



Patient Newsletter

Our bimonthly patient newsletter aims to keep you informed of services at Compass House and give you important insights into getting the most out of the Practice.



Compass House Team Updates

New GPs

Dr Tania Longman joined us in January. Dr Longman has been a GP for a number of years working most recently in Plymouth. She has a specialist interest in Women's Health and HRT treatments, and also nutrition for which she is studying for a Diploma in Applied Nutrition for Medics. Outside of work, Dr Longman is a keen outdoor-swimmer, and enjoys yoga, dancing and cooking.



Dr Longman

In April, we will also be welcoming Dr Ruth Delany. Dr Delany has recently moved to the area from London. She is looking forward to a better quality of life in Devon and to be closer to her family. She enjoys complex medical issues and has a specialist interest in mental health. Outside of work, Dr Delany enjoys hiking, having previously completed the walking pilgrimage, Camino de Santiago, across Spain, and a month of wild camping in northern Sweden. Not to be confused with our existing GP Partner, Dr Clare Delany - yes we will have two Dr Delany's!



Dr Delany

Practice Nurses



Phillipa

Along with our new GP joiners we have had a new Practice Nurse start with the Team, who some of you may have already met. Phillipa has a background of working in ED having recently moved back to the area from South Coast.

Sadly, Yvonne retired from the NHS last month after a number of years with us, supporting our Diabetic patients as her specialist area of care.

Retirement

We are sad to announce that after over 30 years at Compass House, Dr Avery has decided to retire and enjoy some quality time with his family and friends.

Many of you will have seen Dr Avery over the years, and I am sure for some of you he has probably been a family Doctor for a few generations.

He has had some great achievements in Compass House over the years, most recently having won the "Patient Choice Award" in 2019 for his care, dedication, and attention to his patients. He has also been a long-standing mentor for medical students and has worked with the University of Plymouth to help up and coming medical students, ensuring the future of healthcare continues.



Dr Avery

For a GP to be in one practice for this length of time shows the dedication he felt towards his patients and ensuring his local community remained cared for and supported when they needed it. I am sure you will join us all in wishing him all the best for his retirement and a big thank you for his years of dedicated service.

Brixham Hospital



We are now one month into the opening of our third site at Brixham Hospital. The general feedback from patients has been very positive with those who have used the service commenting that they have found it very quick and efficient.

This is in part due to a new system we are operating in which we offer face to face appointments to patients who call in who are acutely unwell (with symptoms such as chesty cough, ear infection, respiratory symptoms) so they don't have to wait for a call back and instead can be seen and treated quickly as required.

This means more longer term, routine appointments are now being seen in our planned care clinics with clinicians at Compass House, King Street or Galmpton.

Over the next few months we will gradually increase our other nurse clinics from Brixham Hospital and this will mean we can offer a greater flexibility to our patients as to where they can be seen.



Compass House: A Month in Numbers What we did in February

Total number of patients registered at Compass House: 14,785



We provided 10,723 clinical contacts by GPs, ANPs, Nurses, Pharmacists, Physios, OTs, and Social Prescribers.

6140 of these were face-to-face appointments.



We processed
3716
lab reports.

We issued
28,513
Prescriptions.



We processed 3887 items of clinical post, answered 17,576 phone calls, actioned 1191 referrals, typed 131 dictations, and actioned 607 online triage requests.

We received 12 compliments.





Did you know that all GP Practices in Torbay often work together to deliver services to patients?

Practices work together to provide robust, sustainable systems and services that benefit patients across Torbay. Together we are Torbay General Practice (TGP).

TGP services include:

Torbay Care Home Visiting Service

TCHVS is a specialist team of local GPs, Nurses, Paramedics and Pharmacists from Torbay practices who work together to support care home patients throughout the Bay.

Extended Access Appointments

All Torbay GP Practices work together to offer additional appointments at the weekend and between 6pm and 8pm during the week.

COVID-19 Vaccination Service

All Torbay practices have worked together since December 2020 to deliver more than 300,000 COVID vaccines from the Riviera Centre in Torquay. Practice staff continue to work together to meet this unique challenge.

Check out the website <https://www.torbaygeneralpractice.co.uk/> and Facebook page <https://www.facebook.com/torbaygeneralpractice>

Devon and Cornwall Care Record

We will soon be signed up to the Devon and Cornwall Care Record. The Devon and Cornwall Care Record (DCCR) is a secure computer system that brings together information about your health and care and presents it as a single record.

Previously, it was difficult to share information about your health and care between different areas of the system. Soon, healthcare staff will be able to see the details held by GP practices, hospitals and other health and care organisations across Devon, Cornwall and the Isles of Scilly.

Having a more complete view of your medical history helps healthcare professionals identify problems more effectively and make quicker diagnoses. For instance, they can see which allergies you suffer from, and any treatment and medication you have received.

As well as making treatment safer, the care you receive will be more coordinated, giving you a smoother journey through the health system. It also saves staff the time it takes to find information and spares you the frustration of having to answer the same questions or undergo duplicate or unnecessary tests.

How do we keep your data safe?

Keeping your personal data safe is a key aspect of the Devon and Cornwall Care Record and we take every required measure to keep information secure and confidential.

Shared care records are subject to UK data protection legislation. They can only be viewed by people involved in your care, and they work under strict codes of conduct.

However, if you would prefer that your information is not shared in this way, you can tell us by filling out the objection form on the Devon and Cornwall Care Record website.

Where can you find out more?

For further detail, visit the Devon and Cornwall Care Record website at: www.devonandcornwallcarerecord.nhs.uk

Dr Bromige's Kilimanjaro Adventure

As many of you are aware, Dr Bromige was part of a local Team that climbed Kilimanjaro last month to help raise funds for the Torbay Lifeboat Station.

After leaving Brixham on Thursday 9th February, the Team of eight started their climb along the Northern route on the Sunday 12th, stopping off at various camps on their way to the top. On the following Sunday, (19th), the Team began walking just after midnight on a final trek to the summit, arriving at Uluru Peak (at 5,896m) to watch the sunrise and raise the flag, putting Brixham, and of course Compass House, on the map.

Thank you to everyone that has donated to the cause, this is greatly appreciated, especially in the current cost of living crisis.

A total of £258 was raised from our in-house Mountain collections. If anyone would still like to donate, these are still in the reception areas at both sites, or you can donate via the RNLI's Just Giving page:

<https://www.justgiving.com/campaign/RNLITorbayKili23>

The Team had wanted to raised £80,000 which has been exceeded.

Here's some photos from the trek. Well Done to Dr Bromige and the rest of the Team!



Departing Brixham



Departing the hotel to start the Trek



Reaching Base Camp



Reaching the summit



Arriving back in Brixham