



# 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.



## Medication Ordering



Taking your prescribed medication is very important for your ongoing health. We are aware that some Pharmacies are struggling to complete prescriptions in time for patients to receive their medication, either due to supply issues or staffing pressures.

To help alleviate the risk of you running out of medication, and allow time for the prescriptions to be fulfilled at your Pharmacy, we recommend ordering your medication at 7 calendar days before it is due. This will allow us time to process the prescription, get it signed and sent to the relevant Pharmacy, and for them to dispense the drugs. Unfortunately, we cannot safely authorise medications ordered earlier than this, and once we have processed them our end and sent prescriptions to the relevant Pharmacy, we have no control over any delays they may be experiencing as all Pharmacies are independent to Practices. If you are unhappy with any service you receive from your chosen Pharmacy, please take this up with them directly. We usually authorise and send prescriptions to Pharmacies in 2 days so this will give them more time to complete them.

The easiest way to order your repeat medication is via online services, (i.e. NHS App, Patient Access, Contact us Online, etc). You can also use our online form by following link: <https://compasshousemedical.com/order-your-prescription-online/>  
Our Prescription phone line, 01803 855 897 (option 2), is open between 10AM & 1PM Monday to Friday except, Bank Holidays.

## Fishermen Clinic



Following the success of the first Fishermen's Clinic in May, we held a second clinic on 28th July, with 24 fishermen receiving health support and advice. We also had some very positive feedback from those that attended. Anthony Mangnall MP, (pictured here with Dr Winiger), visited the clinic and said, "I was very pleased to be able to support this initiative and see it in action and will continue to stand up for our Fishing Community".

With limited access to healthcare services due to their time at sea, this additional clinic has enabled Fishermen to access medical support in-between their working commitments on the quayside and before leaving for their next trip at sea. By addressing the gap in Fishermen accessing medical care it means we can identify medical issues before they become too extensive.

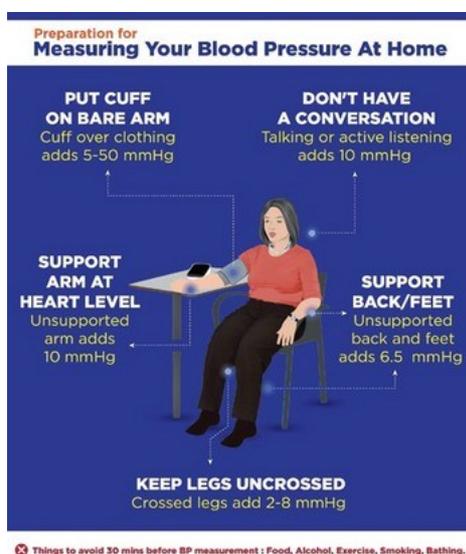
The next Fishermen's Clinic will be held on Monday 3rd October, 9am-1pm, at the Brixham Trawler Agents Office. The services available at this next clinic will include chronic disease support, specifically Diabetic conditions, blood pressure checks, lesion checks, cholesterol checks, and GP advice & support.

# Home Blood Pressure Readings

High Blood Pressure affects over 16 million people in the UK. If you have High Blood Pressure, then monitoring this at home can be important. From time to time, we may ask you to submit your Home Blood Pressure readings so we can see that you are being treated or medicated correctly.

The higher your Blood Pressure, the greater your risk of Stroke, Heart Attack, and Heart Failure. The only way to know if you have high blood pressure is to have it measured, as High Blood Pressure rarely has any symptoms.

We have now made it even easier to submit your home Blood Pressure readings to the Practice, by creating a simple online form that can be filled out with your 7-day morning & evening readings. This then gets saved directly to your medical record by our Admin Team and sent to a Clinician for review, which is significantly faster than before. The form is available on our website: [https://bit.ly/Blood\\_Pressure\\_Info](https://bit.ly/Blood_Pressure_Info)



More information about blood pressure is available on the following websites:

<https://www.nhs.uk/common-health-questions/lifestyle/what-is-blood-pressure/>

<https://www.bhf.org.uk/informationsupport/risk-factors/high-blood-pressure#Heading6>

## Social Prescriber Team

Did you know, Compass House have a Social Prescribing Team based in the Surgery? The Social Prescribers are there to support you with your health and wellbeing by helping you access the services you need and get involved in the community.

Listed below are just some of the services they will support you with:

- Befriending – making new contact and friends, keeping loneliness at bay
- Bereavement – advice and support
- Debts/finance – advice and support
- Housing – advice and support
- Employment – advice and support
- Mental wellbeing – advice and support
- Physical fitness/health coaching – eat healthily, increase physical activity, lose weight, stop smoking
- Chronic pain – advice and peer support
- Long-term physical health conditions – advice and support
- Social activities – connecting with others
- Learning – courses
- Developing skills, resilience and confidence – learning for life

# Social Prescribing

## Yes! Brixham

The YES! Centre in Brixham run a range of activities on a weekly basis. Please see below for their current full timetable, which includes Yoga, crafting clubs, Drum Circles and music nights, Cooking Club, Book Club, a young volunteer's group, and Bereavement and Social Isolation Clubs.

They have now opened the towns Community Fridge. The Larder will be open Monday to Friday, 10am-4pm, and available for everyone to come and use. It will be stocked with bread, fruits, vegetables, and whatever other items are received as surplus from supermarkets. Anyone can come and drop off unwanted food extras to stop additional food waste and homemade treats would be wonderful!

**What's On... Yes! Brixham**  
 The Edge, Bolton St Brixham TQ59DH 01803 851414 www.bxyes.org.uk info@yesbrixham.org.uk  
 Youth Enquiry Service Brixham Limited is a registered Charity - Charity Registration No. 107202 Registered Office: The Edge, Bolton Street, Brixham, TQ5 9DH - Registered in England No. 3648122

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	THURSDAY	FRIDAY	SATURDAY
<b>Yoga</b> 11.30am-12.30pm	<b>Computer Club</b> 11-12 Free I.T. Drop in support group	<b>Trapeze Yoga</b> , 11am 1st. Bookings required	<b>Meet &amp; Cook &amp; Eat</b> 10.30 am Till lunch	<b>Yoga</b> 5pm - 6pm	<b>Bereavement Group</b>	<b>Roleplaying</b> 2pm-7.30pm
<b>Drum Circle</b> 12 - 2pm	<b>Yoga</b> 11.30am-12.30pm 1 - 2pm	<b>Craft Club</b> 2-4pm Free Drop in Arts group	<b>Book Club</b> 11am-12.30 Last Thursday of the Month	<b>Yoga</b> , 11am 1st. Bookings required	<b>Trapeze Yoga</b> , 11am 1st. Bookings required	<b>SUNDAY</b>
<b>Beading</b> 2 - 4pm	<b>Games Club</b> 3 - 4.30m	<b>Young Volunteers</b> 6 - 8pm 16-25yrs, free	<b>Yoga</b> 12.30-1.30pm Gentle Hatha	<b>Music</b> 16-25 yrs jam night 6pm - 9pm free	<b>Social Group</b> 12-2pm	<b>Mindfulness</b>
<b>Darning &amp; Mending</b> 5 - 7pm	<b>Sew'n'So</b> 10-12pm 1-3pm 6-8pm	<b>Yoga</b> 6.30pm - 7.30pm	<b>Music</b> 3pm - 5pm, free All ages & abilities	<b>Games Club</b> 3pm - 4.30pm	<b>DROP-IN OPENING TIMES:</b> MONDAY 10 - 4.30 TUESDAY 10 - 4.30 WEDNESDAY 1 - 4.30 THURSDAY 10 - 4.30 FRIDAY 10 - 4.30	
<b>Yoga</b> 6.30 - 7.30pm Restore & Balance						

**Open every day for...** cafe, Internet Access, Room Hire, Washing facilities, UK Men's Sheds, FOOD BANK, citizens advice, HANDY, QR code

The Disabled Sailing Association (DSA), is just one of the many services we work alongside and signpost our patients to. The DSA were designed to provide people with a wide range of disabilities and their families and carers an opportunity to experience the pleasures of safe and affordable yacht sailing. It's run entirely by volunteers and supported through charitable donations and sponsorships.



They have 2 spacious yachts, Free Spirit and Freedom, both designed and adapted to take wheelchairs, and fitted with extra grab handles for safety whilst moving around the boats. During the long summer days, they also sail in the evenings and watch the sunset, which is very popular. The DSA sails all around Torbay, as well as further afield to Dartmouth and beyond, they have even taken groups to France and the Channel Islands. Annual membership only costs £25 for the full year.



# Carer Information

A carer is a person of any age (including children), who provides unpaid support to a partner, relative, friend, or neighbour who couldn't cope without their help. This could be due to old age, frailty, disability, a serious health condition, mental ill health, or substance misuse. Parents of children who are disabled or who have a serious health condition are also considered to be Carers.

However, Carers do not always identify themselves to us at the Practice and there are several reasons why, one is uncertainty around the definition of the term 'carer', many carers may not readily identify themselves as a carer, instead they see themselves as someone's partner, relative, or friend who is simply 'doing their best' to help someone they care about.

Carers can face many challenges in their caring role and many are unaware of the support available to them. That's where Sarah our Carer support worker can help, Sarah can be contacted via our Patient Care Advisors and is able to offer a wide range of support to those people who identify themselves as carers, so it is worth getting in touch if you think any of the above applies to you.

## Support for Young Carers Under 25

When the word Carer is mentioned, it is usually associated with older people but some young people have been in a caring role since the age of 5. They often remain hidden and not easily identifiable. Often, we recognise a parent or older family relative/friend as the carer, but it is important to understand that anyone else who may be providing support for example a son/daughter /grandchild, who may sit with a cared for person, fetch shopping or prescriptions, prepare meals or help to look after younger siblings to enable the parent to look after the cared for person.

Young Carers may experience educational difficulties. This includes absence and lateness, poor concentration, and low attainment. Carers aged 16 and 17 are less likely to be in education, training, or employment. Some adult carers give up paid employment to provide care.

There is a wide range of support and activities for Young Carers (aged 5 to 18) and their families, some of which is school based, so identification is important and the sooner support is in place the better.

Young Adult Carers (YAC) Service is a Team which supports young people aged 16 to 25 in their caring role. They offer YACs time out from caring by way of regular drop-ins and a variety of activities throughout the year such as the cinema, day trips, and sailing.

Young Adult Carers provide 1:1 sessions, which offer a safe and friendly space for a YAC to off-load, request support, and be signposted to relevant services a referral can be made easily by visiting [www.torbayyac.co.uk](http://www.torbayyac.co.uk) and completing the Referral Form.

## Care Coordinator and Cancer Support



We understand that dealing with a Cancer diagnosis can be quite an overwhelming experience, that's why at Compass House we have a Care Coordinator who, as part of her role, offers Cancer support to patients. Rachel will carry out a Cancer Care Review with newly diagnosed patients. This involves a telephone call to discuss how a Patient is doing both physically and emotionally, signposting to support services like Macmillan, The Lodge, or the Social Prescribers at the Surgery, and being a general support to those going through a new diagnosis.

Rachel also follows up with any Patients who have missed appointments, or not followed up with pre-Cancer screening tests, such as bowel screening and breast screening, to encourage patients to be screened and help identify any potential cancers early.