

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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Welcome to the winter edition of our Patient Newsletter.

As we head into the winter months and the days get shorter and colder, we want to reassure you that whilst the way some of you contact us may have changed, we're still here for you as we always have been.

Whilst most requests for Doctor appointments now go via our online form to be reviewed by a GP each day, we are here for Patients who are unable to complete the forms themselves, or for those who do not have online access. We can still be contacted by telephone, where our Care Coordinators will be happy to complete the form on your behalf. We also have a tablet in the foyer at both Brixham King Street and Galmpton surgeries that patients can come in and use. If you require assistance with this, one of our Care Coordinators can help you.

Using the online form is quicker and easier for patients and helps free up our phone lines for those that don't have online access, or struggle to complete the forms themselves. Since moving over our new telephone system in June and making some changes in our work processes, we have managed to reduce the call wait times from an average of 17 minutes this time last year, to an average of 8 minutes, so when you do call you should get through quicker. And if the wait times do increase, we have the call back facility, allowing patients to request a call back from the Team.

Wishing all our patients a Merry Christmas and a Happy, healthy New Year.

The Team at Compass House

Brixham Hospital Site

Our Brixham Hospital premises is a branch site and we don't always have staff working there everyday, meaning we cannot accept samples or correspondence at this site.

If you have an appointment at Brixham Hospital, please use the self-check-in screen located inside the waiting area on the left, opposite the reception desk.

If you need assistance, or to book a follow up appointment, please complete a KLINIK form online or call our main site phone number.

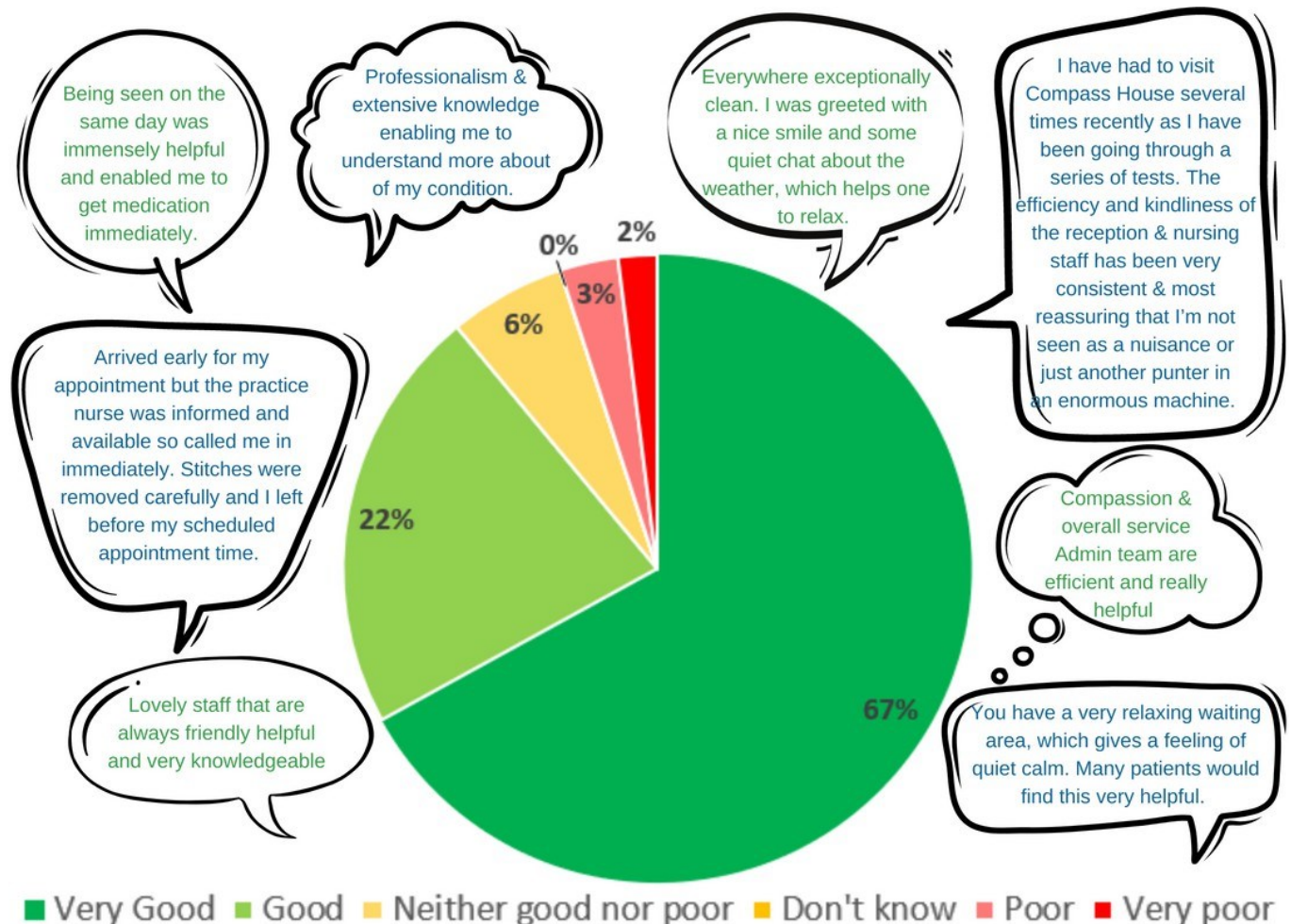
Christmas Prescriptions

The last day to request repeat prescriptions is Wednesday 13th December. This is to ensure that your pharmacy has enough time to process the prescription and have prepared your medication in time for the Christmas and New Year breaks.



Friends and Family Test

Thank you to those of you that complete the Friends & Family Test feedback following appointments. In November 352 patients responded, with 89% rating us good or very good. We regularly review your feedback to identify areas and make improvements where we can.



KLINIK Feedback: A Message from the PPG

By Susan Knight-Coyle, Vice Chair PPG

"During September our PPG (Patient Participation Group) carried out a small survey regarding the launch of KLINIK. We would like to thank the volunteers taking part and those of you who managed to find time in your busy day to answer their questions. In total, we had around 40 patients who were involved in these questionnaires.

Many agreed making an appointment or requesting a prescription over the telephone was time consuming and frustrating. There is a drive from NHS England to improve call handling times and increase face to face consultations. With this in mind, the team at Compass House have been looking at improving patient contact and trying to reduce the 8am rush and long wait.

KLINIK is not a new idea. KLINIK Healthcare Solutions was founded in 2013 and have sites using the system not only in the UK but Finland, Portugal, and the Netherlands. Whilst all Practices have initial teething problems when the KLINIK system has been introduced, customer feedback on the system has been well received and made.

Some of the issues highlighted are on the whole unsurprising and include:

- ♦ *Not all members of Compass House Surgery have access to a computer*
- ♦ *Those with mobile telephones do not necessarily have unlimited data*
- ♦ *Some of our patients are worried about providing information regarding health concerns over the internet.*
- ♦ *The pages of KLINIK are too complex:*
 - * *Too many Tiles (covering areas of concern), or do not have the right Tiles.*
 - * *The Continue button is right at the bottom with no indication that you need to scroll down if the display on your computer or mobile is too large.*
 - * *Sometimes the continue button fails to advance the page and members are not sure why.*
 - * *The health problem or concern is not covered on the screen.*
 - * *The Body Map to help indicate which part of the body is involved, is too dark and therefore deciding which is front or back is difficult. (Body features cannot be seen).*
- ♦ *There are concerns about accessing help when you are really feeling unwell.*
- ♦ *Some would just prefer to speak to a human!*

I would like to reassure you that the information gathered during this small pilot, has been fed back to Compass House, and discussed during our PPG meeting in November.

Those members of the surgery that managed to access the system did feel that the outcomes were positive, and the time to either speak to a Healthcare Professional (GP/Nurse/Pharmacist) was within an expected timeframe. For a brave few that came to the surgery to try to access the KLINIK system (in the foyer of King Street and Galmpton) assistance was at hand. Overall, the feedback was positive, and especially appreciative of the assistance they had received.

Compass House are working with the Team at KLINIK to propose the suggested improvements are made. They have also put up some signage in the foyers to make it more obvious to patients these are the KLINIK tablets and not check-in screens."



Day Lewis Pharmacy Closure Update

With great regret we inform you that Day Lewis Pharmacy have closed their site based within Compass House Medical Centres, King Street, Brixham with effect from 1st December 2023.

The Pharmacy is a completely separate service from Compass House Medical Centres, and we share our patient's concerns regarding the closure of the pharmacy and the impact this will have on our community. Any queries or concerns regarding this move should be addressed directly with Day Lewis.

We have been advised that all prescriptions will be moved to Day Lewis Pharmacy in town (Fore Street).

If you would like to nominate another pharmacy, you can do this via your Online Services (NHS App / Patient Access) or speak to your new pharmacy. For more information, please follow link:

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/prescriptions-in-the-nhs-app/nominating-a-pharmacy/>

We would like to take this opportunity to Thank all the staff in Day Lewis Pharmacy at Compass House, that worked tirelessly to deliver a great service to us and our patients. They will be greatly missed.



**Did you know you can
change which pharmacy you
get your medicine from?**

It's called '**nomination**'

For instance if you're moving or your regular pharmacy is closing you can 'nominate' a new pharmacy – have your NHS number ready and choose one of the following options:



Speak to your new pharmacy



Via the NHS App



Ask your GP practice



Visit www.nhs.uk to find out more or scan the QR code

Winter Wellbeing

STAY HYDRATED



Make sure to drink lots of water, even if you're not feeling thirsty. Dehydration has the potential to cause dry skin, headaches, and fatigue.

GET ENOUGH SLEEP



Even though winter can be hectic, it's important to prioritise getting enough sleep. Aim for 7-9 hours per night.

DRESS APPROPRIATELY



To protect your extremities from the cold, it's recommended to wear layers, a hat, gloves, and a scarf.

EXERCISE INDOORS



If you can't exercise outside because of the weather, consider engaging in indoor workouts such as yoga, Pilates, or dancing.

EAT A BALANCED DIET



Make sure your meals include a variety of fruits, vegetables, and whole grains. Stay away from processed foods and sugary drinks.

Christmas & New Year Opening

Friday 22nd December

8am - 6pm

Saturday 23rd December

CLOSED

Sunday 24th December

CLOSED

Monday 25th December

CHRISTMAS DAY - CLOSED

Tuesday 26th December

BOXING DAY - CLOSED

Wednesday 27th December

8am - 6pm

Thursday 28th December

8am - 6pm

Friday 29th December

7am - 6pm

Saturday 30th December

CLOSED

Sunday 31st December

CLOSED

Monday 1st January 2024

NEW YEAR'S DAY - CLOSED

Tuesday 2nd January

8am - 6pm