



## PATIENT NEWSLETTER

Welcome to our bimonthly 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.



### Compass House 2020 Achievements

2020 has been a different year than we had ever imagined. The global coronavirus pandemic caused unprecedented changes to everyone's daily lives, ours included. Despite this, we have still managed to achieve so much:

- Adjusting our processes to be able to safely continue seeing patients throughout the pandemic
- Carrying out over 43,192 calls
- 50,015 patients for face to face appointments
- Supporting 450 people at Brixham Hospital on a daily ward round, including supporting those recovering from COVID-19
- Receiving over 128 written compliments for the care we have provided
- Remaining CQC outstanding
- Being the first Practice in Devon to take part in a commitment to Carers
- Becoming a Hidden Disability friendly Practice
- Employing 7 additional staff members
- Taking part in National COVID-19 research studies
- Carried out our biggest flu campaign ever in a socially distanced way
- Our nursing team winning a Chief Nursing Officer Silver Award.
- A new flu vaccination programme for patients aged 50+
- Planning and starting to deliver a COVID-19 vaccination programme

Our team works really hard to provide you with high quality care even when they themselves have faced the same challenges or concerns. They have supported each other and our patients through many hardships and we are extremely proud of their dedication to the Practice and the Brixham community.

We would like to thank you, our wonderful patients for your support this year, the kind words, gifts and donations of PPE to help us during this time. We have already received many Christmas gifts for the team, which we keep until just before Christmas and then divide out amongst the whole team so everyone gets a little something. Thank you from the bottom of our hearts. It really does mean a lot to us all.

With the COVID-19 vaccinations now starting to be delivered, in time, we will start to see a return to a more normal way of life during 2021. We would like to wish everyone a well and Merry Christmas and a Happy New Year. Stay safe!

## Welcome Dr Clare Delany



We are pleased to announce that Dr Clare Delany will be joining our team on a permanent basis from January. Dr Delany joined Compass House 9 months ago, covering Dr Janet Lurie's maternity leave and we are delighted that she is joining our team as a GP Partner. Dr Lurie will also be returning back in the practice from February, following the birth of her baby boy, Dylan and we can't wait to welcome her back.

Whilst our practice continues to grow steadily in patient numbers each month, we match that growth with extra staff to ensure we maintain our high levels of service for all our patients, and our Brixham community and the surrounding areas we serve.

In the past 12 months alone we have employed an extra 7 staff, plus added 2 new permanent GPs to our team - Dr Nute and Dr Delany. We have two new Occupational Therapists with a specialist background in mental health joining our team early next year as well as currently working on plans to have a dietician and physiotherapist available on site with direct access for our patients. We will provide more details about these new additional roles in the New Year.



If you know anyone who would like to join our practice as a patient, they can download forms from our website <https://compasshousemedical.com/how-to-register-with-us/> or collect them from the Practice.

## Self-care Update from Social Prescribers



Thank you for all your support during virtual self-care week; it was a fantastic, interactive, informative and fun week which filled our Compass House Facebook page on the 16-20th November. Highlights included the Big Self-care quiz, yellow socks day and even a radio interview with Riviera FM!

Self-care week is an annual national awareness week that focuses on embedding support for self-care across communities, families and generations. It's important that in these uncertain times we are taking time out to care for ourselves.



Each day had a different theme: Healthy Lifestyles Day, Combatting Loneliness and Isolation day, Carers Day and Everything Social Prescribing. Our aim was to involve all our Primary Care Network Facebook followers (Compass House Medical Centres, Chilcote Surgeries and Pembroke House Surgeries) staff and school children.

If you missed self-care week then why not take a look back at our facebook page [www.facebook.com/compasshousemedical](http://www.facebook.com/compasshousemedical)

## Compass House Nursing Team Win a Prestigious National Chief Nursing Officer Award

Our brilliant nursing team have received a prestigious Chief Nursing Officer (CNO) Silver Award. The CNO awards were launched in March 2019 with the aim to recognise teams and individuals who have excelled in their roles. A silver badge award celebrates performance which goes above and beyond the expectations of the role and we are so proud that our whole nursing team have received their own individual silver badges in recognition of their ongoing outstanding work.

The team were surprised during a meeting by Ruth May, the Chief Nursing Officer for England, who presented the awards herself via Zoom.



We are all so proud of our amazing nursing team and think that it's great they have been recognised nationally with this award for consistently delivering such a high level of care and patient satisfaction.

## Flu Vaccines for 50-64 Year Olds

From the 1st December, we are able to vaccinate patients aged 50-64 who do not fall into the usual at risk groups.

As this has been decided so late in the year, there is limited flu vaccine stock available so we will be booking patients on a first come first served basis until our supply runs out.

To book in please call our Patient Care Advisors after 10am when the phone lines become slightly quieter.



## COVID-19 Vaccinations

Some of our most at risk patients have started to receive their COVID-19 vaccinations at the Riviera International Conference Centre (RICC) in Torquay. This is a joint initiative with all the practices across Torbay. The vaccination consists of two injections at least 21 days apart and both injections are needed for the vaccination to be effective.

During these early weeks, the vaccination supply is very restricted and is only being offered to a select number of people who the government view as most vulnerable – those 80+ and who are at high risk of COVID-19 complications, starting with the oldest. Those eligible patients have been called and booked in. As we receive more supplies, we will continue to call in eligible patients.

As supply of this initial vaccine is very limited, only those invited will be able to have the vaccine. Carers or household members will not be eligible in this cohort. Eventually, all the “at risk” categories and other cohorts will be invited for their COVID vaccination as and when supply allows over the coming months. This vaccination programme is likely to continue for many months and as we receive guidance and information on the next cohort and further supplies, we will communicate this to our patients.

This a mammoth task for GP practices on top of our usual work and extended flu vaccination programmes this year. All patients registered with a GP practice across Torbay who are eligible for the vaccination will be vaccinated at RICC and parking is available on site. RICC was chosen due to the strict social distancing measures that need to be in place to protect patients and the special conditions the vaccine needs to be stored in, along with the very strict timescales for the two doses, meaning it can only be achieved on a Torbay-wide level at one location.

Please avoid calling us about the vaccine at this time as we are using all our resources to notify those who are eligible and arranging their appointments. We will also have some of our staff working at the centre delivering the vaccines which means we have less staff available in the practice.

Thank you for your understanding and support at this incredibly busy time.



## Dates for the Diary

During the holidays we will be closed on the following dates:

**25th December – Christmas Day**  
**28th December – Bank Holiday (Boxing Day)**  
**1st January – New Year's Day**

If you require medical attention while we are closed please call NHS 111 or for a life threatening emergency dial 999.