



PATIENT UPDATES



Prescription Line

We would like to inform you that from 1st January 2023 we will be removing our Prescription phone line. This decision has been made from a clinical safety point of view, to enable us to safely manage the increasing volume of prescription requests we receive on a day-to-day basis, and deal with these in a more efficient manner, along with providing an audit trail of all requests.

We are advising everyone now, so that there is plenty of time for patients to set up and get used to alternative methods of ordering, these include:

- 1) Online methods such as Patient Access, the NHS app, or by ordering online via our website form available at www.compasshousemedical.com
- 2) If you don't have online access yourself, but a family member/carer is online, then we can set it up so that they can order this for you via a proxy access service. Or they can simply fill in your details on our website using the prescription ordering form.
- 3) Alternatively, you can request your medication in writing. This can be dropped into Practice via our prescription box or posted to us at the King Street address.

As a few options to order are via online methods, we are setting up dedicated online support clinics in Brixham where a member of our IT team can assist and train patients with how to use these online services. To book into these please speak to our Patient Care Advisors.



Mask Wearing



Going into Winter is a challenging time for us as we face an increase in coughs, colds, and winter illnesses. Over the last few weeks, we have seen an increase in Covid cases amongst both our Staff and Patients. In order to protect our staff and vulnerable patients in the building, we feel we need to reintroduce mask wearing for ALL patients who attend the Practice.

Whilst we had hoped not to re-introduce this, we need to consider how we try to protect our Team Members so they can continue to support Patients through the winter. Therefore, if you attend the Practice without a mask one of our Reception Team or Clinicians will kindly ask you to put one on. Masks will be available at the front door should you not have one available.

We really appreciate your support in keeping our Staff and Patients safe and reducing the risk of spreading illnesses this winter.

Online Appointments

From 1st November we will be reintroducing a number of appointments to be available online for patients to book into via the NHS App or Patient Access, this includes blood tests, blood pressure checks, and flus.

These appointment slots should be used if you are due an annual blood test/ blood pressure review, (usually booked around your birth month) or if you have been asked to book in for a blood test or B/P by a clinician.

The flu appointments are available for those patients aged 50 and over or patients with a chronic disease, such as Diabetes, COPD, Asthma, etc. Patients who incorrectly book into these appointment slots will be asked to kindly re-book.

As well as these online appointments, we will also be introducing a new text system over the next few months, which will allow us to text a link to patients who are due either an annual review, smear, Pharmacist review, or other appointments, allowing them to book directly into our appointment system. Once we have this up and running, we will send out some more information on how this will work.



Thank you for taking the time to read our latest updates.