



Pembroke Post

Pembroke House Surgery, 226-268 Torquay Road, PAIGNTON — 01803 553558 — enquiries.pembrokehouse@nhs.net

ISSUE 1

DECEMBER 2016

Welcome to our new surgery newsletter!

We are always looking at better ways to communicate with our patients.

We are planning to provide a newsletter on a quarterly basis, this will be available on our website www.pembrokehousesurgery.co.uk, in the surgery waiting room and if we have your email address we will email you a copy.

We would like to make this as useful as possible and are open to feedback so if there is something that you would like to see in the newsletter, please let us know.



Planning the Future at Pembroke House!

2016 has seen big changes at Pembroke House including the merger with Paignton Medical Practice. In 2017 we will embark on the next stage of the practice expansion.



We are engaging on the firm proposal to bring all patient services to the Pembroke House site. In addition to this we are hoping to merge with Withycombe Lodge Surgery.

Pembroke House and Withycombe Lodge have been working closely together for some time, sharing administration and clinical staff who have worked across both sites. However, because the practices are still separate, patients have not been able to take advantage of the wider range of services and extended opening hours available.

Both the Grosvenor Road and Withycombe Lodge buildings are owned by the same landlord who is actively marketing these properties for sale; both properties need to be vacated and empty by 23rd June 2017.

Pembroke House are investing in the conversion of the 2nd floor to provide a new suite of consulting rooms, nurse treatment rooms and an amalgamated administration and prescribing room. Building work is due to start in January, please be patient with us during this time.

By merging Pembroke House and Withycombe Lodge and consolidating all of the services, we are creating a local hub, at one location which will enable us to provide an overall better service to all of our patients.

There will be no confusion over where to pick up a prescription or which location the appointment is at. All of the staff will operate out of the same building meaning more people to answer the telephones and manage your administration requests.

We will be investing in a new telephone system, so with more staff answering the phones and a new system in place, contacting us will be much easier.

We would love to hear your views, please come into the surgery or visit our website to complete our patient feedback survey and have your say!



Repeat Prescriptions

We would like to inform you of important changes to our prescribing policy.

You will be aware that we currently prescribe our patients' repeat medication for a duration of 28 days. Following a review of our prescribing process we have decided to change this to a 56 days. There will of course continue to be exceptions to this rule depending on individual clinical circumstances, but overall the majority of 'repeat' prescriptions will be moved to 56 days.

This change will take effect on any repeat medication requested from 1st January 2017, although we expect the whole process of changing over all of our repeat prescriptions to take a few months.



The benefits of 56 day prescribing:

- Reduction in cost for those patients who pay for their prescriptions
- Reduction in supply costs e.g. dispensing fees
- Some patients feel it allows them to have sufficient 'reserves' of medicines
- Less prescriptions for the GPs to sign

Certain drugs may be prescribed on a month to month basis but your GP may decide these are not suitable to be added to your repeats, e.g., drugs where the patient's condition/progress requires monitoring or the treatment may not be on a long term basis. If you need a further supply of these, please contact the surgery.

Please allow 2 working days notice for repeat medications and 3 working days for non-repeats before collecting from the surgery. If using a chemist collection/nomination service please allow 3-5 working days.

- Online via patient access: <https://patient.emisaccess.co.uk>
- Email to: enquiries.pembrokehouse@nhs.net
- Handing your repeat prescription into the surgery
- By post to Pembroke House Surgery, 226-268 Torquay Road, PAIGNTON TQ3 2EZ

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.

Contact Details

We are more frequently sending information to our patients via text message and email.

If you would like to be kept up to date with the latest news and receive appointment reminders, please remember to advise us if you update your contact details.

SURGERY POD

Have you tried out our surgery pod yet?

You can take your blood pressure, check your weight and carry out various health checks.

All of the information taken is recorded on your clinical record, and highlighted to a GP if outside of 'normal' boundaries.

The pod is situated in a private area of the waiting room at Pembroke House. Come and have a go!

Self Care

Many medicines for minor ailments can be bought at low cost over the counter at your local pharmacy, most are open late nights and weekends and no appointment is needed.

Your local pharmacy can help with hay fever & allergies, thrush, sore throats, acne & eczema, eye infections, threadworms, haemorrhoids, minor aches & pains, constipation & diarrhoea, nappy rash, mouth ulcers and coughs and colds. Pharmacies are now able to offer antibiotics for certain problems too, urine infections and conjunctivitis for example.

Before you make an appointment to see your Doctor think 'Could I treat this myself at my local pharmacy?'