

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.



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Dear Patient,

As we change seasons from the warmth of summer to the vibrant foliage of autumn, we welcome you to our latest newsletter.

With the arrival of this colourful season, comes a unique set of health considerations, from adjusting to cooler temperatures to navigating potential seasonal allergies and conditions, we've put together some tips to help you stay healthy during this period, as well as informing you of some important changes within the Surgery and other useful information.



Surgery Team Updates

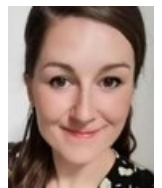
Dr Leah Jones remains on long-term sick leave whilst she undergoes medical treatment. All being well, we look forward to welcoming her back to the Practice in late Spring.

Dr Sandy Miles has recently joined us two days a week as cover for Dr Tamsin Douglas who is now on maternity leave. Some of you may have already met or spoken to Dr Miles as she has provided some locum cover in the past.

Dr Jade Hubbard, GP Registrar, joined us in August, along with Dr Tanya Bainbridge, and both will be with us for the next year to complete their final training. We are delighted to welcome Dr Hubbard back to Compass House following her previous short period of time with us a few years ago as one of her placements when she was a medical student, and Dr Bainbridge after her maternity leave.

Maisie Clark joined us in September as our new Occupational Therapist with a specialist interest in Mental Health. Her experience will be invaluable in providing support to our Clinical Teams and patients.

In August our Patient Care Advisor and Admin Teams amalgamated to create a single, multi-skilled Care Co-Ordinator Team.



Dr Jade Hubbard



Dr Tanya Bainbridge



Maisie Clark

Galmpton Opening Times

From Monday 2nd October 2023, Galmpton Surgery will have a lunchtime closure on a daily basis from 1pm to 2pm to allow Staff to have a lunch break.

There may also be times that the doors at Galmpton are locked if there are no scheduled, pre-booked appointments. This is to protect our staff in the event of lone working.

All phone lines will remain open throughout this time, as well as our main site at King Street in Brixham.

| | | |
|-----------|-----------|--------------|
| Monday | 8am - 1pm | 2pm - 5.30pm |
| Tuesday | 8am - 1pm | 2pm - 5.30pm |
| Wednesday | 8am - 1pm | 2pm - 5.30pm |
| Thursday | 8am - 1pm | 2pm - 5.30pm |
| Friday | 7am - 1pm | 2pm - 5.00pm |

Health Coach

Kevin, our Health Coach, works out of Brixham Hospital on a Wednesday afternoon and provides additional support to patients over 18 to achieve their health and well-being goals.



The Health Coaching Provision is usually for four, 30-minute appointments, but can be flexible depending on patient needs, and provides advice, guidance, and brief interventions for alcohol reduction, nutrition advice, oral health, physical activity, and mental well-being.

For more information, please visit:

<https://yourhealthtorbay.co.uk/support/health-coaching/>

If you would like to book an appointment with Kevin, please contact the Surgery and speak to one of our Care Co-Ordinators who can arrange this.

MSK Physiotherapy Service

Steph Murray, our in-house Physiotherapist is now on maternity leave, and we have no in-house Physiotherapy during this time. Please use the MSK Physiotherapy Service, provided by Torbay and South Devon NHS Foundation Trust, if you need to see a Physiotherapist.

Changes to the Service were made earlier this year, and follow the "digital first" model used in many health care settings. This is to reduce wait times for patients who are registered with a local GP Practice. Increasing wait times are due to high patient demand and workforce limitations nationally.

Patients are still able to self-refer themselves, without the need to see another healthcare professional first, by phoning the booking line 0300 456 9987, (Mon-Fri, 8am to 12noon), or visiting:

www.torbayandsouthdevon.nhs.uk/physiopkb

KLINIK Hints and Tips/ Telephone System

We have been running KLINIK for just over 2 months now, with almost 10,000 contacts since 19th July.

Whilst the Care Co-Ordinator Team are able to complete forms on the behalf of patients over the phone, it is quicker and easier for patients to complete the forms themselves if they have internet access via the link below as our team have to ask if the patient has each symptom listed on each page.

<https://access.klinik.co.uk/contact/compass-house-medical-centres>

We know some patients have had some teething problems with the KLINIK system so we have put together some hints and tips to help you access this more smoothly:

- Please do not attempt to submit a request with your NHS number. Unfortunately the system sometimes advises the user is not a registered patient at the Surgery.
- Please do not attempt to submit a request via the NHS App as we have reports from patients that this fails, please just select the 'Continue' option.
- The cut-off time for requests is 4pm to allow the Clinician to action everything received that day before we close. Please try to submit any routine requests as early as you can before this time. The system will time you out if you have not completed the form before 4pm and you will not be able to submit it that day.
- There is an option to submit a request on someone else's behalf however, please ensure you have the consent of the patient before doing so and advise us who to contact.
- Please note, when you are requested to provide dates and times at the end of the form, this relates to when you are **not** available to be contacted/ attend the Surgery.

We have also been experiencing problems since moving over to our new telephone system with it going down and not working. Unfortunately, these issues are beyond our control and relate to our phone provider who are looking at solutions to make it more stable such as migrating us to a new server. We apologise for any inconvenience you may have experienced during this time.

One Issue Per Appointment

We understand that patients may want to discuss several issues in a single appointment. However, our decision to limit each appointment to a single issue is primarily driven by a commitment to patient safety and the efficient allocation of healthcare resources.

While this policy may seem restrictive, it is implemented with the following considerations in mind:

- **Patient Safety:** Our foremost priority is ensuring that each patient receives the utmost care and attention during their appointment. By focusing on one issue at a time, we can thoroughly assess and address that concern, reducing the risk of overlooking critical medical details or providing inadequate treatment.
- **Time Efficiency:** Dealing with multiple issues within a single appointment can lead to rushed consultations, insufficient time for comprehensive examination, and increased chances of medical errors. By dedicating one appointment per issue, we can provide the necessary time for a thorough evaluation and discussion.
- **Preventing Delays:** Addressing multiple issues in a single appointment can often lead to significant delays for subsequent patients. This policy helps us maintain punctuality, minimising the inconvenience caused to other patients waiting for their appointments.

While we understand that some patients may have multiple health concerns that they wish to discuss in a single visit, we encourage patients to prioritise their most pressing issue during the scheduled appointment, or recommend scheduling separate appointments for each issue.

Flu Jabs and COVID Boosters

Flu Jabs



Appointments are now available to book via the NHS App or Patient Access. You can also book via the automated service by selecting option 2 when telephoning the Surgery. You will need to ensure you are calling from the same number that you have saved on your records and not from a withheld number.

This year's eligible groups for the vaccine are:

- Those aged 65 or over
- Those aged under 65 in a clinically at-risk group (Diabetes, Respiratory Conditions, Chronic heart, vascular, kidney, or liver diseases, chronic neurological disease, spleen conditions, or a BMI of 40 and above)
- Those who are immunocompromised
- Pregnant women
- Registered carers

This year 50 to 64-year-olds without a long-term health condition are not eligible for the vaccine.

AUTUMN COVID BOOSTERS

With the recent increase in number of COVID cases, and the new variant that is circulating, we highly recommend that eligible Patients get their Autumn COVID Booster as soon as possible.

Those eligible for the COVID Booster are:

- Those aged 65 or over
- Those aged 6 months to 64 years in a clinically at risk group
- Those who are household contacts of immunocompromised people aged 12 to 64
- Unpaid carers aged 16 to 64
- Frontline health and social care workers

Please DO NOT contact the Surgery to book your booster as we are unable to arrange these. Please either call 119 or visit the National Booking Service website (<https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/>), to arrange an appointment.



Our housebound patients have been contacted and the Vaccination Team have started visiting those who requested either just the COVID booster or both the booster and Flu Jab.

We will be arranging visits for our housebound patients who only wish to have the Flu vaccine in due course.

The Torbay-wide Care Home Visiting Service have already started administering both vaccines for our Patients in care and nursing homes.



Shingle Vaccines

Eligibility for shingles vaccine



From 1st September 2023, all adults turning 65 and those aged 70 to 79 are eligible for a Shingles vaccine. It is also recommended that those aged 50 with a severely weakened immune system have the vaccine to protect themselves.







Patients who turned 65 before 1st September will be eligible for the vaccine when they turn 70.

Shingles is a common condition causing a painful rash, but it can sometimes lead to other serious problems. We are more likely to get Shingles as we get older. The vaccine helps to reduce your chances of getting Shingles, or reduce the chances of getting serious problems if Shingles does develop.

Please contact the Surgery to book your vaccine if you would like to have this.

Staying Healthy In Autumn

Embracing the crisp air whilst engaging in outdoor activities, such as walking, or savouring the abundance of seasonal produce that can nourish our bodies, are a couple of ways we can keep ourselves healthy during this time of year. Here are a few tips to get you started:

-  **Boost your immune system:** As the weather starts to change, it's important to take care of your immune system. Incorporate immune-boosting foods into your diet, such as citrus fruits, garlic, ginger, and yogurt. Also, make sure to get enough sleep and manage stress levels, as they can affect your immune system.
-  **Stay active:** Autumn brings beautiful scenery and pleasant temperatures, so take advantage of it! Engage in outdoor activities like hiking, cycling, or even a simple walk in the park. It will not only keep you physically fit but also boost your mood.
-  **Maintain a balanced diet:** Autumn is known for its delicious seasonal produce. Opt for nutrient-rich foods like squash, sweet potatoes, pumpkin, and apples. Try to avoid excessive consumption of processed foods and sweets that often come with the holiday season.
-  **Stay hydrated:** Even though it's not as hot as summer, it's still important to drink enough water. The drier air can dehydrate you without you realizing it. Drink plenty of water throughout the day and consider warming herbal teas to add some variety.
-  **Protect yourself from seasonal allergies:** Autumn can trigger allergies for some people due to mould, pollen, or other allergens. Keep your home clean and use air purifiers.
-  **Take care of your mental health:** Autumn can sometimes bring a shift in mood for some individuals. Make self-care a priority by engaging in activities that bring you joy and reduce stress levels. This could include reading, practicing mindfulness, or spending quality time with loved ones.

Remember, these are just a few tips to get you started. Everyone's health needs are unique, so it's essential to listen to your body and make choices that work best for you. Stay healthy, happy, and enjoy the beauty of the autumn season!



Compass House Fundraising

Compass House are on a mission to raise funds for Torbay Hospital's Breast Care Unit.

During August, our Practice Pharmacist JJ static cycled 1000 miles whilst Jamie took on the grueling task of cycling from Lands End to John O'Groats, and we have plenty more events planned in the coming year.

So far, they have raised over £3,455. Thank you to our patients that have donated. If you would like to contribute you can do so via the Just Giving page: <https://www.justgiving.com/team/j-j-1689787896466>

