further expanded the conditions that we Health Navigate to include those that can be treated by a pharmacist and will share results in our next newsletter.

The work we are doing at Compass House on Health Navigation has been recognised as a safe and effective model and so we are now training other practices in Brixham, Paignton, Newton Abbot and surrounding areas to use the system.

Great ideas, should be used for more things

Physio was really easy to get hold of and it was quick to book an appointment

The questions I was asked were really clear and the process was easy to use and understand

The surgery is wonderful and the ladies on reception are very nice and helpful

Now understand the reason behind it and I feel it's a good idea to direct patients to the correct service

Patient Feedback
Telephone feedback was carried out with a random sample of 20% of patients Health Navigated

- ✓ 100% of patients surveyed said the questions asked were easy to understand
- ✓ 95% found Health Navigation beneficial
- ✓ 100% understood the advice given
- ✓ 95% would recommend the service continues

Patient Comments

eConsult - What do patients say?

"Efficient use of my time and surgery resources meant I didn't have to make an appointment, which I would have had to book around work and take time out of the office. Much quicker and easier than a face-to-face appointment."

"No need to make myself available for a telephone/face-to-face appointment."

"It allowed me to raise a health query which was non-urgent and obtain guidance on how best to address the issue."

"Quick follow-up phone call from the practice with someone who had all the details so I didn't need to repeat myself."

"I went online in the evening and first thing in the morning I had a call to say my prescription was electronically transferred to my chemist and ready to collect."

"It enabled me to ask some questions of my GP about an issue and reassured me that seeking a face-to-face appointment was appropriate."

"Prompt reply and actually spoke to my own doctor."

econsult Coming Soon

In Late March we will be launching eConsult at Compass House. eConsult is an online platform that allows patients to consult with their own GP simply by completing a quick online form. eConsult will be in addition to the other ways you can access the practice, providing a round-the-clock portal where patients can enter their symptoms and receive instant self-help advice, together with signposting to NHS 111, pharmacies and other healthcare services.

Patients electing to eConsult simply fill out an online form that has been designed to capture the symptoms associated with over 100 common clinical conditions, with red flag sensitivity that alerts the patient to any serious signs of a critical illness that require immediate medical intervention. It works in a similar way to our Compass Health navigation so whether you choose to access the practice via the telephone or via eConsult the advice will be consistent.

The completed patient questionnaire is securely emailed directly to the practice and is added into the GPs workflow. Following the submission of a questionnaire you will receive a response by the end of the next working day, which may be advice, a prescription, request for further tests or an appointment to come in to see a GP a clinician.

eConsult is already being used by more than 300 NHS practices and some 2.8 million people across the country. In the box to the left are some patient comments from people who have used the service in other practices.

We will be sharing further information ahead of the launch.

New faces at Compass House

We recently welcomed Dr Elpitha Bruce to our team at Compass House. Like Dr Mel Shaw, she is a GP registrar, which is a qualified doctor in their final year of training. Registrars can treat your problems in the same way as our other clinicians and work across both our sites.

We believe that having registrars enhances the quality of the medical care that we provide at the practice and enables patients to see a wider range of clinicians, whilst allowing the surgery to benefit from the fresh ideas and approaches brought by young enthusiastic doctors.



Dr El Bruce



Dr Mel Shaw



We are more frequently sending information to our patients via text message and email. If you would like to be kept up to date with the latest news and receive appointment reminders please advise us of your mobile number and email, either by contacting compasshouse@nhs.net, submitting your details online or by informing reception next time you speak to the surgery.



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>

Responding to Patient Feedback

We have been listening and responding to patient feedback to see how we can improve our services at Compass House and have shared below a few recent improvements following suggestions from patients – do keep the feedback coming in.



Telephones

You said “can there be extra phone lines in the mornings when people are trying to make an appointment” and “the phones seem endlessly engaged and difficult to get through”. We are restricted with our current phone system on the number of lines and the ability to use call waiting so we are investing in a new cloud based telephone system that we will be implementing in April.

King Street Waiting area improvements

You said you would like to ensure telephone conversations can’t be overheard whilst patients are sat in the waiting area. We are adding soundproofing around our reception desk in King Street to ensure patient confidentiality whilst our receptionists are Health Navigating. **We’re also lowering our counter desk to make it easier for our wheelchair users to speak to reception.**

Galmpton appointments

You asked for extra appointments at Galmpton and we have been delivering on this. In the past 3 months we made an average of an extra 70 appointments per week available at this site.

Cancelling appointments

You Said you would like to be able to cancel appointment by text message instead of phone. We text out reminders for appointments and we have now introduced the ability to text to cancel your appointment so please make sure we have up to date mobile details so you can use this service. Texts cancel to 07800000199 from the mobile number we have on record for you. Full details of this are included in the text reminder. You can also cancel appointments easily via Patient online services.

Clinician Timetable

You said “Please publish a clinician timetable so we know when staff are in without having to call and check”. We have published the timetable of their standard working days on our website and below.

Clinician	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Doug Ansley	IN	IN	IN	IN	IN	IN	IN	IN		
Dr Rob Bromige		IN		IN	IN					IN
Dr Margaret McConnell			IN	IN	IN	IN	IN	IN	IN	IN
			Alternating		Alternating		Alternating		Alternating	
Dr Erica Lee	IN		IN		IN				IN	
Dr Ed Teesdale	IN				IN	IN	IN	IN	IN	IN
Dr Leah Jones					IN	IN			IN	IN
Dr Janet Lurie	IN	IN	IN	IN			IN	IN	IN	IN
							Alternating		Alternating	
Dr Jon Avery				IN		IN				
Dr Mel Shaw (Registrar)	IN	IN	IN	IN			IN	IN	IN	IN
Dr El Bruce (Registrar)	IN	IN	IN	IN			IN	IN	IN	IN
Ian Parsonage (ANP)	IN	IN	IN	IN	IN	IN	IN	IN	IN	IN
			Alternating				Alternating			
Sonia Lake (ANP)	IN	IN	IN	IN	IN	IN	IN	IN	IN	IN
					Alternating				Alternating	

*Please note although a clinician may be working for a particular day they may not always be available for appointments as they could be doing the on call role that session (dealing with emergencies and home visits), carrying out a specialist clinic (for example Women’s Health, Diabetes, Minor Operations), training, on annual leave or changed days to cover annual leave. All of our clinicians work across both sites and their location changes on a daily basis to allow patients access to their preferred clinician at either site.