



Pembroke Post

Pembroke House Surgery, 266-268 Torquay Road, PAIGNTON — 01803 553558 — enquiries.pembrokehouse@nhs.net

ISSUE 3

AUGUST 2017

GET YOUR FLU VACCINATION HERE

From **Monday 25th September** we will be holding **drop in flu vaccination clinics** at Pembroke House Surgery.



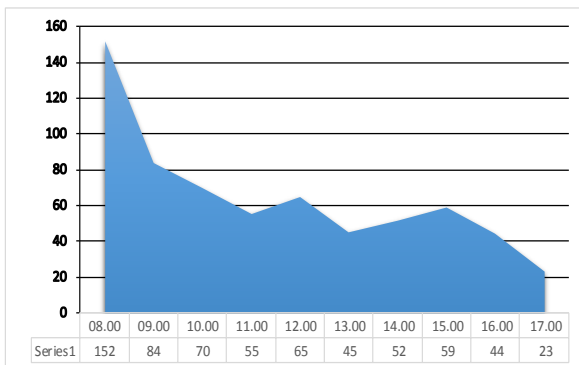
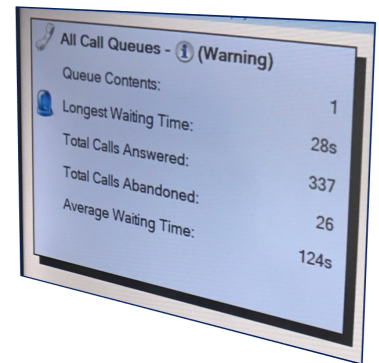
We will also be holding our **annual flu clinic** at St Pauls Church Hall in Preston, Paignton on **Saturday 7th October (9am-12pm)**



NO APPOINTMENT NECESSARY FOR ANY CLINIC
IF YOU ARE ELIGIBLE PLEASE JUST COME ALONG OR POP IN IF YOU ARE PASSING

New telephone system

Our new telephone system was installed at the beginning of May and we have already seen lots of advantages. We now have visibility of the number of calls waiting to be answered, we see reports of how many calls have been received and the longest waiting time.



All of this information will help us to provide you with a better service by promoting the best time to call us and to help us in managing staff rotas.

To the left is a graph showing a typical day at Pembroke House, as you can see 152 calls were answered between 8am-9am, the volume of calls received does reduce as the day goes on.

We take pride in providing a good service to our patients and would appreciate your feedback. Please leave us a review on the following websites:

www.healthwatchtorbay.org.uk/services/pembroke-house-paignton

www.nhs.uk/services/GP/leavereview/defaultView.aspx?id=43271

Please  GIVE US A REVIEW!

Recruiting now

Pembroke Staff & Patient Choir

On November 4th the doctors, families and staff of Pembroke House we will be putting on a show, raising money for the well deserving charity Karing. As part of this we will be having a staff and patient choir and are recruiting for this now. We would love you to be involved! Please come and let reception know if you would like to join in.

Tuesday evenings 6.30pm
First rehearsal 12th September



HELP US HELP YOU

If you are asked to bring a sample in to the surgery, please make sure you enclose details of:

- your name
- date of birth
- the reason for dropping in the sample

so that it can be tested appropriately.

Thank you.



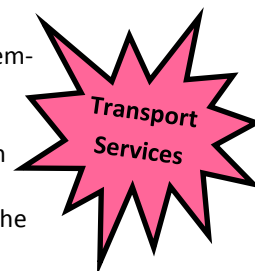


Do you need help getting to a medical appointment?
Are you interested in attending local activities and events?
Is there a volunteering opportunity that is right for you?



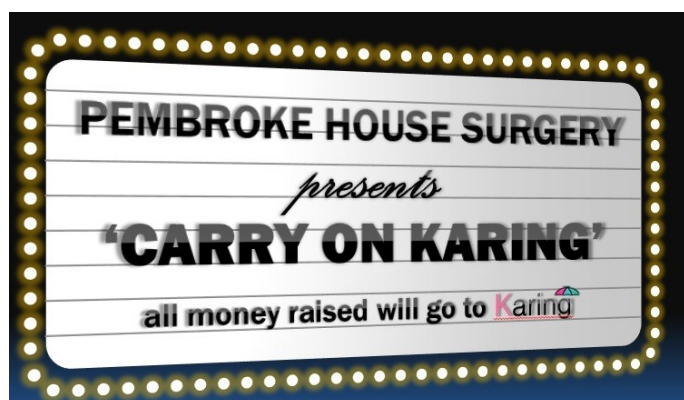
Karing is pleased to be supporting Pembroke House Surgery. We are a registered charity providing transport for patients and other local residents who need our help to take them to their medical appointments.

Our office is only a few doors away from Pembroke House and our team of Volunteer drivers pride themselves on offering a friendly, courteous and reliable service to everyone they help.



The staff and Volunteers of the Karing Voluntary Group hope that you will call us on 01803 524799 or pop into our office at 260 Torquay Road if you think we can help you. We are not a profit making organisation although there is a charge to cover the cost of our volunteer driving expenses.

Karing Voluntary Group, Preston TQ3 2EZ — 01803 524799 office@karing.org.uk www.karing.org.uk



SATURDAY 4TH NOVEMBER

CARRY ON KARING

6.30PM—9.00PM

Palace Theatre Paignton

Tickets £7 (Concessions £5) available at the Palace Theatre Box Office 01803 665800

Come along and support this wonderful show and see the Doctors and staff as you have never before!

THANK YOU FOR YOUR PATIENCE!

Following all of the building work our improvements have finally been completed and our second floor is now furnished with 7 new clinical rooms being used by Doctors, Nurses & HCAs.

There are 2 new appointment check in screens situated directly opposite the lift on the ground floor. Checking in for your appointment here is useful as you can go directly to the correct floor without going to reception first.



ONLINE SERVICES

Have you signed up?

It's a simple and easy way of **ordering repeat prescriptions, booking routine telephone appointments, cancelling appointments & viewing a summary of your medical record.**

You can sign up online to use these services, for basic access register on the website <https://patient.emisaccess.co.uk>.

Full access is granted once you bring id into the surgery. For access to medical records we do require 2 different forms of ID, 1 x photo & 1 x address.

For more information or to ask any questions please speak to a member of our reception team or visit our website www.pembrokehousesurgery.co.uk

AUGUST BANK HOLIDAY OPENING HOURS

Friday 25th August	Normal Opening Hours
Saturday 26th August	Normal Opening Hours
Sunday 27th August	Closed
Monday 28th August	Closed
Tuesday 29th August	Normal Opening Hours

CONTACT DETAILS



Moved address?
New email address?
Have a new mobile phone?