

**Pembroke House Surgery &  
Pembroke House Surgery, 266-276  
Torquay Road, Paignton, Devon,  
TQ3 2EZ**

[enquires.pembrokehouse@nhs.net](mailto:enquires.pembrokehouse@nhs.net),  
[www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk)

### OPENING TIMES

**Mon:** 08.00 - 18.00  
**Tue:** 08.00 - 18.00  
**Wed:** 08.00 - 18.00  
**Thu:** 08.00 - 18.00  
**Fri:** 08.00 - 13.00, 13.30 - 18.00  
**Sat:** 08.00 - 12.45  
**Sun:**

### TELEPHONE NUMBERS

**Emergencies, Visits**  
**01803 54 64 50**

**Out of Hours & General Health Advice**  
**From NHS 111**  
**111**

**Appointments & General Enquiries**  
**01803 553558**

**Prescriptions**  
To avoid errors we do not accept telephone  
Requests for Prescriptions

**Results**  
**01803 54 64 60**  
**After 11am**

**Fax**  
**01803 546455**

### PRACTICE STAFF

Alison Brewer ..... Practice Manager  
Karen Rundle ..... Admin Team Lead  
Pauline Giddings ... Practice Nurse Manager  
Donna Hart ..... Reception Supervisor  
Ali Tickner ..... Practice Nurse  
Lisa Perry ..... Practice Nurse  
Julie Hale ..... Practice Nurse  
Cheryl Williams..... Practice Nurse  
Wendy Harvey ..... Health Care Assistant  
Sam Scott.....Health Care Assistant  
Georgia Brooks.....Health Care Assistant  
Lynn Wood ..... Health Care Assistant  
Velma ..... Medical Sec/Admin  
Shannon ..... Summarizing/Admin  
Lindsay..... Summarizing/Admin  
Nita ..... Prescription/Admin  
Sarah ..... Medical Sec/Admin  
Gisele ..... Prescription/Admin  
Sharon ..... Prescription/Admin  
Lisa ..... Receptionist  
Natalie ..... Receptionist  
Ann ..... Receptionist  
Nicki ..... Receptionist  
Sarah ..... Receptionist  
Fiona ..... Receptionist

### Pembroke House Surgery

# PRACTICE LEAFLET

## Information for Patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Alison Brewer Practice Manager. There may be a charge for this information.

### DOCTORS

Dr Will Howitt  
Dr Andrew Thornton  
Dr Chris Hunt  
Dr Philip Green  
Dr Helen Bishop  
Dr Ginny Cunliffe  
Dr Bethany Beddoes  
Dr Katharina Jaeschke

## APPOINTMENTS

Patients will have their appointments – urgent or routine – booked through a Dr after speaking to them on the telephone.

Appointments for the Nurse or Health Care Assistant can be pre-booked up to 4 weeks in advance by our Reception team.

## URGENT APPOINTMENTS

Urgent appointments on the day will be booked through a Dr following a telephone consultation as above.

Urgent appointments will be available each day for our Duty Nurse. These can be either a consultation in the practice or a telephone consultation both of which can be booked on the day if needed urgently.

*(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).*

## HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration, if you are on regular repeat medication or have any issues or problems you need to discuss, you will be invited to initially book a telephone appointment with the Dr & if a face to face consultation is needed the Dr will arrange this for you.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10am if at all possible.

All requests for visits will be put through to a Dr if available but if not possible we will take your telephone number and put you on the list for a Dr to ring you back.

## OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring **111** your call will be answered by the NHS 111 Service who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded.

## PRESCRIPTIONS

**ROUTINE**— requests for routine repeats prescriptions will be dealt with within 24 working hours, non-routine prescriptions within 48 working hours. This can be in-person or by post, email ([enquiries.pembrokehouse@nhs.net](mailto:enquiries.pembrokehouse@nhs.net)) or fax (01803 54 64 55) or via EMIS Patient Access.

**ELECTRONIC PRESCRIPTION SERVICE** – some medications can now be sent electronically to a nominated chemist of your choice. Please note you will still need to allow time for the chemist to dispense your medication.

**URGENT**-requests for urgent prescriptions will be ready to be collected after 3pm the same day, but please try to request these before 10am.

## CHAPERONES

*All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP*

## Other numbers you can use in an emergency

**NHS 111 – 111**

**Tel: 111**

## DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs.  
Disabled toilet available on first floor.

## SURGERY & CLINIC TIMES

A separate leaflet is available in Reception which lists all of the Surgery times available

## TEACHING & RESEARCH

As a teaching Practice, medical students spend part of their training with us from Peninsula Medical School. The Practice is also involved with medical research in partnership with Peninsula Medical School.

We would value your co-operation with both of these, but we understand if you do not want to be involved

## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

## OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and Comments and Complaints leaflets.

## TORBAY & SOUTHERN DEVON HEALTH & CARE TRUST

To obtain details of all primary medical services available within the Torbay & Southern Devon Health & Care Trust please contact:

**Customer Services Centre: 01803 219700**

## SOUTH DEVON & TORBAY CLINICAL COMMISSIONING GROUP (CCG)

Pomona House

Oak View Close

Torquay

**Tel: 01803 65 25 00**

**Email: [sdtccg@nhs.net](mailto:sdtccg@nhs.net)**

## Patient Advice & Liaison Services (PALS)

**Tel: 01803 655838 or**

**Freephone: 0800 028 20 37**

## Parliamentary & Health Service Ombudsman

**Tel: 0345 015 4033**

**[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

*(Revised January 2016)*