



# 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.



## Practice Awards

We are thrilled to announce that the practice has been shortlisted for three awards in the National General Practice Awards. This is a huge achievement for our Practice in Torbay. The shortlist nominations are in the following categories, GP team of the year, Steph Tedstone, Practice Manager of the Year and JJ, Pharmacist of the Year.

The awards recognise the hard work the teams and individuals have undertaken both during the pandemic and before. The support they have provided and continue to provide to our patient population even in the height of the pandemic is second to none. They have done this despite their own personal struggles and worries about covid-19, having been driven by the need to provide and improve patient care.

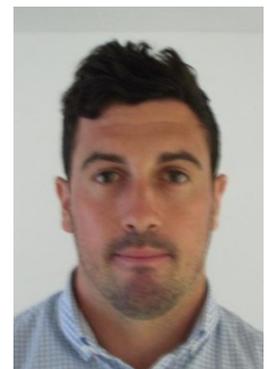
I am sure you will join us in congratulating them for their hard work and efforts. The awards will take place in December in London where we hope to bring back a trophy or two!

## Our new GP's

This month we are pleased to welcome two additional GP's to our growing Compass House team, Dr Tamsin Douglas & Dr Chris Winiger.

Dr Tamsin Douglas has been a GP for three years having initially trained in Plymouth before moving to Practice in Bristol, where she developed a particular interest in paediatric medicine. Dr Douglas and her family recently moved back to Dartmouth where they enjoy coastal walks as a family in their spare time.

Dr Winiger has been a GP for many years having trained in Nottingham before moving to Australia where he worked for a home visiting service in Cairns. After having children he decided to move to Totnes to be closer to family. He enjoys all aspects of General Practice but has a particular interest in Dermatology and joint injections. In his spare time he enjoys, tennis, fishing and watching Wolverhampton Wanderers.



Our new GP's will work at both our Brixham & Galmpton sites and be a great addition to our clinical team.



## Coil fitting/removal



We are pleased to announce that Dr Janet Lurie has completed her Women's Health training and we are able to continue offering our patients coil fitting & removal at Compass House. Coils are a small device that sit within the uterus (womb)

The benefits of coils include:

- long term reliable immediately reversible contraception for 5-10 years
- reduction of heavy or painful periods
- low or no hormones
- can be used as the progesterone part of HRT in women with a uterus (womb)

If you are interested in having a coil fitted then please contact the Practice for further discussion. Information about coils is available on the websites detailed below, or via our website.

<https://www.sexwise.org.uk/contraception/ius-intrauterine-system>  
<https://www.sexwise.org.uk/contraception/iud-intrauterine-device>



## Diabetic Support

We have a brilliant team of nurses at Compass House, some whom specialise in diabetes prevention and control. In order to support patients in managing their diabetes they have put together some useful information which is available on our website

<https://compasshousemedical.com/diabetes-what-to-do-when-you-are-ill/>

This information includes -

- Type 1 Diabetes- What to do when you are ill
- Type 2 Diabetes – What to do when you are ill
- How to manage Type 2 diabetes if you become unwell with coronavirus and what to do with your medication
- Getting the most from your sodium glucose co-transporter2 inhibitors (SGLT2i)

We hope you find the information useful. If, however you are a diabetic patient and struggling with elements of your diabetes control, then please call our Patient Care Advisors and they can book you an appointment or telephone call with one of our specialist diabetes nurses to discuss your symptoms further.

## COVID booster vaccines

From Monday 25th October, all vaccination bookings for the English Riviera Centre (ERC) are now made via the National Booking System (NBS).

This means you can phone 119 or go to <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> to book your first, second, or booster COVID-19 vaccination. Walk-ins will still be accepted between 8.30-4pm daily for anyone aged 16 or over but appointments are preferred.

We will no longer be able to make appointments for you, as we do not have access to the booking system. Clinics operate Monday to Friday, between 8.30am – 5pm. Boosters will only be given once 182 days has elapsed from second dose.

If you have received a letter or text message regarding a third primary dose vaccination due to a health condition or medication you take, then you can walk-in to the ERC during any clinic. You must bring a copy of the letter or text message with you or you will be turned away.



## Flu vaccine update

Despite national delays in flu deliveries, we have received our final stock delivery and are able to open up more flu appointments at our Brixham & Galmpton surgeries.

Eligible patients include those who –

- are 50 and over (including those who'll be 50 by 31 March 2022)
- have certain health conditions (Diabetes, COPD, severe Asthma, heart disease)
- are pregnant
- are in long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis)
- frontline health or social care workers

Appointments are available to book via online services such as the NHS app, Patient Access etc or by calling our dedicated flu line (option 1) on the phones after 10am



## Face to Face appointments

General Practice seems to have been getting a bit of a bad press lately with a particular emphasis on lack of face-to-face appointments. We wanted to reassure our patients that despite what the news may report our clinicians continue to bring patients in for appointments (face to face) who they feel they clinically need to see.

At Compass House we operate a Doctor First system, having done this for several years. This means that the clinicians are in charge of their own clinics and decide which patients from their list they can safely consult with over the phone and which patients they need to review in person. This system for many years now has enabled us to provide more capacity to our patients and enables the clinicians to have longer face to face appointments with the patients they bring into surgery for review.

Our nurses' appointments remain face to face and pre-bookable up to two weeks in advance. We also offer face to face appointments with our Physios, Social Prescriber Link Workers, Carer Support Worker & Mental Health Practitioners as required.

We understand that sometimes lack of appointment capacity can be frustrating for our patients. Unfortunately, we are not an unlimited service and despite all the extra clinical resource we continue to add to our Practice we will always remain under pressure as the demand is far beyond anything we have ever known. To that extent we ask that our patients be understanding to our teams of the pressures faced by General Practice. We offer the best service we can each day we are open, but we are not immune to illnesses or Covid and of late our teams have been suffering as much as our patients, so please be kind when you call.



# Positive Feedback

Thank you to all our lovely patients who have taken the time recently to phone and email in and pass on their thanks to the teams working at the Practice, it really means so much to everyone when we receive positive feedback, some of which we have shared below.

Compass House Practice is a well resourced and caring practice, that is up to date with modern methods of communication, but still always answers the phone. The balance of modern methods and good old fashioned care never fails to impress

I have had to phone the prescription team for help twice recently and on both occasions the member of staff answering the dedicated prescription phone line has been extremely helpful and efficient but also courteous and kind. I find that all the front line staff at Compass House answer the phone in a friendly manner and all have a 'can do' manner which makes all the difference.

I just wanted to say a big thank you to all the team at Compass house for the help and support I received recently. When you need the NHS it certainly looks after you and gets things done! As a person who works full time it is difficult to fit in with the normal 9-5 but you helped with early morning blood appts and econsults. I had calls that were not requested but to inform me of findings and further investigations required. This really helped to allay any fears. Times are very stressful in GP practice I know, but credit where credit is due..... you are doing a marvellous job!

Thank you very much to all the team at Compass House for all your continued excellent support you bring to the community in Brixham, you are much appreciated.

Thank you for going that extra mile to find out what was wrong with me and get the ball moving to get me well. Things could have been so different for me if you had not taken such care.

Over the last six months, I've had some complicated problems, and quite a lot of pain. However, I have been treated with unfailing kindness, consideration, efficiency and understanding by all your staff, on the phone and in person. So I'd like to thank Doctor Jones and all your other staff who've helped me. These are difficult times. But I think you've dealt with it admirably.