



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

June 2019



Practice Pharmacist

We have recently recruited a new Practice Pharmacist, Tomasz, who will be joining the Compass House team in July.

Tomasz will be working with JJ, our current Pharmacist, to assist in medicine management in the Practice. Some of you may recognise him from working in Day Lewis pharmacy.

He will be undertaking a medicine prescribing course over the coming year so that he is able to prescribe & sign off prescriptions like JJ. He will be a welcome addition to our Advanced Clinician Team and a great support to JJ and the practice team.

Saturday Improved Access

We have volunteered to be a pilot site for satellite GP clinics for Improved Access on a Saturday morning once a month. The Compass House Saturday clinics will be in addition to the Saturdays available every week at the Pembroke Hub.

We have already had the first clinic on the 1st June which was a great success; the next clinics will be on the 13th July & 24th August, operating from 8am -2pm.

Like our other Improved Access appointments, these clinics are pre-bookable only via our Patient Care Advisors. We hope this will be a great additional service for our patients to use and improve awareness of the Improved Access services we offer.

Health Coach

We are always looking for ways to improve the health & wellbeing of our patients.

We have recently teamed up with the Healthy Lifestyles team to look at ways we can improve the health of our patients. We are pleased to announce that every Friday from the 7th June we will now have a health coach at the Practice.

Health Coaches are able to offer 1-2-1 support for people looking to improve their health and well-being whether this be through exercise, diet or ways to decrease stress. They will set you up with a plan and follow up with you to ensure you are supported along the way.

To book in with Jonni, our Health Coach, call our Patient Care Advisors on the main surgery number who will be happy to assist.

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Blood in urine –Haematuria

We have received a small grant from Action Bladder Cancer UK to develop our protocols for patients who present with blood in the urine. The grant will help us raise awareness amongst our patients that if they see 'visible blood' in the urine, especially in the absence of an infection, we would want to hear from them immediately. This is because there can be several serious causes of this such as bladder and kidney tumours.



We are also focusing our attention on patients who may have 'non visible blood' in the urine, which is found on dipstick testing, but not visible to the eye as this is also important to check for and investigate where appropriate

Once we have developed our protocols, we will share these with other practices to help improve diagnosis & awareness.

In the meantime if you experience blood in your urine, urine frequency or pain please drop a sample into the surgery and complete one of our urine questionnaires. It is important you tick all appropriate symptoms on the form so we can treat you appropriately.



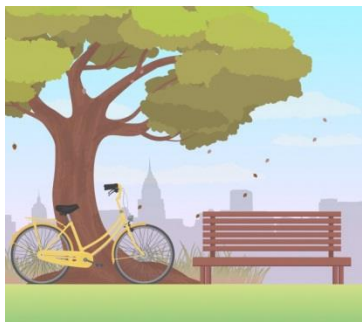
Galmpton Open Event

We will be hosting an open event at our Galmpton surgery on the 3rd July from 4pm - 5.30pm. This will be an opportunity for patients to meet members of our clinical and non-clinical team and learn more about how the surgery works and what we can do for you.

Members of our Patient Participation Group along with some local support & health groups will also be attending the event. Tea & coffee will be provided on the day and we will also be holding a cake sale with proceeds going to our Practice equipment fund. We look forward to seeing you there!

Responding to Feedback

We always welcome suggestions & feedback from our patients on how we can improve the Practice, both internally & externally.



A number of patients suggested we have a bench at our Galmpton surgery so that patients can sit in the garden while they wait for appointments. We are pleased to say that this month we purchased a bench, as requested, which will now be placed at our Galmpton surgery for all to enjoy on a sunny day.

We also received a suggestion to have bike hooks at our practices so that patients riding to the surgery can secure their bikes while they are inside. We thought this was a great suggestion and we are happy to support healthy lifestyle choices so we have purchased bike hooks for both our Brixham & Galmpton surgeries.

If you have a suggestion we would love to hear from you please email these to compasshouse@nhs.net

TalkHealth Support Programmes

Talkhealth is a free NHS accredited online patient support programme.

They currently offer 8 patient support programmes for the following conditions:
psoriasis, wellbeing, eczema in children, rosacea, dry skin, wound, hair loss, IBS

With the following support programmes coming soon:

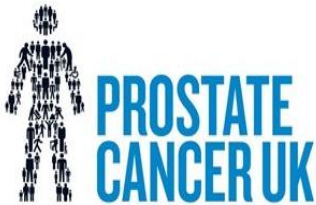
Mental wellbeing, Bladder, Sleep, Menopause, Diabetes, Allergy

Each programme is FREE and runs for between 12-24 weeks. Patients can sign up and register for a relevant programme - once registered, patients are sent a weekly email (which they can download or print off) with practical guidance and self-help information in bite size chunks. The aim is for the patient to build knowledge and confidence each week in managing their specific health condition.

There is also lots of other information on their website and they run regular Q&A sessions on social media on all subjects, there are also forums to ask experts and other members any questions.

To find out more visit the Talkhealth website

<http://www.talkhealthpartnership.com/psp/>



Supporting the community

Last month Dr Bromige & the Torbay lifeboat crew took part in the 24/500 Endurance challenge which saw them run 500 miles in 24 hours.

They were running to raise vital funds & awareness for Prostate Cancer UK. Prostate cancer is a disease which affects 1 in 8 men but early diagnosis means many treatments are available.

We are pleased to say they completed the challenge and have raised over £14,500 which is an amazing achievement. Dr Bromige would like to thank the patients that have donated & supported the crew as they completed this tough challenge.



May Practice Stats - Did you know?

In May we dealt with:

- 18,724 incoming calls
- 5796 face to face consultations
- 2336 telephone consultations
- 109 Home visits
- 3150 paper prescription items
- 37,161 electronic prescription items
- 4,422 items of clinical post / email
- 3285 lab reports assessed
- Referred 989 patients
- 146 patients did not attend pre-booked appointments

Seasonal Health

May to July sees a dramatic rise in people experiencing hay fever symptoms. Symptoms of hay fever include: sneezing and coughing, a runny or blocked nose, itchy, red or watery eyes, itchy throat, mouth, nose and ears, loss of smell, pain around your temples and forehead, headache, earache, feeling tired. There's currently no cure for hay fever and you can't prevent it. But you can do things to ease your symptoms when the pollen count is high see below.



Do

- Put Vaseline around your nostrils to trap pollen
- Wear wraparound sunglasses to stop pollen getting into your eyes
- Shower and change your clothes after you've been outside to wash pollen off
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth



Don't

- Do not cut grass or walk on grass
- Do not keep fresh flowers in the house
- Do not smoke or be around smoke – it makes your symptoms worse
- Do not dry clothes outside – they can catch pollen

If you have need help managing your symptoms, speak to your local pharmacist. They can give advice and suggest the best treatments like antihistamine drops, tablets or nasal sprays to help.

More information is also available at - <https://www.nhs.uk/conditions/hay-fever/>

Finalist's in Devon Excellence in Primary Care Awards

We are delighted to announce that our Patient Care Advisors have been selected as finalists in the Devon Excellence in Primary Care awards awards for "Team of the year".

Dr Jones & Dr Avery have also been selected as finalists in the "Patient choice award" as nominated by our own patients. Thank you to the patients who took the time to nominate our clinicians, it really means a lot to be recognised for the work we do.

As well as 3 finalists for these awards, Compass House also received several other nominations including Dr McConnell & Ian Parsonage in the Patient Choice Awards category, our Pre-Diabetic project for the Innovation award and our Practice Manager Stephanie Tedstone in the Inspirational Leader category.

The awards night is scheduled for the 5th July. We are very lucky to have such an amazing team and to have 3 in the finals is a great achievement!

