



# 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.

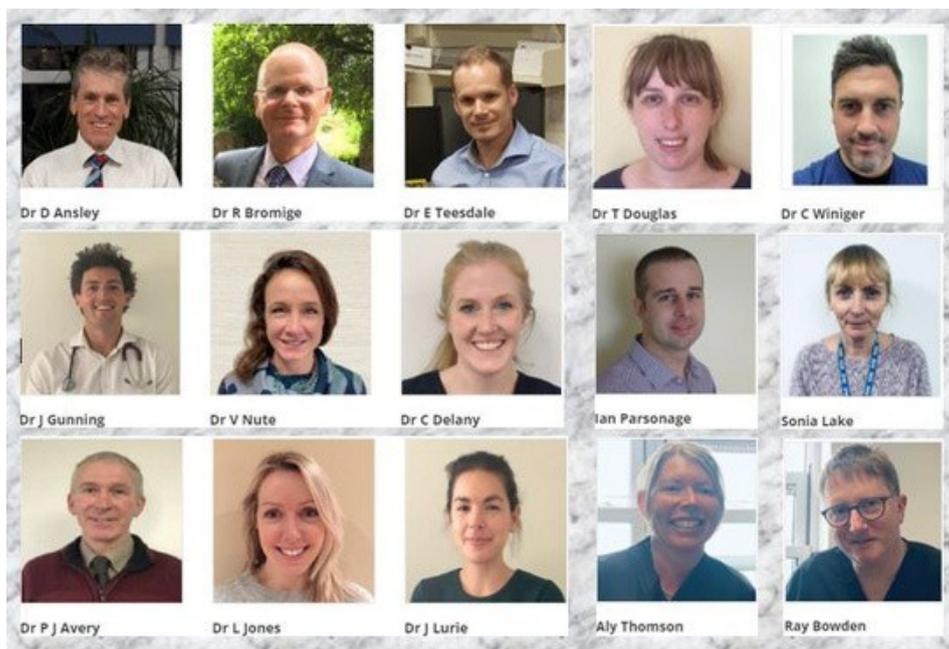


It has been a busy few months at Compass House Medical Centres. In the run up to Christmas we had a number of staff isolating with COVID-19, and we also had to dramatically increase our support at the Vaccine Centre following the Government’s announcement to speed up the COVID booster programme.

Despite all these challenges, the Teams continued to support our patients with on the day care, routine nurse appointments, as well as the services we offer from our extended Teams such as the Mental Health Practitioners, Social Prescribers & Physios. We always try our best to ensure our patients are looked after and we couldn’t do that without the devoted Team members we have at Compass House who always go above and beyond for our patient population.

Staying true to our values of quality patient care, we are pleased to have expanded our Team in line with our growing population and patient list size. We have recruited 2 new additional GP’s, which now means our Practice has 11 permanent GP’s, 4 Advanced Care Practitioners, and 2 GP registrars, meaning our patients continue to benefit from a high level of continuity of care and wide variety of clinical knowledge.

Alongside our Clinical Team we have also expanded our Patient Care Advisory team having recruited 2 additional team members, which means we are able to deal with the growing volume of calls we have every day and continue to keep our call wait times below the national average.





## Dr Vicky Nute's Health Tips



Dr Vicky Nute is one of the GP's at Compass House. Vicky has a specialist interest in lifestyle medicine and promoting healthy well-being. Each month she will be sharing some easy to achieve health tips with our patients;

You can find these on our Compass House facebook page -[@compasshousemedical](https://www.facebook.com/compasshousemedical) or our website <https://compasshousemedical.com/dr-v-nutes-top-tips-for-a-healthy-lifestyle/>

Below is Vicky's February health tip which is about water-

To maintain life, water is essential, start making it part of your daily routine. Small changes to your routine have BIG long term health benefits. While there is no exact amount of water an average human should consume, it depends on multiple factors and is different for individuals, we know the majority of us drink too little water.

My challenge to you this month is to become aware of how, when and what you drink. Track it, record it and monitor your wee; starting your journey to take control of your health. Before each meal have a glass of water – try it, a simple health hack. Continue to enjoy your tea and coffee alongside just add in a few glasses of water throughout the day too. No more than 4 caffeinated drinks in 24 hours. Let me know how you get on.

This small health change will improve your concentration, your energy levels throughout the day, help with weight management, BP control, reduce achy joints, improve sleep, and reverse and prevent constipation.

Our bodies are amazing and they maintain 'body water homeostasis' by signaling to you 'THIRST'. Therefore RULE 1: if you are thirsty DO NOT ignore get a glass of water. (Note older people are not as sensitive to the 'thirst' signal so may not be aware they are dehydrated and may need gentle encouragement)

The body is incredible; if you drink too much the kidneys make you 'wee' more, if you drink too little urine output is reduced. Aim to be urinating approximately 6-10 times per 24 hours – if it less than this you are NOT drinking enough. Record it and see how it changes on work days compared to weekends. Can you bring a water bottle to work – try adding a slice of lemon, or dash of sugar free squash , or even a slice of cucumber.

Rule 2: observe your 'wee' is it dark , or clear – aim for pale urine. To assess your own hydration clearer urine leads to improved concentration, more energy and better physical and mental performance at home and at work. Clear urine means toxins have not been left to build up, your kidneys are being well supported, and your body functions work more efficiently .

Finally avoid fizzy drinks, flavoured waters, and squashes with added sugar as these all mess with your pancreas, metabolism, and risk of developing Type 2 Diabetes. Consider tracking your water intake with a free water tracker app such as 'Daily Water Tracker Reminder' available for iOS and Android.

I can't wait to hear your progress and journeys.

Dr Vicky Nute

## Physiotherapy appointments

Sally & Steph are our in house Physiotherapists, working at Compass House on a Wednesday and Thursday morning. They provide physio support to our patients who have new musculoskeletal pain, as well as being able to carry out certain types of joint injections.



In addition to this they can also help manage;

- Tension headaches
- Frozen Shoulders
- Carpal Tunnel Syndrome
- Back pain which is muscular in nature
- Feet and ankle pain



Physiotherapists are able to assess and diagnose new musculoskeletal problems and can provide advice on the treatment and management of musculoskeletal pain or conditions. If patients require ongoing rehab physiotherapy, such as for Osteoarthritis of the joints or ongoing chronic musculoskeletal problems, then Self-Referral to the Physiotherapy service maybe required.

Appointments for Sally and Steph can be made by speaking to our Patient Care Advisors. Patients can also self- refer to the usual Physio team via the website- <https://www.torbayandsouthdevon.nhs.uk/services/physiotherapy/>

## Respiratory Medicine

We would like to introduce you to Jemma our Respiratory Lead at Compass House. Jemma has a wealth of knowledge when it comes to respiratory illnesses such as Asthma & COPD. Jemma and the rest of the respiratory Team at Compass House offer support to our patients who suffer with symptoms relating to these conditions. If you are struggling with any of these conditions, then please give us a call so we can assist you in ongoing management or refer on to secondary care if required.

Patients will also be called annually by the Practice, on their birth month, to have an annual review. It is important that if you are called for an annual review you attend an appointment as this allows us to monitor your condition and provide you with a management plan on how to deal with your condition/symptoms should they worsen.

As well as the support offered by the Practice, patients can access information available online such as;

Inhaler technique videos - <https://www.asthma.org.uk/advice/inhaler-videos/>

Inhaler technique is fundamental when it comes to respiratory care and symptom management.

Peak flow information- <https://www.asthma.org.uk/advice/manage-your-asthma/peak-flow/>

Checking your peak flow every day can help you keep an eye on your Asthma and could cut your risk of an Asthma attack, if you do not have a peak flow at home, please discuss this with one of the Respiratory Team at Compass House who would be happy to get one organised for you.

When you are done with your inhalers then please drop them down to Day Lewis on-site pharmacy, or other participating pharmacies who recycle old inhalers. This ensures that the inhalers are disposed of in a safe environmentally friendly manner and products that can be recycled are, which is much better for the environment.



## Handi Paediatric app



The HANDi paediatric app has been developed by paediatric consultants and provides access to home care plans, as well as GP and hospital clinical guidelines, for the most common childhood health care conditions:

- Diarrhoea and vomiting
- 'Chesty baby' illnesses, such as bronchiolitis, asthma and croup
- 'Chesty child' illnesses, such as wheezing and asthma
- High temperature
- Abdominal pain
- Common newborn problems

The app contains information about when and how to ask for help, along with what to expect when your child is being assessed.

Parents generally don't want to take their children to A&E unless it's absolutely necessary – but often they end up there because they are not sure what else to do. This app gives parents more confidence in dealing with minor conditions at home.

Parents answer a series of questions about the symptoms their child is experiencing. The app then advises on the best course of action, whether that's to treat at home, to make a GP appointment, or to head to A&E.

The HANDi Paediatric app is available to download on iOS and Android devices.

## Brixham Hospital

Work has now started on a new Compass House wing at Brixham Hospital and it should be ready for us to occupy by summer at the latest. This will provide an additional 5 clinical rooms and a large group consultation room for us to offer even more appointments and services to our Compass House patients.

We have been working out of Brixham Hospital on an informal basis for over 4 years, but this new development will provide permanent space and become a 3rd site for us, alongside our King Street and Galmpton surgeries.

Mayfield Medical Centre, who took over the St Luke's & Greenwood Practice, are also taking some space alongside us at Brixham Hospital, vacating the old premises on New Road. Both practices will operate GP services out of this location, alongside the existing hospital services.

