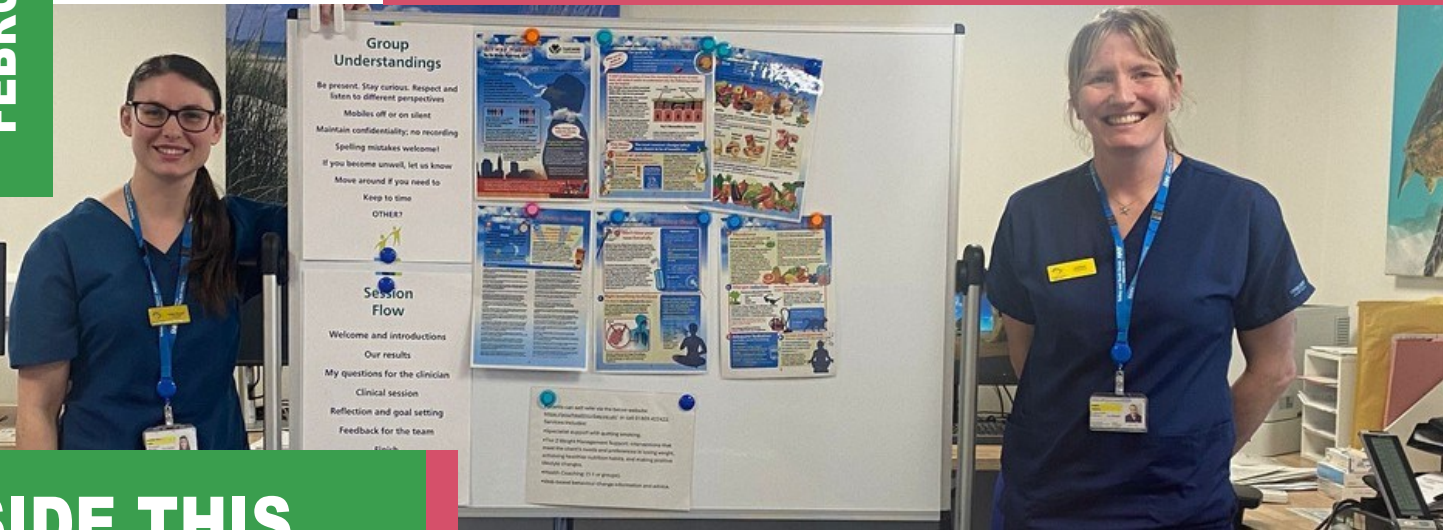




# NEWSLETTER



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### Asthma group clinics, starting this month

In January we launched our asthma group clinics at our practice, building on the success of our diabetic group clinics. These clinics aim to support asthma patients by creating a space to learn from others, get advice from our respiratory team, and discover practical ways to manage asthma better.

#### **Why Group Clinics?**

Group clinics give patients the chance to connect with others who understand what it's like to live with asthma. Alongside professional advice, you can share experiences, tips, and challenges in a friendly and supportive setting. Studies show that learning and sharing in groups helps people take better control of their health, stick to treatment plans, and avoid complications.

We understand that some people may think group clinics are designed to save money. This is not true. Our main goal is to improve care and provide extra support. By bringing people together, we offer more time to talk, share practical advice, and help everyone feel more confident managing their asthma.

#### **What to Expect in an Asthma Group Clinic**

Each session will be led by our respiratory Nurse Jemma and supported by our General Practice Assistant Katie. Clinics will include:

- ◆ Group discussions on common asthma challenges and how to handle them.
- ◆ Tips on using inhalers correctly, avoiding triggers, and using your action plans.
- ◆ Sharing personal experiences and practical advice.
- ◆ Time for individual questions within the group setting.

Appropriate patients will be called and booked in around their birth month and we look forward to welcoming our patients along for these sessions. Working together we really feel this will help better improve the lives of patients living with asthma in our community.



## Blood test clinics in Brixham for hospital requested bloods

Thank you to all our patients who took the time to contact the local Integrated Care Board (ICB) to request blood test clinics in Brixham. Thanks to your efforts, there will now be a local service for hospital requests at Brixham Hospital.

Appointments can be booked by calling the phlebotomy service on 01803 655544, (Mon-Fri 08:00-16:00). Clinics will be held on a Tuesday and Friday, 9am to 1:20pm.

We will continue to carry out blood tests needed by our clinical teams, for medication monitoring and chronic disease reviews. This additional service in Brixham for hospital bloods means patients will now find it easier and quicker to get timely appointments for the tests they need.

This is fantastic news for our community, making it easier for patients to access the tests they need without having to travel long distances. It also supports our clinical team by freeing up time to focus on urgent and routine blood tests required for patient care within the practice.

Your support has made a real difference, and we are pleased to see the positive impact of our community working together to improve local healthcare services



## New walking sessions: Supporting health and community

We're excited to share that members of our Social Prescribing Team and some of our Care Coordinators have recently completed group walking training. This means they are now ready to assist with walking sessions for patients in our community.

Walking is a simple way to improve both physical and mental health. These sessions aim to:

- Help patients become more active in a relaxed way.
- Create opportunities to connect with others and reduce isolation.
- Build a stronger sense of community while improving well-being.

More Details Coming Soon....We're in the process of finalising the logistics for these sessions, including schedules and routes. Rest assured, the walks will be designed to accommodate different fitness levels and take advantage of Brixham's beautiful surroundings.

If you're interested in joining or learning more, keep an eye out for updates or contact our Social Prescribing Team for more information. We can't wait to get started and look forward to walking together soon.



## COVID vaccinations coming to Brixham Hospital

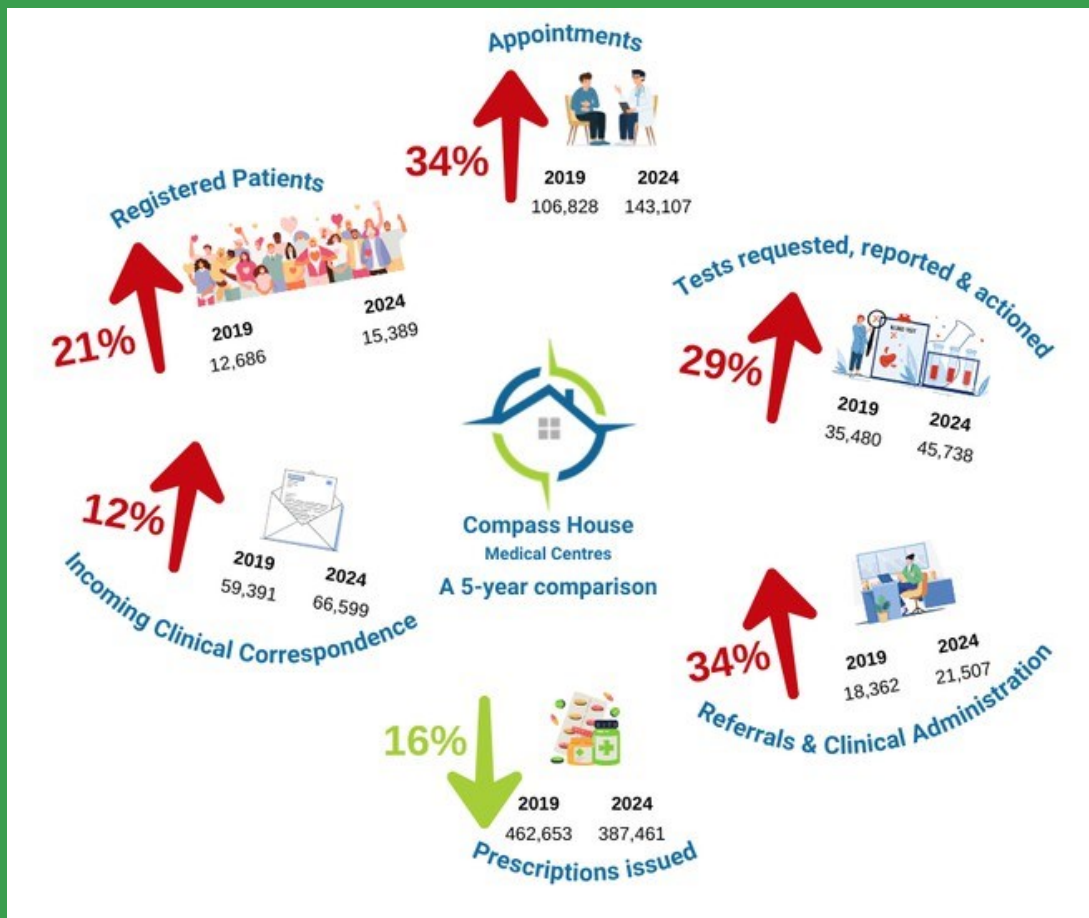
We hope to offer COVID-19 vaccination appointments at Brixham Hospital for the Spring boosters, making it more convenient for patients. While the specific criteria for eligibility have not yet been confirmed, we will share this information with patients as soon as it becomes available.

By running clinics locally, we aim to reduce travel time, improve accessibility, and support our local healthcare services. Keep an eye on our communications for updates, and we'll contact eligible patients directly with details on how to book an appointment when the final details are confirmed.

## Compass House: A 5 year comparison

When comparing our workload over the past 5 years, we observe notable trends in both the volume and complexity of cases handled. While short-term fluctuations reflect immediate changes in patient needs and resource allocation, the longer-term analysis provides a clearer picture of how workload patterns have evolved, helping us identify areas for improvement and better prepare for future demands.

We now receive **7% less funding** in real terms compared to 2019, yet we are doing more work than ever. This is why wait times for appointments are longer as we have to deliver so much more, but with less funding.



We are always looking at ways of becoming more efficient in our processes and improve patient satisfaction. One way we have achieved this is by reducing the amount of prescriptions we issue by switching more patients over to two-monthly prescriptions or 6-monthly repeat dispensing, reducing the administrative burden on patients to contact us as frequently and also to help support the pharmacy systems with less frequent prescriptions.

## Reminder regarding Home Visits

We aim to support our patients as best we can each day. To ensure we can focus on those who need us most, our home visit service is reserved for patients who are medically housebound — those unable to leave their home due to a medical condition or severe mobility issues.

Our visiting Advanced Clinical Practitioners (ACPs), Tina and Antony, are committed to supporting patients who are medically housebound and require further support and care. They also work closely with our local care homes to ensure residents receive the medical help they need.



We are unable to visit patients due to transport issues however, for these patients, there are excellent local transport services available to help. For example, KARING offers affordable, reliable transport to assist patients in getting to their medical appointments.

You can contact KARING on (01803) 524799 or visit their website (<https://sites.google.com/a/karing.org.uk/karing-voluntary-group/>) to learn more about their services. Based in Paignton, but covering the Torbay area, the office is open:

- ◆ Monday to Wednesday, 8:45am to 2pm
- ◆ Thursday, 8:45am to 1pm
- ◆ Friday, 8:45am to 2pm

## Friends and Family test results 2024

We are pleased to share the results of our Friends and Family Test for 2024 and want to thank everyone who took the time to provide their feedback. We are delighted that **92% of responses rated their experience as "Very Good" or "Good,"** reflecting the positive impact our services have on the majority of our patients.

While these results highlight the great experiences many patients have with us, we remain committed to improving in all areas. For the **4% of responses rated as "Poor" or "Very Poor,"** we take this feedback seriously and actively work to address these concerns. Your honest input helps us identify areas where we can improve and ensures we provide the best possible care for all.

We also welcome individual feedback from our patients to help us refine and enhance our services further. If you have any suggestions or concerns, please don't hesitate to share them with us; we're always here to listen and improve.

