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Our first group clinic was a success

We are pleased to announce that our first Diabetic Group Clinic was a great success, with all participants giving it a 5 out of 5 rating!

The clinic provided a valuable opportunity for patients to connect and share their experiences in managing diabetes.

It was great to see individuals exchanging practical tips and support in a welcoming environment. Our diabetic nurse Emma noted, "The session was engaging for patients, and it was rewarding to witness them sharing their knowledge and experience with one another."

Throughout the session, attendees participated in discussions about nutrition, exercise, and medication management.

We're committed to offering more of these group sessions and will be inviting patients with diabetes to attend around their birth month, with plans to extend this to other chronic disease groups as we learn from the successes of our current diabetic sessions.

Thank you to all who participated, we look forward to welcoming our next group of patients soon.



Join our Patient Participation Group

We invite you to become a member of our Patient Participation Group (PPG). This is an excellent opportunity for you to share your experiences and feedback to help us enhance the care we provide.

By joining the PPG, you can:

- Share your thoughts on how we can improve our services and better meet your healthcare needs.
- Receive updates on our practice, health initiatives, and upcoming events.
- Connect with fellow patients and participate in discussions about community health.



Most recently our PPG has helped us design a patient friendly leaflet called "Understanding the GP appointment system". They have also supported fundraising events, provided feedback and advice on the best options for our phone system and supported with suggestions to reduce potentially wasted appointments.

If you're interested in joining, please email us at compasshouse.ppg@nhs.net. You can participate in person or through our mailing list, where you'll have the opportunity to provide feedback on any queries we send out.

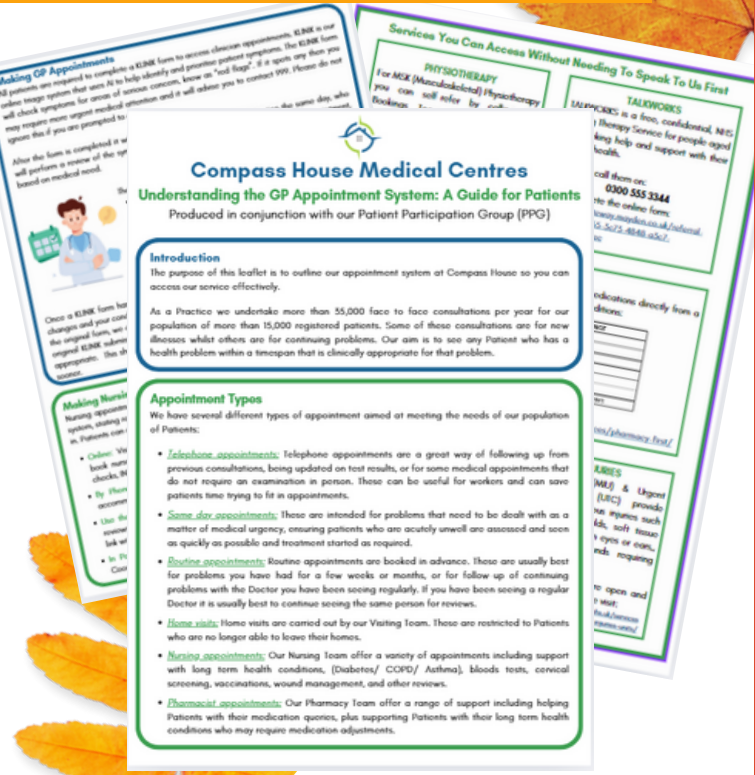
Pharmacy update: Outcome of onsite pharmacy appeal

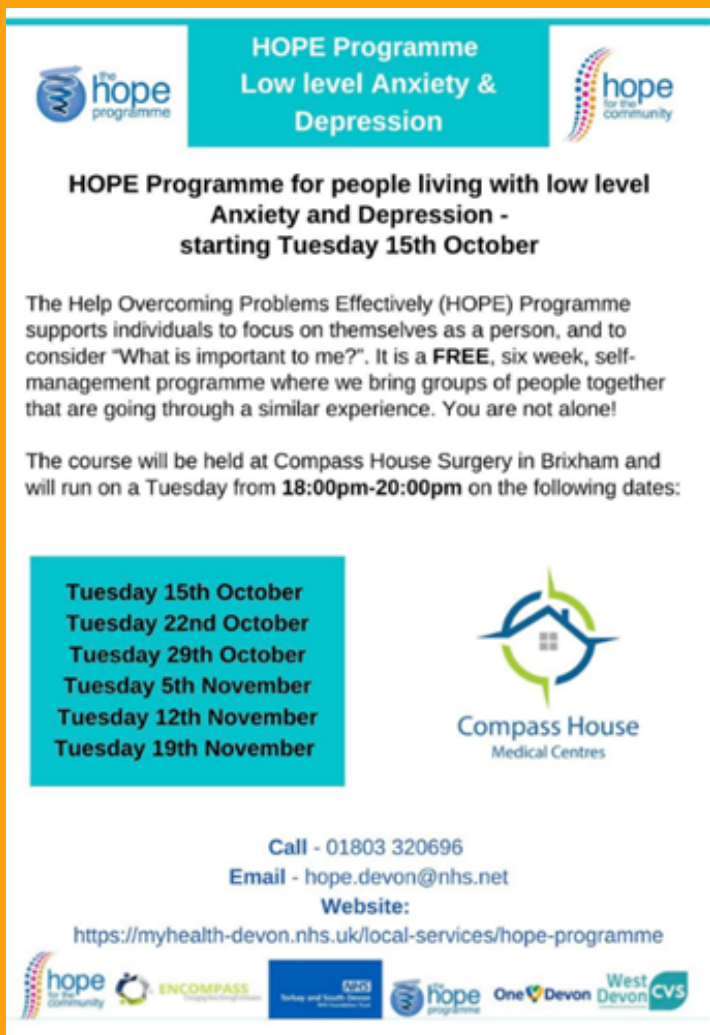
The application for a new onsite pharmacy has been unsuccessful.

Despite providing evidence and patient comments to support the case, the South West Committee at Devon ICB has determined that no significant gap in service has been created by the closure of our onsite pharmacy. They concluded that granting a new license would not offer substantial benefits to the local population.

While we are disappointed with this outcome and disagree with their assessment, there is no grounds for appeal.

We would like to thank our patients for supplying evidence and supporting with the appeal process, it is unfortunate that the outcome wasn't as we had hoped.





HOPE Programme
Low level Anxiety & Depression

HOPE Programme for people living with low level Anxiety and Depression - starting Tuesday 15th October

The Help Overcoming Problems Effectively (HOPE) Programme supports individuals to focus on themselves as a person, and to consider "What is important to me?". It is a **FREE**, six week, self-management programme where we bring groups of people together that are going through a similar experience. You are not alone!

The course will be held at Compass House Surgery in Brixham and will run on a Tuesday from **18:00pm-20:00pm** on the following dates:

- Tuesday 15th October
- Tuesday 22nd October
- Tuesday 29th October
- Tuesday 5th November
- Tuesday 12th November
- Tuesday 19th November

Call - 01803 320696
Email - hope.devon@nhs.net
Website: <https://myhealth-devon.nhs.uk/local-services/hope-programme>

Compass House Medical Centres

Partners: **the hope programme**, **ENCOMPASS**, **CVS**, **the hope programme**, **One Devon**, **West Devon**, **CVS**

HOPE programme at Compass House

Recently we launched our HOPE programme at Compass House for patients with low level anxiety and depression. The course is taking place over six weeks on a Tuesday evening in our upstairs board room at King Street, 6-8pm. Our Social Prescriber Sarah is also supporting this course along with two HOPE Facilitators.

The course is offered to patients already on the waiting list for social prescribing, but if this programme is a success we hope to open this up wider to all patients who are looking for support with their symptoms.

If you are interested in attending any future courses please get in touch by emailing compasshouse@nhs.net



Navigating your medications: Tips for managing prescriptions

Taking your prescribed medications as directed is vital for managing your health effectively, even when challenges arise in obtaining them. It's essential to take your medications exactly as prescribed by your healthcare provider. Doing so helps to manage your conditions, reduce the risk of complications, and enhance your overall quality of life.

Exploring pharmacy options-

If you encounter difficulties with your current pharmacy, remember that you have the flexibility to try other local pharmacies. Different pharmacies may offer varying services, availability, and convenience, so feel free to explore your options to find the one that best suits your needs.

Using the NHS App for tracking-

One helpful tool for managing your prescriptions is the NHS app. By using the app, you can track your medication orders, request repeats, and monitor your prescription history. This can help you stay informed about your medications and ensure you don't run out unexpectedly.

Stay proactive about your health-

If you have any questions or concerns about your prescriptions or medication management, please reach out to our team. We are here to support you and ensure you receive the best possible care.

Booking reviews promptly- If you receive a text or letter

To schedule a review, please make sure to contact us as soon as possible to book your appointment. Current wait times for reviews are approximately four weeks. By reaching out early, and booking in your reviews you help us ensure that your medications can be reauthorised smoothly if no adjustments are needed.

Understanding our 28-Day prescription system-

We operate on a 28 day prescription system rather than a monthly one. This means that your prescriptions will need to be ordered more frequently than the 1st of each month. Please keep this in mind to ensure you always have your medications on hand. We recommend setting reminders or tracking your medication supply to help you stay organised.



Behind the scenes at Compass House How we support dementia Patients

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 an accredited “Dementia Friendly Practice” and support our 181 patients (as of November 2024) currently living with dementia, making sure they receive the best possible care and support.

Our efforts to do this include a variety of initiatives designed to cater to the specific needs of dementia patients and their caregivers this includes:



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Dementia friendly signage: We use clear, easy-to-understand signage with yellow back pictorial aids to help patients navigate the practice more comfortably.

Pre-appointment calls: Our team call dementia patients before their appointments to remind them and check if they need any assistance, ensuring they are supported by carers or family members if necessary.

Trained Staff: All our staff, from Care Coordinators to healthcare professionals, undergo dementia friendly training to understand dementia and provide compassionate, respectful care.

Personalised Care Plans: We develop and regularly update personalised care plans for each dementia patient, involving them and their families in the process to ensure their needs and preferences are met.

Double appointments: Where needed we offer double appointments to give patients with dementia more time.

PPG inclusiveness: In our PPG group we welcome members who are either diagnosed with, or caring for people with dementia.

Carer support: We ensure patients diagnosed with dementia have carers details updated on their records. Alongside this we also provide the details of our Carer Support Worker so we ensure the whole household is supported if they need it.

By implementing these measures, we aim to create a supportive and understanding environment for our patients with dementia, enhancing their quality of life and providing peace of mind for their families and caregivers.

Winter health: Your questions answered

As winter sets in, many patients have questions about staying healthy during the colder months. Here are some common concerns regarding colds, flu, and managing chronic conditions, along with helpful answers to keep you informed and well this season.

1. What's the difference between a cold and the flu?

Colds and flu are both caused by viruses, but they differ in severity and symptoms. Colds usually develop gradually and are characterised by a runny nose, sneezing, and mild fatigue. In contrast, the flu comes on suddenly and can cause high fever, body aches, and extreme fatigue. If you experience severe symptoms, it's essential to contact us especially if you are vulnerable.

2. How can I prevent getting sick this winter?

To reduce your risk of illness, practice good hygiene by washing your hands frequently, avoiding close contact with sick individuals, and covering your mouth and nose when sneezing or coughing. Additionally, if you are in an eligible cohort, getting vaccinated against the flu and staying up to date on COVID-19 vaccinations are crucial steps in protecting your health.

3. What should I do if I catch a cold or the flu?

If you catch a cold or the flu, rest and hydrate. Over-the-counter medications can help relieve symptoms. If you have underlying health conditions and over the counter medications aren't helping then contacting us for review is important, especially if you experience difficulty breathing.

4. How can I manage my chronic conditions in winter?

Winter can exacerbate chronic conditions like asthma, arthritis, and diabetes. To manage these effectively, follow your treatment plan closely, stay active with appropriate exercises, and maintain a healthy diet. Be aware of weather-related triggers, such as cold air for asthma sufferers.

5. Is it safe to exercise outdoors in the winter?

Yes, but with precautions! Dress in layers to stay warm and protect yourself from the cold. Choose safe environments free of ice and snow, and consider indoor options if temperatures are extreme. Regular physical activity is important for maintaining your overall health, even in winter.

6. What can I do to boost my immune system?

A strong immune system is key to staying healthy during winter. Focus on a balanced diet rich in fruits and vegetables, get plenty of sleep, stay hydrated, and manage stress levels. Regular exercise can also enhance your immune function. Any exercise, even from a chair if you have mobility issues can help circulation and to support your immune system stay strong.

7. When should I seek medical help?

Seek medical help if you experience severe symptoms such as high fever, difficulty breathing, chest pain, or if your symptoms do not improve after a few days.

By staying informed and proactive about your health, you can navigate the winter months with confidence.