



Pembroke Post

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

ISSUE 4

DECEMBER 2017

NEW APPOINTMENT SYSTEM



We are constantly looking to improve our services and we always listen to your feedback which really helps us in our decision making.

We know that you like to be able to book appointments in advance, we know that you like to be able to speak to a GP on the phone and at other times see them face to face

Currently we offer a doctor first system where a doctor always calls to discuss your problem and decides based on your conversation whether they want you to come into the surgery for a face to face appointment or to deal with the problem on the telephone.

You can currently book phone calls in advance online but not face to face appointments.



**Monday
5th
March
2018**

From 5th March 2018 we will be moving to a hybrid solution which we hope will suit everybody. There will be 2 hubs of care being offered on a daily basis. 'Planned' Care and 'On the day' urgent care.

'On the day' for urgent and new problems only, this will work in a very similar way as the system works now, phone calls will be made and if necessary you will be called in and seen face to face later in the day.

'Planned Care' you will be able to pre-book face to face and telephone consultations up to 2 weeks in advance. The telephone appointments are only for issues that do not need to be seen and will not be converted in to face to face appointments.

It is intended that these changes will allow greater flexibility for patients booking an appointment, as well as helping to maximise doctor resources for almost 18,000 patients.

**CARRY
ON
KARING**



**Almost
£3000
raised!!**

On Saturday 4th November we took to the stage at the Palace Theatre in Paignton, performing sketches including cheerleaders, ABBA and even synchronised swimmers. The finale was a fantastic performance by the Pembroke House Choir made up of patients and staff, and was directed by our very own Dr. Chris Hunt.

We raised almost £3000 which will help Karing continue to function. Karing is a charity that helps support vulnerable and elderly patients in the community, with transport, social activities and befriending.

DVDS available for £5 from the Karing Office, Torquay Rd



Thank you for your support





LAST CHANCE TO HAVE YOUR FLU VACCINATION!!

WE WILL ONLY BE OFFERING THE FLU VACCINATION UNTIL THE
END OF JANUARY

BOOK AN APPOINTMENT NOW BY CALLING 01803 553558



Come and join our Patient Panel.

The overall aim of our group is to develop a positive and constructive relationship between patients, the practice and the community it serves, ensuring the practice remains responsive to all of its patients needs.

Would you like to help
improve your GP
practice services?

We meet 4 times a year,
with coffee mornings in-
between.

We aim to gather
patients from as broad a
spectrum as possible.

To have a truly
representative sample
we need young people,
workers, retirees,
people with long term
conditions and people
from non-British ethnic
groups.

Can you spare some time? We'd love you to join us!

To express an interest please contact us via email to
ppg.pembrokehouse@nhs.net or ask at reception



CONTACT DETAILS



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

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

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

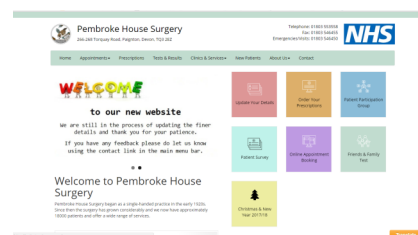
www.nhs.uk/services/GP/leavereview/defaultView.aspx?id=43271

Please 
GIVE US A REVIEW!

WE HAVE A NEW WEBSITE

Have you seen it? Go to www.pembrokehousesurgery.co.uk

We are still making updates but if there is anything you would find useful please do let us know using the 'contact us' link on the website.



NO PHONELINE 17TH JANUARY 2018 FROM 1pm FOR FOUR HOURS

To enable us to keep our telephone number and keep the telephone service as it is now Talk Talk will be making some updates to our telephone lines on 17th January from 1pm for 4 hours

During this time if you have a life threatening condition, call 999 to contact the ambulance service. Please note that 999 should only be called for an emergency situation. If you have a routine request, please contact us when the surgery is open. Our normal opening hours are 8am—6pm, Monday to Friday and 8am-12.30pm on Saturdays.

The practice is closed Saturday afternoons, Sundays and bank holidays.

If you need to contact a GP with an urgent medical condition, that cannot wait until the practice re-opens, please call 111 to speak to the NHS 111 service.

