



Compass House
Medical Centres



COMPASS HOUSE MEDICAL CENTRES PATIENT LEAFLET



01803 855897



compasshouse@nhs.net



compasshousemedical.com



facebook.com/compasshousemedical

Inspected and rated

Outstanding ☆

Care Quality
Commission

Welcome To Our Practice

At Compass House Medical Centres, we strive to provide high quality care and innovative clinical excellence, working in partnership with Patients, our Team, and other healthcare organisations to improve the health of the community we serve. We cover the populations of Brixham, Galmpton, Churston, Kingswear, and parts of Paignton.

We have produced this leaflet to give guidance on our services, how to access them, and other useful information regarding the Practice and our Patients.

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Contact Details & Opening Times

**King Street
Brixham, TQ5 9TF**

Mon, Wed, Thurs, Fri:

08:00-18:30hrs*

*Consulting hours 08:00-18:00hrs. Outside of these hours a clinician may not be onsite.

Tues:

08:00-20:00hrs**

**Enhanced Access Hours
18:00-20:00hrs

**2 Langdon Lane
Galmpton, TQ5 9TF**

Mon - Thurs:

08:00-17:30hrs

Fri:

07:00-17:00hrs***

***Enhanced Access Hours
07:00 -08:00hrs

**Brixham Hospital
Greenover Road, Brixham, TQ5 9HW**

Mon - Fri:

08:00-18:00

By appointment only

Out of Hours Information

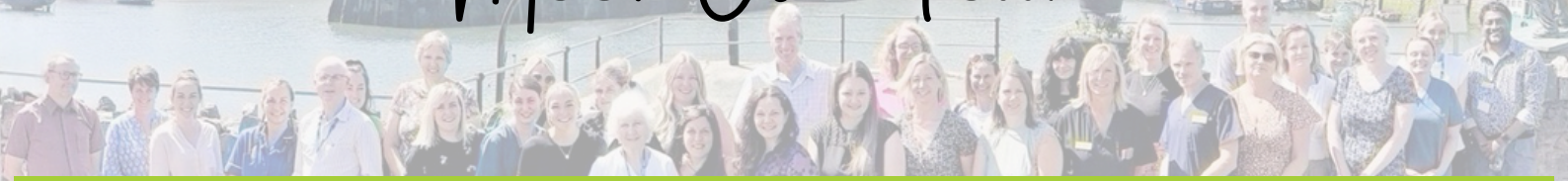
If you need urgent medical attention when we are closed, (between 6pm & 8am on weekdays, from 6pm on Friday to 8am Monday, or on Bank Holidays), please call NHS111 who will make sure you receive the advice and/or treatment you need.

Pharmacies are able to help with certain conditions such as urinary infections, sore throats, and shingles.

In a life-threatening situation, please call 999.

The First Response Service is a 24/7 crisis line providing advice, support and signposting for people experiencing mental health problems. Call the crisis line on 111 and choose the mental health option).

Meet Our Team



GPs

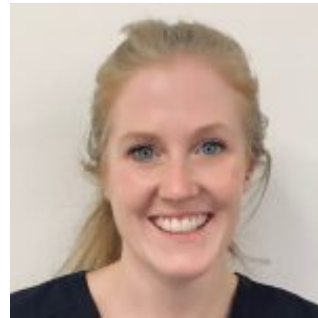
We have 11 permanent GP's with a wide range of clinical interests. They look after patients with chronic illnesses, with the aim to keep people in their own home and ensure they are as well as they can possibly be. Our GP's work as part of a large, multidisciplinary team that supports the care of our patients.



Dr Douglas Ansley
MA BM Bch MRCP
GP Partner



Dr Robert Bromige
MBBS MRCP (UK) DA
MRCP
GP Partner



Dr Clare Delany
MBBS MRCP Bsc
GP Partner



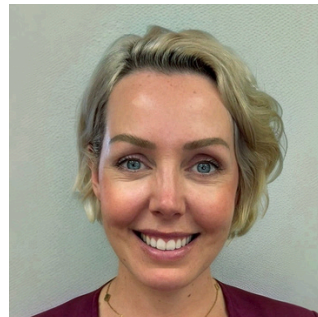
Dr Ruth Delany
MBBS BSc MRCP MRCP
DRCOG
GP



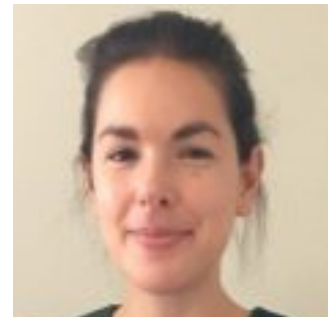
Dr James Gunning
BMBS MRCP DRCOG DPD
GP Partner



Dr Jade Hubbard
MBBS
GP



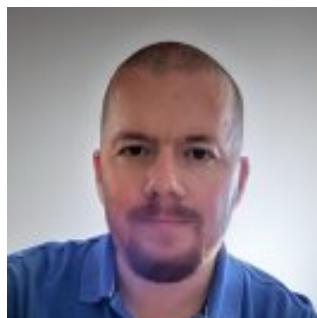
Dr Leah Jones
MRCP MBBCH
GP



Dr Janet Lurie
BMBS RCGP
GP



Dr Sandy Miles
MBBS MRCP
GP



Dr Ray Shakman
MBBS JBCS MRCP
GP



Dr Edward Teesdale
MBBS MRCS (UK) MRCP
GP Partner

We are proud to be a well-established Training Practice, helping qualified Doctors, known as Registrars, complete the final stages of their GP Training. GP Registrars are usually with us for 12-months, becoming an integral part of the Practice Team and an invaluable resource for patients.

Advanced Clinical Practitioners

Advanced Clinical Practitioners (ACP's), are highly experienced medical professionals who are educated to Master's Level. They have the skills required to examine and assess, diagnose, prescribe, and treat patient healthcare needs, or refer if required to an appropriate Specialist, in a similar way to Doctors.



Ian Parsonage
Lead ACP/ Nurse Partner



Clare Roberts
ACP



Aly Thomson
ACP



Tina Daniels
ACP



Antony Kitchener
Paramedic Practitioner/
Trainee ACP

Pharmacy Team

Our Pharmacy Team is made up of Clinical Pharmacists and a Pharmacy Technician. Collectively, they have detailed knowledge about drugs and their effects. They help to resolve day-to-day medication issues, provide help to manage long-term conditions, and ensure monitoring of high-risk drugs.



John John (JJ)
Clinical Pharmacist



Jamie Roberts
Clinical Pharmacist



Beth Henley
Pharmacy Technician

Nursing Team

Our Nursing Team is made up of Practice Nurses, Nurse Associates, Assistant Practitioners, GP Assistants, and a Phlebotomist. Practice Nurses aid Patients with queries and health advice including chronic disease management, wound management, and child health immunisations. They can also initiate investigations such as ECG's and blood tests.

Collectively, Nurse Associates, Assistant Practitioners, GP Assistants, and Healthcare Assistants work alongside Practice Nurses to carry out blood tests, blood pressure checks, and ear care, provide lifestyle and stop smoking advice, assist with wound management, and are able to administer some vaccinations,



Jemma Jakeman
Nurse Manager



Laura Radant
Practice Nurse



Sophie Chamberlain
Practice Nurse



Daniela Milton
Nurse Associate



Shelley Stroud
Nurse Associate



Katie Rowell
Trainee Nurse Associate



Sarah Batten
Assistant Practitioner



Louise Vale
Assistant Practitioner



Erica Fox
Healthcare Assistant



Lucy Welsh
GP Assistant

Social & Well-being Team

Our Social & Well-being Team is made up of Social Prescriber Link Workers, (SPLW's), Carer Support Worker, and Cancer Care Coordinator. If you feel you would benefit from help from any of the Social & Wellbeing Team, please inform our Care Coordinator Team and they can arrange this.

Social Prescribers work with Patients to explore their individual support needs, develop a personal plan, and set goals to work to reduce barriers and motivate patients to make positive life changes.

Rachel, our Cancer Care Coordinator carries our cancer care reviews, provides support to newly diagnosed cancer patients, and encourages patients to take up the cancer screening programmes available to them.

Our Carer Support Worker offers support and health assessments to our unpaid carers. She also runs a monthly Carers Coffee Afternoon. If you wish to be referred, please let our Care Coordinators know, who can arrange this for you.



Katrina Hill
Lead SPLW



Sabrina Libralon
Children's SPLW



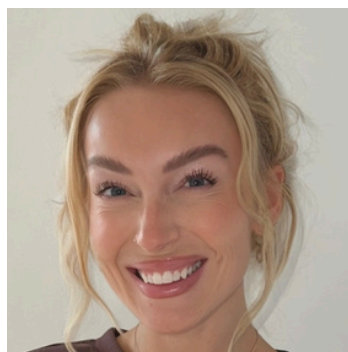
Jane Rowell
Drug & Alcohol SPLW



Sarah Yapp
SPLW



Rachel Bennett
Cancer Care Coordinator



Aleigha Walker
Carer Support Worker

Physiotherapist

Steph, our in-house Physiotherapist, provides support to patients who meet a certain criteria. She is also able to administer certain types of joint injections and musculoskeletal support.

Please complete a KLINIK form if you would like to see Steph for an assessment.



Steph Murray

Management & Operational Team

Along with the Partners, the Management and Operational Team aid all aspects of the day-to-day operation of the Surgery, ranging from the finances, to the IT systems, to the cleaning of the Practice.



Steph Tedstone - Management Partner

Steph has overall responsibility for the leadership, direction, and finances of the practice. She works closely with the GP Partners to make sure we continue to deliver safe, high-quality care while supporting the wellbeing of our team and the sustainability of our services.

From shaping long-term plans to leading improvements and managing resources, Steph's work helps create the right conditions for both patients and staff to thrive. She also works with other practices and NHS partners across Torbay and Devon to support joined-up care for our local community.



Kirsty Sharp - Operations & Finance Manager

Kirsty is responsible for the day-to-day running of the practice, making sure everything works smoothly behind the scenes so our clinical teams can focus on caring for patients.

She manages the systems, processes, and support teams that keep the practice safe, efficient, and responsive. Kirsty also oversees GP registrar and student placements, and supports the financial planning of operational budgets. Her role helps ensure we continue to deliver high-quality care in a well-organised and supportive environment.

Care Coordinator & Prescription Clerk Teams

Our Care Coordinator Team welcome patients to the surgery, answer calls and queries, book appointments, and carry out a wide range of essential roles supporting the clinicians including arranging referrals for patients to hospital, following up on queries, typing letters, summarising patient records, and dealing with insurance and Solicitor requests for medical examinations, reports and private forms.

The Prescription Clerks support clinicians in the management and preparation of prescriptions. They liaise with patients, other healthcare organisations, pharmacies, and care homes and deal with prescription queries.

Our non-clinical team are bound by the same rules of confidentiality as the Doctors and Nurses and everything that you tell them is treated in confidence.

How to Register & Practice Boundary

There are several ways you can register with Compass House Medical Centers. The easiest and quickest way is to register online via the link below or by using the QR Code:

[Register CompassHouse](#)

You can also collect paper forms from our Brixham King Street or Galmpton reception desks, or you can download the necessary forms from our website:

compasshousemedical.com/other-information-registrations/

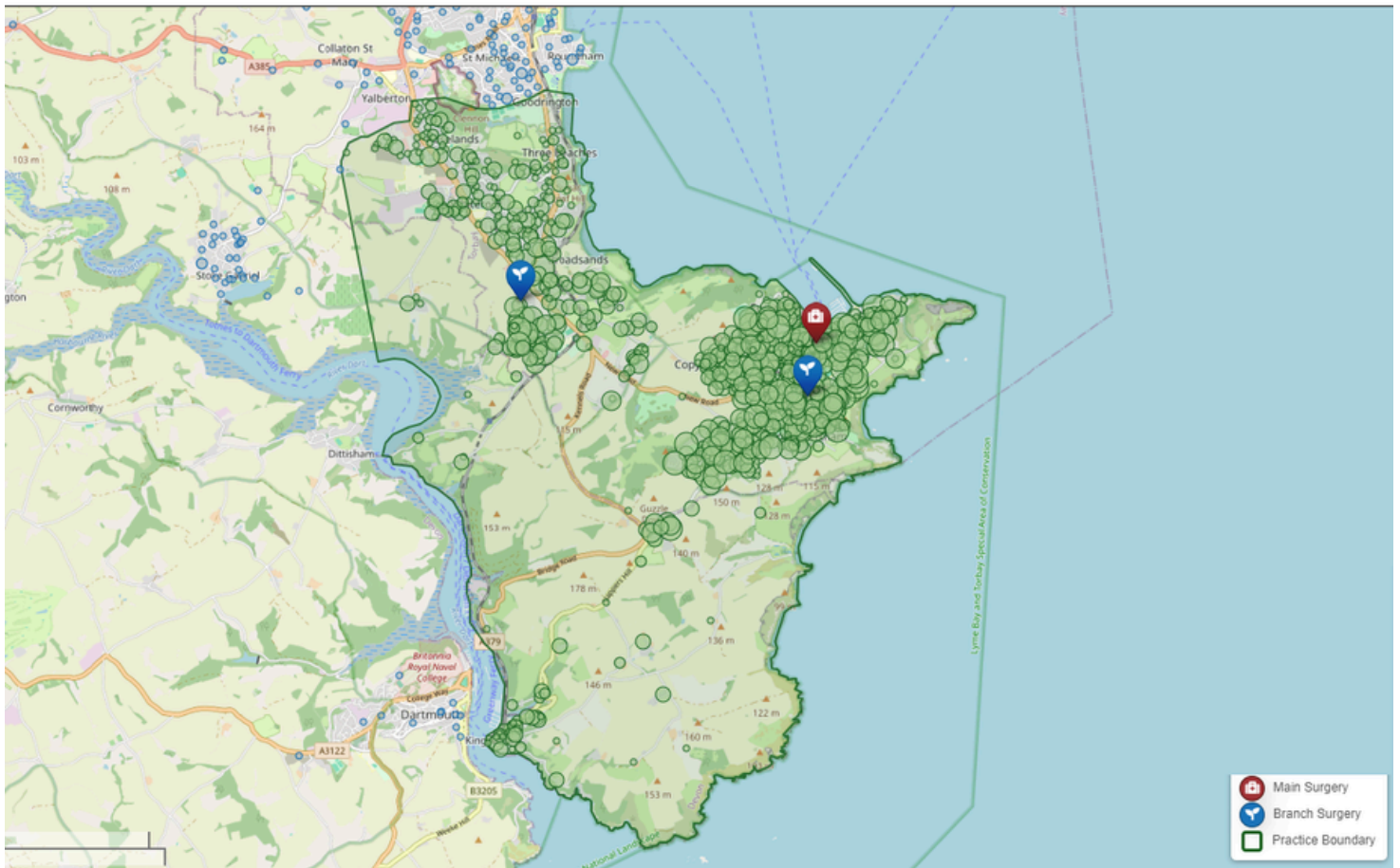
Please note that with the paper forms we require both the PRFI form and a New Patient Registration form to be completed for each person registering with us.

Compass House
Medical Centres

 Register at our GP practice



Get registered in 48
hours!



L83055 - COMPASS HOUSE MEDICAL CENTRES



South, Central and West
Commissioning Support Unit

This map was produced @ www.healthgis.nhs.uk on 02/07/2024

Our Practice covers the areas of Brixham, Kingswear, Galmpton, Churston, and parts of Paignton, (up to the Asda junction on Brixham Road and up to Torbay Leisure Centre on Dartmouth Road).

You check if your postcode is covered by our Practice using this link:

compasshousemedical.com/practice-boundary/

Appointments, Prescriptions, Test Results & Admin Queries

Appointments

CLINICAL APPOINTMENTS

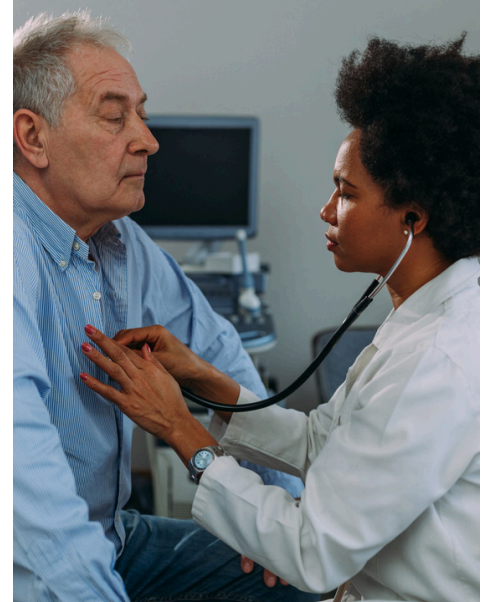
To request clinical appointments, please submit a form via “**Rapid Health**”. This is accessed via our website or the link below:

<https://compasshouse-consult.uk.rapidhealth.co.uk/>

You can access this between 8AM and 6PM, Monday to Friday, except Bank Holidays. For more information on Rapid Health please follow this link:

<https://compasshousemedical.com/using-rapid-health-to-contact-us-2/>

If you are unable to use this option, please call 01803 855897 and select Option 1. One of our Care Coordinators will complete the form with you. Please note that they will need to ask you several questions to enable them to submit the request on your behalf.



NURSE APPOINTMENTS

All our Nurse appointments are bookable up to 28 days in advance. Please call our Care Coordinator Team on 01803 855897, option 1 for appointments to arrange these.

We do also have some appointments available to book online via the NHS App or Patient Access. These include blood tests, blood pressure checks, cervical screening, INRs, and flu jabs during flu season.

Blood tests requested by the Hospital should be booked via Torbay Hospital Phlebotomy Appointments. These can be booked at Brixham Hospital. Please contact their booking line on 01803 655544, Monday to Friday, between 8am and 4pm to arrange an appointment.

HOME VISITS

Home visits are for patients so unwell or immobile, they cannot physically come to the Surgery. Home visits are for medical reasons, not social or personal reasons, and lack of transport is not an acceptable reason to have a home visit.

KARING is a voluntary service offering affordable, reliable transport to assist patients in getting to their medical appointments. You can contact them on 01803 524799.

If you require a home visit, please telephone the Surgery on 01803 855897, and select option 2. The team will take some details of your problem and arrange for one of the clinician to telephone you and discuss your symptoms first as it may be that a home visit is not the best course of action, and you may be advised to attend A&E or minor injuries, or been seen by the District Nurses.

ENHANCED ACCESS APPOINTMENTS

We offer early morning or evening appointments, outside of our normal opening hours to patients at our Brixham and Galmpton surgeries. These appointments are available between 7am and 8am on a Friday at Galmpton, whilst our evening appointments are available between 6pm and 8pm on a Tuesday at the Brixham King Street site.

As a Torbay patient, you can also access appointments at the weekend at a central Hub, at Pembroke House Surgery in Paignton. These clinics are offered in conjunction with the other Practices in the Torbay. Appointments offered through the weekend service are:

- **GP appointments** for either face-to-face routine problems, or as a telephone call. Please be aware that the GP may ask to see you following your telephone call if they think it necessary.
- **ACP appointments** for routine minor illness, with a high level Advanced Care Practitioner.
- **Nursing team appointments** for:
 - cervical screening (smear test)
 - routine injections (must be brought to the appointment with you)
 - NHS health checks
 - Ear syringing
 - ECGs
 - Dressings (must be brought to the appointment with you)
 - Blood tests
 - Blood pressure checks
 - Child & baby immunisations

Enhanced access appointments are pre-bookable and are booked in the same way as our other appointments via Rapid Health, (or by telephoning the Surgery for Nursing and Pharmacist appointments).

Please request an enhanced access appointment on your form, or when you speak to one of our Care Coordinators, stating if you require an early morning, evening, or weekend appointment.

We're here for
you evenings
and weekends



Evening and weekend appointments are available at your GP practice or at an NHS service nearby.

To book, contact your GP practice.

NHS

Your health matters

Help us help you

Prescriptions

ORDERING REPEAT PRESCRIPTIONS

The easiest way to order your repeat medication is via online services such as the NHS App or Patient Access.

You can request repeat prescriptions via Rapid Health on the “Questions and Admin” option, then select “Repeat prescription request”, or by completing the online form by following the link below: compasshousemedical.com/order-your-prescription-online/

We have our repeat prescription boxes at both the Brixham King Street and Galmpton surgeries for repeat prescription slips and written requests. We also accept request via post.

We aim to process your request within 2 working days to send your prescription to your nominated pharmacy however, during busy periods, such as after bank holidays, it may take longer. Please allow us:

- 2 working days for repeat prescriptions
- 3 working days for non-repeat prescriptions
- 3 to 5 working days if you use a Pharmacy collection/ nomination service. After this period, you will need to contact your Pharmacy for their timeframe to make prescriptions up as we have no control over this.

Please note, if your medication is not due, it may not be processed. Repeat medication can be ordered no earlier than 10 days before it is due.

TRACKING REPEAT PRESCRIPTIONS

You can now see and track your prescriptions electronically via the NHS App, allowing you to:

- Easily see the details of medicines/ items healthcare professionals have confirmed for you.
- Use a prescription barcode to collect your medicine if you don't have a nominated pharmacy, without needing to collect a paper prescription.

For help and support, please visit:

nhs.uk/nhs-app/nhs-app-help-and-support/prescriptions-in-the-nhs-app/

PRESCRIPTION CHARGES

Prescriptions are charged at £9.90 per item for patients who are not exempt from payment. Please follow the link below to see if you are eligible for free prescriptions:

nhs.uk/nhs-services/prescriptions/check-if-you-can-get-free-prescriptions/

If you need more than 13 prescribed medicines in a year, you can save money with a prescription prepayment certificate. For more information or to apply, please visit:

nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-prescription-prepayment-certificate-ppc

HRT Certificates (HRT PPC) can be brought if you are prescribed NHS HRT medicines 3 or more times in 12 months. For more information, please follow the link below:

nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-hormone-replacement-therapy-prescription-prepayment-certificate-hrt-ppc



Test Results

Test results can take up to 7-14 days to be processed, sometimes longer for certain diagnostic tests.

If you have online services, such as the NHS App or Patient Access, this is the easiest way to find out your results. Alternatively, please call us on 01803 855897 (option 5), Monday to Friday, 2pm to 5pm.

If a doctor has requested that you have an investigation and you have not heard from us within 14 days, please contact us to check your results and to arrange any follow up. For tests organised by the Hospital, please contact the requesting clinician's secretary.



Admin Queries

REFERRAL QUERIES

If you have been referred to an NHS service by one of Team and have not yet heard about an appointment, please contact DRSS (Devon Referral Support Services) on 01626 883888 or via email (drss.helpdesk@nhs.net). The Team are available Monday to Friday, 10am to 4pm.

If you are chasing a diagnostic imaging referral, (x-ray, ultrasound, CT, etc.) please contact Torbay Hospital Radiology Appointments Team Monday to Friday, 9am-5pm. on 01803 656326.

If you are waiting to hear from the Hospital with regards to a 2-week-wait referral, and it has been over 7 days since you were referred, please either contact the department directly, (by calling Torbay Hospital on 01803 614567 and ask to speak to the Outpatients Booking Team for the speciality).

FIT NOTES

Under current legislation, a Patient 'self certificate' is used for the first 7 days of any illness. This is available from your employer or online using the following link:

[gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2](https://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2)

If your condition lasts for longer than a week, please submit a Rapid Health form, using the "Questions and Admin" section, then choosing the "Sick/fit note request" option and a Clinician will issue a Fit Note as necessary.

NON-NHS WORK & SARs

Non-NHS work includes GP letters, (that you may require to help support your application for certain things such as reduced water rates), holiday cancellation forms, medicals, (such as HGV, taxi, etc), Firearms Certificate forms, and GP reports for insurances. This type of work is chargeable and needs to be fitted in as extras around our NHS core work.

SARs, (Subject Access Requests), provide patients access to their full medical records. A data subject access request form will need to be completed, signed & ID seen before we are able to complete these requests. In most cases, there is no charge for this.

For more information, and for our up to date fees, please visit our website:

compasshousemedical.com/clinics-services/non-nhs-services/

Choosing the Right Service

SELF-CARE USING YOUR LOCAL PHARMACY



PHARMACY
FIRST

FOR MINOR ILLNESSES, AILMENTS AND INJURIES

Most minor ailments and injuries can be treated with over the counter medicines with the advice and support of your Pharmacist.

“Pharmacy First” is an NHS scheme enabling Pharmacists to supply prescription-only medicines, where clinically appropriate, to patients without needing to see a GP for seven, common health conditions:

- Sinusitis - for patients aged 12 years and over
- Sore throat - for patients aged 5 years and over
- Ear infections - for patients aged 1 to 17 years
- Infected insect bites - for patients aged 1 year and over
- Impetigo - for patients aged 1 year and over
- Shingles - for patients aged 18 years and over
- Uncomplicated urinary tract infections - for females aged 16-64 years

For more information, and to find a participating pharmacy please visit:
england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/

MAKE A GP APPOINTMENT



FOR ILLNESSES OR INJURIES THAT ARE NOT RESPONDING TO SELF-CARE OR ADVICE FROM YOUR PHARMACIST

If you have an illness or injury that you have attempted to treat with self-care but is not resolving, or for other illnesses that a Pharmacist is not able to help with, please complete a KLINIK form, which will be triaged by a Clinician.

We can also provide urgent appointments if required, and will see children quickly if you are worried. The doctor may wish to speak with you prior to attending to determine if the child may require emergency care.

CHOOSE A&E OR 999



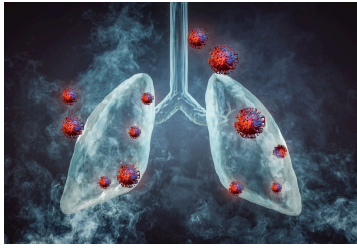
FOR SERIOUS ILLNESSES, INJURIES AND CONDITIONS THAT MAY BE LIFE THREATENING

Many visits to A&E can be resolved by other NHS services. Urgent care services are for patients who require medical attention the same day, but are not life threatening or changing. This can be provided by urgent treatment centres and minor injury units. For waiting times please visit
torbayandsouthdevon.nhs.uk/services/urgent-and-emergency-care/minor-injuries-units/

Emergency care is for people who have a condition that is life threatening or presents an immediate risk to long term health. **An emergency is ‘a critical or life-threatening situation’.** In these instances call 999 or visit the Emergency Department at Torbay Hospital.

**If you are unsure which service is the best for you when we are closed,
please phone NHS 111 for guidance**

Clinics and Services



ASTHMA & COPD CLINICS

We have specialist Asthma and COPD nurses. If you have one of these conditions, it is important that you come for a check every 12 months to review your technique and amend your medicines as required in order to achieve optimum control. Yearly checks are usually done in your birth month.

CERVICAL SCREENING

Our Nursing Team provide cervical smear screening. The test can detect cell changes in the cervix (neck of the womb), that can sometimes lead to cancer in the future. If the changes are present, treatment is nearly always simple, effective and of a minor nature. You will be contacted directly by letter from the Wiltshire Screening Programme when you are due.



CHILDHOOD IMMUNISATIONS

We provide all routine immunisations for children from birth to preschool age. We also administer nasal flu to eligible 2 and 3 year olds during flu season.

Please remember to bring your child's Red Book to immunisation appointments so the nurse can update this for your records.

DIABETES CLINICS

Dr Bromige has a specialist interest in Diabetes, as well as one of our ACPs. We also have specialist Diabetic nurses who conduct annual reviews on all aspects of your diabetic care, including foot checks.

Emma, our Practice Nurse Manager, is able to support with any concerns between reviews.



INJECTIONS

Our Nursing Team administer various routine injections including routine immunisations, (such as Flu, Shingles, and Pneumovax), vitamin B12, and some injections that have been prescribed by the Hospital under a shared care agreement.

NHS HEALTH CHECKS

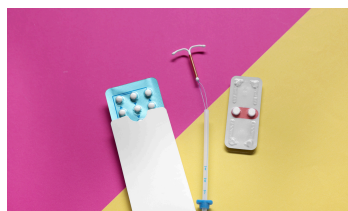
If you are aged 40 to 74 and have no pre-existing health conditions, you are eligible for a NHS Health check with one of our nurses every five years. These are free, overall health checks that can determine if you are at a higher risk of developing certain health problems such as diabetes, heart disease, kidney disease, and stroke.



TRAVEL ADVICE

Our Nursing Team are able to offer travel advice to Patients who may be travelling abroad and provide vaccines that are free to NHS patients. We recommend that patients book advice well in advance of their travels as some vaccine courses require multiple injections.

Please complete a Travel Questionnaire prior to your appointment.



GYNAECOLOGICAL PROCEDURES/ CONTRACEPTION/ HRT

Dr Janet Lurie has a specialist interest in Women's Health and is able to offer advice on long acting reversible contraceptives. She is also able to fit and remove IUD/ IUS Coil Devices and the Contraceptive Implant at the Practice.

If you are booking for a possible gynaecological examination, swabs, or cervical smears, please inform us if you would like a chaperone.

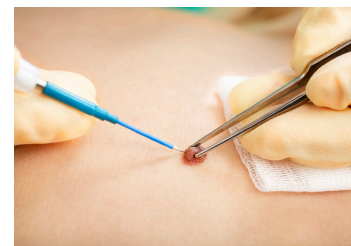
If you need emergency contraception advice, please submit a KLINIK form and this will be actioned the same day. This is also available from pharmacies that offer NHS emergency contraception services. You can now buy the Emergency Contraceptive Pill confidentially over the counter at chemists, provided you are over 16 years of age.

Aly Thomson has a specialist interest in Menopause and HRT. Please complete a KLINIK form under the "HRT/ Contraception" tile if you wish to discuss HRT further, and we can arrange a telephone consultation with Aly.



MINOR OPERATIONS

We have three GPs with a specialist interest in Minor Surgery. They are able to excise non-cancerous lesions in these clinics. A number of our Clinicians can also perform specific joint injections. Patients wishing to have these procedures will first need to speak to a Clinician to get a referral. This can be requested via a KLINIK form.



Midwives, Health Visitor & District Nurses



MIDWIVES

The Midwives hold clinics at Brixham Hospital. They can be contacted on 01803 655771. To arrange a first appointment with them, please complete the self-referral form using the link below:

torbayandsouthdevon.nhs.uk/services/maternity-services/self-referral-form/

HEALTH VISITORS

Health Visitors carry out screenings and developmental reviews for children under 5. They help families avoid illness and stay fit and healthy. You can contact the Team on 0300 333 5352, or via the form using this link:

torbayandsouthdevon.nhs.uk/services/0-to-19-torbay/



DISTRICT NURSES

District nurses provide care to patients at home, who are too unwell to get to the surgery. They carry out routine procedures such as blood tests, help manage chronic conditions, care for acutely ill patients, and provide care for end of life patients. They can be contacted on 01803 219700.

You have the right to...

1

...be referred to a Consultant acceptable to you when you and your GP think it is necessary, or to be referred for a second opinion



2

...have the appropriate drugs and medicines prescribed to you



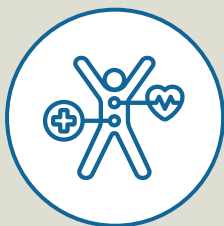
3

...have access to your medical records and to know that those working for the NHS are under a legal duty to keep those records confidential



4

...be offered an NHS health check if eligible



5

...receive a full and prompt reply to any complaints about the care you receive at Compass House Medical Centres



6

...choose whether to be involved in Research or Medical Student Training



Patient Responsibilities



If you are unable to attend an appointment, please let us know in good time so we can cancel it and offer it to someone else.

Appointments can be cancelled via the NHS App or Patient Access, by calling the Surgery and selecting option 4, or by replying to text reminder messages.



If you are late for your appointment, you may be asked to rebook at another time. Please try to let us know in advance if you are going to be unavoidably delayed so that we can make alternative arrangements to help you.



A home visit should only be requested for those who are unable to come to the surgery due to illness or infirmity. Please request this as soon as possible if this is required.



Please act in a responsible and courteous manner whilst on the premises for the safety and comfort of others.



Make a separate appointment for each Patient that needs to be seen. This allows the Clinician enough time to treat each patient with the time that they deserve.



An urgent appointment is for an urgent medical problem. Fit notes and repeat prescriptions can be requested via KLINIK.



We would ask you to be patient if a Clinician is running late. This is often due to unforeseeable emergencies but please feel free to ask for an explanation from a Care Coordinator.



Please treat all surgery staff, fellow patients, carers and, visitors politely and with respect.

Violence or verbal harassment will not be tolerated or accepted. You may be asked to register at another Surgery if this behaviour occurs.

Practice Charter

COMPASS HOUSE MEDICAL CENTRES



Our standard is to see 80% of patients within 20 minutes of their appointment time.

You will be treated with courtesy and respect by all the Practice personnel.



An urgent appointment with a Doctor or Advanced Clinical Practitioner will be available on the same day where necessary.

If you have hearing, visual or physical difficulties, please let us know so that we can enable you to fully use our services.



If you have a complaint, please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.

Please see the "Positive Comments and Complaints Procedure" page for more information regarding complaints.

Patient Participation Group

WHAT IS A PATIENT PARTICIPATION GROUP?

A Patient Participation Group (PPG) is a unique partnership between patients, GPs, and their practice, which is essential to and results in high quality and responsive care.

WHAT IS INVOLVED?

- Help Patients to take more responsibility for their health.
- Contribute to the continuous improvement of services and quality of care.
- Improve communication between the practice and its patients.
- Provide practical support for the practice and help to implement change.
- Fundraising for important practice equipment.
- Help with patient events such as Flu Clinics.



FACE-TO-FACE GROUP

Our face-to-face group works in partnership with the GPs and practice staff, and meet regularly to discuss ideas on how to improve services and get valuable feedback from our patients.

They represent our patients at Devon-wide events and have supported the practice with reducing the number of patients that do not attend appointments, held a tea party at the Galmpton Surgery, and help with patient feedback questionnaires following the implementation of KLINIK.

VIRTUAL GROUP

Being a member of the PPG does not involve a major commitment.

You can choose to be in our Virtual PPG who receive occasional emails, typically covering general healthcare information, patient surveys, newsletters, and Practice and PPG initiatives.

HOW TO JOIN

If you would like to become a member of our PPG, please let a Care Coordinator know, who will pass on your email address and you will be added to the email group.

You can also email compasshouseppg@nhs.net to become a member.

Positive Feedback & Complaints Procedure

POSITIVE FEEDBACK

We aim to provide a caring, high-quality service and would love to hear your positive feedback so this can be shared with the Team.

You can provide your feedback in writing to the Surgery, via the Friends and Family test by following the link in the text you receive after an appointment at the surgery or by visiting our website, (compasshousemedical.com/friends-and-family-test/).

You can also leave a review on the following sites:

- NHS UK: nhs.uk/services/gp-surgery/compass-house-medical-centres/L83055/leave-a-review
- CQC: cqc.org.uk/give-feedback-on-care
- Healthwatch: hwdpt.org/share-your-views

COMPLAINTS PROCEDURE

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make complaint, please let us know as soon as possible, We aim to resolve issues promptly, acknowledging complains within 7 working days, and strive to respond fully within 28 days.

To raise a complaint please follow the procedure below:

IN PERSON, BY PHONE, OR IN WRITING

Any complaints about our service provided to you can be discussed in person, by phone, or in writing to our Practice Liaison Manager. You can also email complaints for the attention of Emma to compasshouse@nhs.net.

For more information on how we handle complaints, please see our Complaints Leaflet, available from reception, or on our website:

compasshousemedical.com/wp-content/uploads/Complaints-Leaflet.pdf

NHS DEVON COMPLAINTS TEAM

The Practice Management Team hope that if you have a problem with the service you have received, that you will use the practice complaints procedure. However, if you feel you cannot raise your complaint with us, you can contact NHS Devon by:

- Telephone - 0300 123 1672 (local call rate number), between 10am and 4pm
- Email - d-icb.patientexperience@nhs.net
- Post - Patient Advice and Complaints Team, NHS Devon, Aperture House, Pynes Hill, Rydon Lane, Exeter, EX2 5AZ

More information can be found on the One Devon website:

onedevon.org.uk/contact-us/patient-advice-and-complaints/

OMBUDSMAN

If you have not received a satisfactory response from this Practice or the NHS Devon Complaints Team, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can contact the Ombudsman Complaints Helpline on 0345 015 4033, (Monday to Thursday, 9am to 4pm and Friday 8:30am to 12noon).

For more information, please visit ombudsman.org.uk/



Accessibility

DISABLED ACCESS

We have disabled access arrangements at all our Practice sites, including automatic doors and appropriate access consulting rooms. There is a wheelchair available and assistance will be provided if needed. We have a lift at our Brixham King Street surgery, providing access to all patient area levels. At our Galmpton surgery, we will make arrangements for patients to be seen downstairs where required.

DEMENTIA FRIENDLY

We recognise that Dementia patients often face unique challenges such as memory loss, confusion, and difficulty communicating their needs which can have an impact on how they access care services such as ourselves. Over the years we have undertaken work to become a Dementia Friendly Practice and support our patients currently living with Dementia, making sure they receive the best possible care and support. All our staff undergo Dementia friendly training to understand dementia and provide compassionate, respectful care.

Our efforts to do this include a variety of initiatives designed to cater to the specific needs of Dementia patients and their caregivers including dementia-friendly signage, pre-appointment call reminders, longer appointments where necessary, and carer support.

HEARING LOOPS

We have hearing loops at both our Brixham King Street and Galmpton receptions. At our Brixham Hospital reception, there is a built-in speaker in the screen.

CAR PARKING

- Car parking available at the Galmpton Surgery.
- Parking at Brixham Hospital is available but there are car park charges at this site, (payable on leaving at the machine located inside the main entrance). Blue Badge holders do not have to pay for parking but will need to scan their badge on the payment machine.
- There is no car park at the Brixham Surgery. It is a road traffic offence to park in the layby on King Street outside the surgery. This facility is for the use of the bus service that stops at the Practice and ambulances.

BUSES AND TAXIS

- The number 17 bus stops outside the Brixham King Street Surgery.
- The number 18 bus stops outside the grounds of Brixham Hospital.
- The number 12 bus stops on the main road at Windy Corner for the Galmpton Surgery, where it is then a short walk along Langdon Lane.

A number of taxi companies operate in the area and can be called to both surgeries and Brixham Hospital. If you require invalid access please advise the company at the time of the booking, If you are unable to call a taxi yourself once you have finished at the practice, please ask the front desk who would be happy to do so.

Additional Information

CONTACT DETAILS

If you are moving house, please fill out one of our Change of Address Forms that you can obtain from the front desk. This is to ensure your records are up to date and that we can contact you effectively. You can also do this via KLINIK on the "Update your details" tile.

Please also inform us if your contact numbers or email change, and advise if you are happy for us to contact you via SMS text message and email.

WE ARE A TRAINING AND RESEARCH PRACTICE

As a Training Practice, GP Registrars and Medical Students from Peninsula Medical School spend part of their training with us to develop a wide variety of skills. A GP will supervise the Students. Please advise the Care Coordinator at reception if you would prefer not to have a Student involved in your care.

We are also proud to be involved with Medical Research, in partnership with CRN, NIHR, and various other research institutes. We would value your cooperation with any Studies we are involved in but understand if you do not wish to participate. There will be no impact on the medical care you receive from the Practice.

USEFUL CONTACTS



Torbay Hospital Switchboard
01803 614567

Torbay Hospital Radiology Appointments
01803 656326 (Mon-Fri, 9am to 5pm)

Devon Referral Support Service
01626 883888 (Mon-Fri, 10am to 4pm)

Physiotherapy Appointments Team
0300 456 9978 (Mon-Fri, 8:30am to 12noon)

Newton Abbot Hospital MIU
01626 324500 (Mon-Sun, 8am to 8pm)

Totnes Community Hospital MIU
01803 862622 (Mon-Sun, 8am to 5pm)

Emergency Dental Service
01803 217777 (Mon-Fri, 8:45am to 4:30pm)

Mental Health Crisis Team
111 (7 days a week, 24 hours a day)

Samaritans
116 123 (7 days a week, 24 hours a day)

LOCAL PHARMACIES

Day Lewis Fore Street - 01803 852850
Mon-Fri, 9am to 5:30pm
Sat 9am to 1pm

Boots Fore Street - 01803 882101
Mon-Sat, 9am to 5pm

Well Bolton Street - 01803 858142
Mon-Fri, 8am to 6pm

Broadway Pharmacy, Churston - 01803 842744
Mon-Fri, 9am to 1pm & 1:30pm to 5:30pm
Sat 9am to 12noon

Boots Cherrybrook - 01803 843479
Mon-Fri, 9am to 5:30pm
Sat 9am to 1pm

Mayfield Pharmacy, Paignton - 01803 495404
Mon-Fri, 9am to 1pm & 1:30pm to 6pm
Sat 9am to 12noon

Boots Wren Park - 01803 615874
Mon-Sat 9am to 9pm
Sun 10am to 5pm



Awards & Accreditations

Awards

We are proud of local and national awards that we have won over recent years in recognition of the care and service we provide. As well as winning the awards below, individual staff members have also won awards including:

- Nurse Practitioner of the Year
- Practice Manager of the Year
- Hidden Heroes Awards
- Pharmacy Technician of the Year.

We have also been a finalist in the General Practice Awards for Surgery of the Year, JJ was finalist in the General Practice Awards for Pharmacist for the Year, and our Social Prescribing Team were finalists in the Link Worker Social Prescribing Employer of the Year.

 <p>Chief Nursing Office (CNO) Silver Award 2020</p> <p>Compass House Nursing Team</p>	 <p>Reception Team of the Year 2018</p> <p>Compass House Reception Team</p> <p>General Practice Awards</p>	 <p>Armed Forces Covenant Employer Recognition Scheme Bronze Award</p>
 <p>Investors In People Gold Award</p>	 <p>Workforce Wellbeing Award 2025</p> <p>Compass House Medical Centres</p>	

Accreditations

We are honoured to be accredited in and support the schemes below.



Armed Forces veteran friendly accredited GP practice





Compass House
Medical Centres

**Thank you for taking the time to read
about our Practice.**

**The Team looks forward to helping
and supporting you.**

