

Pembroke House Surgery
266-268 Torquay Road, Paignton,
Devon, TQ3 2EZ

enquires.pembrokehouse@nhs.net,
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
01803 54 64 50

Out of Hours & General Health Advice
From NHS 111
111

Appointments & General Enquiries
01803 553558

Prescription Line – 11:00-15:00
01803 546 461

Results
01803 54 64 60
After 11am

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 Homes

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, Jessia Alfieri, Sue Preece
Suzanne Villis, Lucy Betts, Amanda Towill,
Marie Quant, Kay Fouracre, Nadene Smith

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

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 48 working hours, non-routine prescriptions within 72 working hours. This can be in-person or by post, email (enquiries.pembrokehouse@nhs.net), fax (01803 54 64 55), Tel (01803 546 461 between 11:00-15:00) 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

Patient Advice & Liaison Services (PALS)

Tel: 01803 655838 or

Freephone: 0800 028 20 37

Parliamentary & Health Service Ombudsman

Tel: 0345 015 4033

Send text for 'call back' service to 07624 813 005 and leave your name and mobile number.

www.ombudsman.org.uk

(Revised October 2017)