



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.



New Telephone System

Following your feedback and working with our Patient Participation Group to aid delivery, we are excited to announce that work is underway to move the Practice to a new telephone system called Babblevoice.

This will allow patients to be able to hold their place in the queue without the need to stay on the line, thanks to a call-back feature. There is also the option of automated booking of some appointments such as flu jabs, without talking to a member of staff, and will allow vulnerable patients such as those who are end of life, to skip the telephone messages. The system has been trialled at Brixham Hospital and we are in the planning stages of rolling it out fully. We are confident this change will ease the current frustrations patients have with the telephone lines.

We hope to have this new system implemented within the next month and will update Patients with a "go live" date as soon as we have this available. Please bear with us whilst the new system is being implemented and our Staff are learning as there may be some disruption.



Compass House Multidisciplinary Healthcare Team



HRT Prescription Prepayment Certificate

From 1st April 2023, women in England can now get cheaper Hormone Replacement Therapy (HRT) through a new Prescription Payment Certificate (PPC).

If you pay for NHS-prescribed HRT medication three or more times a year, the HRT PPC could save you money. It covers an unlimited number of certain HRT medicines for 12 months, regardless of why they are prescribed.

For further information about the HRT PPC, and to see if your HRT medication is covered, please visit:

<https://www.nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-hormone-replacement-therapy-prescription-prepayment-certificate-hrt-ppc>

Social Prescriber Link Workers



Baywide PCN (a collaboration between Compass House Medical Centres, Pembroke Medical Group and Chilcote Surgery), was selected as a finalist in the Social Prescribing Link Worker (SPLW) Employer of the Year category at national awards.

The award recognises a SPLW employer that has shown outstanding commitment in their team and communities in which they operate. It also recognised the extra mile the PCN Board has gone to empower and champion SPLW to flourish in their roles. The nomination shows the strength of teamwork across the Baywide PCN.



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

Total number of patients registered at Compass House: 15,004



We provided 9114 clinical contacts by GPs, ANPs, Paramedic, Nurses, Pharmacists, Physios, and Social Prescribers.

5382 of these were face-to-face appointments.



We processed
3412
lab reports.

We issued
29,224
Prescriptions.



We processed 4066 items of clinical post, answered 17,533 phone calls, processed 762 referrals, and actioned 752 online triage requests.



Mental Health

Mental Health Awareness Week

Mental Health Awareness Week took place from Monday 15th to Sunday 21st May 2023. This year's official theme was anxiety.

Mental Health UK have run a "Just Anxiety?" campaign, aiming to help people to understand the difference between anxiety and anxiety disorders.

For more information, please visit their website:

<https://mentalhealth-uk.org/mental-health-awareness-week/>



TALKWORKS Text-based Therapy Service

TALKWORKS, working in partnership with iesa, now offer a live, text-based therapy service for patients to access mental health support between 6am and 11pm, 7 days a week.

The free, confidential therapy sessions, which take place via a smartphone, tablet, or computer, offer support for low mood, anxiety, sleep difficulties, OCD, phobia management, and sleeping difficulties, and are best suited for those who are anxious talking to a clinician face-to-face or over the phone. The service also allows patients to access support at a time that works for them, in the comfort of their own home.

For further information, or to self-refer yourself to the TALKWORKS Text-based Therapy Service, please visit their website:

<https://www.talkworks.dpt.nhs.uk/nhs-mental-health-support/text-based-therapy-support>

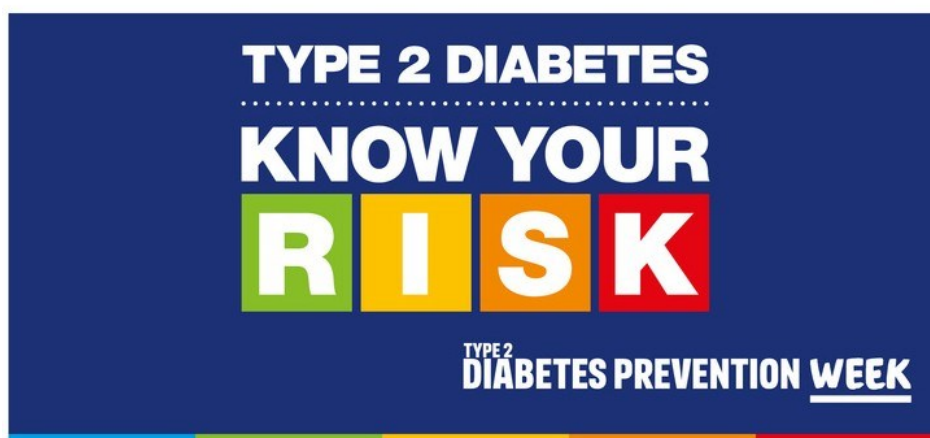
Type 2 Diabetes Prevention

NHS England and Diabetes UK are running a joint campaign for Type 2 Diabetes Prevention week from Monday 22nd to Sunday 28th May 2023. The campaign aims to raise awareness of Type 2 Diabetes, the risks and complications it can cause, and the groups who are at high-risk for developing the condition.

Around 200,000 people are diagnosed each year with Type 2 Diabetes. Although modern life can make it hard to be healthy, for many people Type 2 Diabetes can be prevented by making small lifestyle changes such as managing weight, eating healthy, and being more active.

Please visit the Diabetes UK website to take the test to find out if you are at high risk of developing Type 2 Diabetes and how to reduce your risk:

<https://riskscore.diabetes.org.uk/start>



Book Donations



If you have any unwanted books you would be happy to donate to our book sale, please drop these into the Galmpton Surgery.

The donations we receive from the sale are put towards funding our monthly Carers Coffee Afternoon, which allows unpaid carers the opportunity to meet with our Carer Support Worker and enjoy some refreshments and time with other carers.



Friends & Family Test

You may now receive a text message after certain appointments asking for your views.

The NHS Friends and Family Test (FFT) gathers your feedback so we can review and look at potential improvements within our service. Your comments help us plan changes needed to ensure we offer quality care to our Patients.

If you receive one of these messages, we would be grateful if you could complete the FFT, based on your most recent experience with the Practice, and how likely you would be to recommend us to your friends and family.



Thank you



THE PATIENTS OF COMPASS HOUSE

Thankyou for your generosity-Dr
B and the lads

£353.01



Thank you to those of you that donated to the RNLi Kilimanjaro Climb that Dr Bromige completed earlier this year.

Our patients raised a total of £353.01 in the mountain donation collectors that were in the reception areas at both surgeries.

The overall total raised currently stands at £89,020, which exceeds the £80,000 target set.