

Dr Margaret McConnell
Dr Douglas Ansley
Dr Robert Bromige
Dr Edward Teesdale
Dr Leah Jones
Dr James Gunning
Dr Jon Avery
Dr Janet Lurie
Dr Victoria Nute
Mrs Stephanie Tedstone (Practice Manager)



Compass House Medical Centres

Services are provided at:

Compass House Medical Centres, King Street, Brixham, TQ5 9TF. 01803 855897

Branch Surgery: Compass House Medical Centres, 2 Langdon Lane, Galmpton, TQ5 0PG

Compass House Medical Centres is a Partnership comprising of Dr McConnell, Dr Ansley, Dr Bromige, Dr Teesdale, Dr Jones, Dr Gunning, Mrs Tedstone, Mr I Parsonage

Registered Manager: Mrs Stephanie Tedstone

Statement of Purpose

Aims and Objectives

This medical practice consists of dedicated and professional employees. We aim to provide medical care and treatment of consistently high quality for all patients with services that meet patients' needs and wishes. We aim to make care and treatment as comfortable as possible.

The purpose of Compass House Medical Centres is the management of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable. It also includes the general management of patients who are terminally ill and management of chronic disease in the manner determined by the practice, in discussion with the patient and their relatives or carers as appropriate.

The Practice's priority is to provide the highest standard of clinical care to patients registered with the Practice, ensuring we work collaboratively with other healthcare providers and support organisations, to enable more of our patients to be treated in a primary care setting, closer to home.

We aim:

- To understand the expectations of our patients
- To motivate and invest in our team and acknowledge their value
- To encourage all team members to participate in achieving our aims and objectives
- To clearly set and monitor targets in all areas

Our objectives

The objectives of the practice are to deliver a service of high standard in line with professional standards and:

- To be accountable for individual and team performance
- To support each other in achieving patient expectations
- To maintain the highest professional and ethical standards
- To rapidly respond to the needs of our team and our patients
- To ensure our staff are trained and competent through investment and personal development
- To ensure that patients are treated with honesty and integrity, in complete confidence and with the utmost discretion

Consultations

All consultations are carried out with patients (and their families/carers if appropriate), by qualified personnel in the privacy of the consultation room, on the phone or via eConsult. Records of all consultations and treatments are kept electronically within the patients notes.

All patients wishing to register with Compass House Medical Centres will be asked to complete the new patient questionnaire which informs the practice of past health and present lifestyle. This enables us to better understand a patient's medical needs until medical notes arrive from the previous surgery.

We care about providing the right treatment to patients, so treatment and procedures are only carried out after fully discussing the benefits and risks with the patient. Patients have the right to ask questions regarding their care at any time.

Patients have the right to make their own decisions regarding medical treatment and care. This practice operates a consent policy, which will be issued on request at any time for the patient to read and understand prior to proceeding with any treatment. Consent to treatment must always be given freely and voluntarily by a person capable of making decisions regarding the treatment.

The privacy and dignity of patients is respected at all times. If a chaperone is required during a consultation or examination, this will clearly be recorded in the patient notes.

Services provided

Compass House Medical Centres regulated activities are:

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Minor Surgical procedures
- Maternity and midwifery services
- Family planning

The full range of services provided (including referrals) is:

- A full range of General Medical Services as set out in our PMS practice agreement
- Anticoagulant Service
- Baby Clinic & immunisation
- Blood Pressure Reviews
- Cervical Cytology

- Child health surveillance
- Childhood developmental checks, vaccinations and immunisations
- Contraceptive services
- Dietetics
- Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease
- District Nurse, Health Visiting
- Dressings
- Flu Clinics
- Health promotion services for young people and adults of all ages (Well man / Well woman)
- Immunisations
- Maternity Medical Services
- Minor surgery services
- New patient consultations
- Obstetrics services
- Podiatry
- Phlebotomy
- Removal of Stitches
- Smoking Cessation Service
- Warfarin Monitoring

Services are provided to the whole of the population and Compass House Medical Centres does not discriminate against individuals or groups on any grounds. The Practice is committed to developing and maintaining a safe and secure environment, for its patients, staff and visitors and recognises its duty to take all reasonable steps to protect and support its staff.

Violent and abusive behaviour includes bullying and or harassment of any description. Violent or abusive behaviour by patients, visitors or staff is not tolerated and decisive action will be taken to protect staff, patients and visitors.

Premises

Situated in the picturesque town of Brixham which lies at the southern end of Torbay, approximately 50 minutes from Plymouth and 15 minutes from Torquay. The main surgery at King Street comprises of 8 GP consulting rooms, 6 treatment rooms and two waiting rooms with views over Torbay. A pharmacy is located on the lower ground floor and all floors are served by a lift for ease of access. There are a few parking spaces in King Street subject to restrictions. These are not specifically for the use of our patients. We have one disabled parking space with level access to the practice. Otherwise parking is available at the Breakwater car park or in Brixham town. It is a road traffic offence to park in the lay-by outside the King Street Practice. This facility is for the use of the bus service that stops at the Practice and ambulances that are responding to 999 calls.

Our branch surgery at Galmpton comprises of 3 GP consulting rooms, 3 Nurse treatment rooms and a comfortable waiting room. There is parking at the Galmpton surgery for patients and staff.

Compass House Medical Centres operates a smoke-free policy and the building and car park are designated no smoking areas.

Patients are requested not to use mobile phones within the practice building.

Appointments

We operate an appointment system that has been designed to reduce backlog so that patients can receive the care they need in a timely manner, as well as allowing the system to be responsive to on-the-day emergencies.

We do this by offering the majority of our GP and Advanced Nurse Practitioner (ANP) appointments on the day as we find that those booked in advance have a high rate of non-attendance. Our on the day system creates more capacity allowing us to see a greater number of patients. We do have a limited number of pre-bookable appointments that can be booked up to two weeks in advance.

All patients are registered with the practice and will have a named GP, however if a patient wishes to see a particular doctor we will do our best to accommodate that wish, but where there is limited appointment availability, it may be more appropriate to see the next available clinician.

Home visits are available for those patients who are too unwell, disabled or frail to be able to come to the surgery. Home visits for reasons of convenience or transport will be declined.

Patient surveys

Compass House Medical Centres values the views of its patients, staff and visitors and uses these to inform the provision of treatment and care of patients. Patients are welcome to leave feedback at anytime, either in the practice, via our website or through our annual patient surveys.

Complaints

Patients are asked that, in the event of any complaint, to speak or write to our designated Complaints Manager Emma Trayhorn. A copy of the complaints process is available on request.

Our complaints procedure is designed to make sure we settle any complaints as quickly as possible. We acknowledge complaints within 3 working days and aim to have looked into the complaint within 10 working days of the date when it was raised. We shall then be in a position to offer an explanation or meeting as appropriate. If there are any delays in this process, we will keep the complainant informed.

When looking into a complaint we shall aim to:

- Find out what happened and what went wrong
- Identify what we can do to make sure the problem does not happen again

If the complaint is on behalf of another person, the rules of medical confidentiality will be kept and written consent from the patient is required.

We constantly aim to improve the service we offer, so we encourage all patients to let us know when we have done something well or if there are any suggestions as to how we can improve something.

We support a patient participation group at this practice and details can be found on our website or by asking within the practice.