

**Pembroke House Surgery,  
266-268 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

**Sat:** 08.00 - 12.30

**Sun:**

## TELEPHONE NUMBERS

**Emergencies, Visits and Out of Hours**  
**01803 54 64 50**

**Appointments & General Enquiries**  
01803 55 35 58

**Prescription Line - 11:00-15:00**  
01803 54 64 61

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

**Fax**  
01803 546455

## PRACTICE STAFF

Alison Brewer ..... Practice Manager  
Trudie Blackburn.....HR & Operations Manager  
Sally Rankin.....PA to Practice Manager  
Karen Rundle ..... Admin Team Lead  
Tessa McCooey..... IT Lead  
Sarah Smith..... Practice Nurse Staff Lead  
Maisie Perry .....Practice Nurse Clinical Lead  
Donna Hart .....Reception Manager

**Nurse Practitioners:** Corli Stanford,  
Andrew Holmes, Erica Holmes

**Practice Nurses:** Ali Tickner, Pauline Giddings, Lisa  
Perry, Julie Hughes, Cheryl Williams,  
Nicky Baldwin, Carol Parsons,Victoria France,  
Michelle Wykes.

**Assistant Practitioner:** Helen Critchlow

**Health Care Assistants:** Wendy Turner, Sam Scott,  
Rita Lovell

**Phlebotomist:** Alex Taylor

**Medical Sec/Admin Assistants:** Velma Smith,  
Sarah Brett, Tracey Pedley, Fiona Goatman

**Summarizing/Admin Assistant:** Shannon Crews

**Prescription/Admin Assistants:** Clare O'Daly  
(Admin Supervisor), Shannel Ellis, Sharon  
Eveleigh, Nita Wetton, Linda Pointon, Natalie  
Fletcher, Sarah Jukes,  
Jacqui Peake

**Receptionists :** Lisa Green (Reception Supervisor),  
Natalie Hill, Ann Peace, Nicki Piper,  
Sarah Gouldthorpe, Jessica Alfieri, Sue Preece,  
Suzanne Villis, Lucy Betts, Amanda Towill,  
Marie Quant, Kay Fouracre, Nadene Smith

**Pembroke House Surgery**

# PRACTICE CHARTER

## Information for Patients

## 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  
Dr Yvette Steele  
Dr Nicky Gee  
Dr Sarah Parkin  
Dr Victoria Lanary  
Dr Vicky Nute

**Please take a copy - (Revised Oct 2017)**

## Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Pembroke House Surgery.

### Pembroke House Surgery Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 24 hours
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for routine repeat prescriptions will be dealt with within 48 working hours , non-routine within 72 working hours.. This can be in person or by email ([enquiries.pembrokehouse@nhs.net](mailto:enquiries.pembrokehouse@nhs.net)) , post, Fax(01803 546455), Tel: (01803 546 461)
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Pembroke House Surgery as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.