



Compass House Medical Centres Patient Newsletter

Dear Patients,

Welcome to our Compass House Patient Newsletter. Discover the latest updates on our services and gain valuable tips on how to make the most of your experience with us.

In this issue

Get Your Flu Vaccine at
Compass House

Changes to booking
Nurse Appointments

Welcomes and Farewells

Ensuring Availability for
Your Clinical
Appointments

Introducing Group Clinics
for Diabetic Patients

Behind the Scenes at
Compass House: How we
support Cancer referrals,
diagnoses, and Patients



Get Your Flu Vaccine at Compass House

This year, NHS flu vaccinations will start on 3rd October, later than in previous years when they began in September. This change follows advice from the Joint Committee on Vaccination and Immunisation, (JCVI), recommending a later start to maximise the vaccine's effectiveness when flu virus levels are at their peak.

By getting your flu vaccination slightly later, you'll have a higher immune response during the time flu viruses are most active. We have ordered enough vaccines for all our eligible patients, and getting vaccinated at our Practice ensures your records are updated instantly.

We will be running our usual flu clinics at Brixham and Galmpton throughout October and November and you can book into these now online via the NHS App and Patient Access, or by calling the Surgery and selecting option 2.

If you are also eligible for a COVID-19 vaccination, you can receive it at the same time as your flu vaccine at the ERC, where we have been providing COVID-19 boosters for the past few years.

Stay protected this flu season by booking your vaccination with us!



Changes to booking Nurse Appointments from 9th September

We're excited to announce improvements to how you can access and book nursing appointments. Based on your feedback, we aim to make it easier to book nurse appointments and reduce the frustration of having to call back repeatedly when no appointments are available.

We will be trailing a new system from Monday 9th September where you can request nurse appointments via KLINIK.

Here's how it will work:

- **Submit a Request:** On the KLINIK form, under Nursing appointments select the type of appointment you require. If your appointment type is not obvious, please select "Other nurse appointment".
- **Receive a Booking Link:** We'll send you a link to book your appointment directly, this way you can choose a convenient day/time.
- **Phone Arrangements:** If you don't have access to a smartphone please make this clear in the booking request and we'll call you to arrange your appointment.



You can still call us to book appointments. If no slots are available at the time of your call, we'll fill in a KLINIK form for you and place you in our waiting system for the next available appointment.

We hope these changes will improve your experience and make it easier to access the care you need. Thank you for your patience and understanding as we implement these improvements.

Ensuring Availability for Your Clinical Appointments

We kindly ask for your help in ensuring you are available for clinical appointments when you submit a request through our KLINIK form.

You can let us know your preferred times and any days you are unavailable for face-to-face visits or calls. This information helps us schedule your appointment at a convenient time.

If you are only available on weekends, we can arrange for you to be seen at the Enhanced Access Hub at Pembroke Surgery in Paignton. Please mention this in your KLINIK form.

If we need to see you on the same day, it means it's clinically important. We appreciate your effort to attend these appointments to receive the necessary care.

Times NOT suitable for you

A member of our team may wish to call you about your query. Please let us know when you will be unavailable for our team to call within the next 14 days. This helps us to call when you're available or if required try to offer an appointment time to suit you.

1. Choose dates

August 2024						
MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

2. Select the times when you would not be available for us to call you to deal with your query or attend an appointment.

Alternatively you can write which times don't suit you.

Welcomes and Farewells

We are excited to welcome new GPs to the Compass House Team this August.

Dr. Ray Shakman

We are delighted to welcome back Dr. Shakman, who completed his registrar training with us last year.

Dr Shakman is also a trained General Surgeon and has a specialist interest in Gastroenterological conditions and minor surgery.



Dr. Frederik Priskorn

Joining us in August is Dr Priskorn, our new GP registrar.

Dr Priskorn is in his final year of GP training and will be with us until August 2025.

We have also welcomed four, new Care Coordinators to the Team over recent months, Izzy, Leanne, Tracy, and Lara.

As we welcome new members, we also bid farewell to two, valued team members.

Dr. Tanya Bainbridge

Dr Bainbridge will be finishing her placement with us in September to complete her final training year at another local practice. We wish her all the best.

Dr. Tania Longman

Dr. Longman will also be leaving in September to pursue some external projects and development work. We wish her success in her future endeavours.

Introducing Group Clinics for Diabetic Patients

Starting at the end of September, we will be introducing Group Clinics for Diabetic Patients, with plans to expand to other chronic diseases in the future.

This new approach aims to enhance patient care and improve the experience for both patients and our Clinical Team.

Group clinics offer several benefits:

- ♦ **Shared Learning:** Gain insights and practical advice from peers and clinicians about Diabetes and how to manage symptoms.
- ♦ **Emotional Support:** Share experiences and feelings to relieve stress and build resilience.
- ♦ **Social Connection:** Connect with others, reducing isolation and fostering a sense of belonging.
- ♦ **Motivation and Inspiration:** Hear success stories and see patients at different stages of their condition, motivating positive behavior changes.
- ♦ **Active Participation:** Increase involvement in your own care and decision-making process.

For our Clinical Team, Group Clinics streamline the delivery of care, allowing for more meaningful interactions and shared learning opportunities.

For our Diabetic patients we believe this approach will positively impact your health and well-being and look forward to your participation in these sessions.



"Starting these group clinics is an exciting step forward for us. They provide a wonderful opportunity for patients to share experiences, support one another, and learn together.

Our goal is to create a community where everyone feels empowered and informed about managing their Diabetes more effectively"

Emma O'Hare
Practice Nurse Manager

Behind the Scenes at Compass House:

How we support Cancer referrals, diagnoses, and patients

At Compass House, we're dedicated to continually improving the skills of our clinical and wider teams to ensure they stay updated with the latest guidance and training. We also recognise the value of participating in research projects and are excited to share that we've been accepted to take part in the ThinkCancer! study.

During the ThinkCancer! workshops we recently completed, our Clinical Team received updates on the latest clinical guidelines and enhanced their knowledge of vague and harder-to-spot cancer symptoms. Our non-clinical teams, including admin, reception, and social prescribers, also received training to increase their awareness of potential cancer symptoms.

Following the training, we reviewed our current processes and safety netting for areas of improvement. We received excellent feedback from one of the research team members:

"The Practice is already doing a really excellent job, and I can honestly say that Compass House has one of the most comprehensive systems of cancer safety netting that I have come across during our work so far. The Team should be commended for this!"

To give you an idea of some of the "behind the scenes" work we do to ensure our patients receive the best care, we have shared a few examples:

- ♦ **Track Referrals:** We ensure all urgent referrals are seen by the specialty department promptly.
- ♦ **Follow-Up Appointments:** We follow up with patients who missed their secondary care appointments.
- ♦ **Pre-Cancer Screening:** We reach out to patients who have missed or overlooked screenings such as cervical smears, bowel cancer screenings, and mammograms.
- ♦ **Patient Information:** We send information to patients about their cancer referrals, including what to expect and potential questions to ask during appointments to help them feel more prepared.
- ♦ **Learning and Improvement:** We review unusual cancer diagnosis presentations and areas where our systems could improve as part of monthly clinical meetings.
- ♦ **Dedicated Cancer Care Coordinator:** We have a dedicated coordinator to support patients who are newly diagnosed with cancer.

Think Cancer!

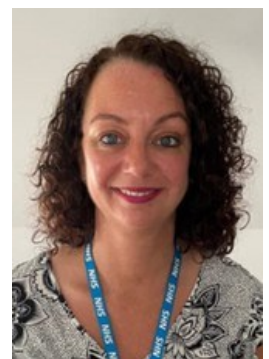
Funded by:



In collaboration with:



Sponsored by:



Rachel Bennett
Cancer Care
Coordinator