



# Pembroke Post

Pembroke House Surgery, 266-268 Torquay Road, PAIGNTON — 01803 553558 — [enquiries.pembrokehouse@nhs.net](mailto:enquiries.pembrokehouse@nhs.net)

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## Managed Repeat Medication

### Have you previously relied on your pharmacist to order your medication?

From 18th May, we will only be accepting medication requests directly from our patients.

**What do you need to do differently?** Instead of a chemist ordering for you, it is now your responsibility to order your repeat medications each month.

**There are many ways that you can order your medication** with us, **the simplest way is via Patient Access**, a secure online ordering system. Available via the internet but also available on ios or android as an app.

This service may also be particularly useful for patients who have busy lifestyles, working patterns or have mobility problems as it will allow you to book/cancel appointments and order repeat medication at any time of the day.

To sign up you will need to bring 2 forms to ID into reception, you will be given log in details and instructions on how to log in to Patient Access where you will be asked to set up a password.

Much the same as online banking, Patient Access will be accessed by a user name and password security system.

Other ways to order your medication are as follows:

- By email to [enquiries.pembrokehouse@nhs.net](mailto:enquiries.pembrokehouse@nhs.net)
- In person, tear off the repeat slip from your prescription, tick what you need and pop into one of our prescription boxes located in reception or at our front door.
- By post to Pembroke House Surgery, 266 Torquay Road, Paignton TQ3 2EZ.
- Prescription telephone line between the hours of 11am-3pm on 01803 546461.



## NEW APPOINTMENT SYSTEM, NOW LIVE!

We now have a variety of different appointments available to suit your medical need.



**ON THE DAY** For new or urgent issues. A phone call will be booked with the doctor of the day, once you have spoken to them and they have assessed your needs, a face to face appointment may be made.

**PLAN IN ADVANCE** It is now possible to pre-book telephone or face to face appointments up to 2 weeks in advance. Appointments can be made on-line using Patient Access, by calling in to reception or over the telephone.

Our reception team are following new protocols and flow charts to help you receive the best care and be directed to the most helpful place, this may be another service such as physio or the pharmacy. Please help them by providing as much information as possible.



A new online service that could revolutionise the way patients get medical advice from their GP.

### Consult our doctors online

Our eConsult service lets you:

- Request advice and treatment from our practice online
- Get self-help advice for hundreds of common conditions

GET STARTED



Pembroke House Surgery are using digital technology to bring choice to patients who want to consult online, in many cases avoiding the need to make a visit to the GP practice altogether, saving time and a journey.

Patients who submit their symptoms online will get a response by the end of the next working day, which could include advice, direction to other support such as the pharmacy or be booked in for an appointment if necessary. The service also offers around the clock NHS self-help information, signposting to services, and a symptom checker. Patients can also request prescriptions and test results, referral letters and medical reports.

**It's easy and there's no need to register, simply visit our website**

[www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk)



## 'One minute with'

Welcome to our new feature, a short interview with one of our staff members to give an insight into what goes on behind the scenes...

My name is Suzanne, I started working with the Pembroke team in July 2016 following the merger with Bishops Place Surgery.



I work in the scanning team, dealing with all of the correspondence that comes into the surgery such as X-ray reports, discharge summaries, consultant & specialist letters, hospital appointment reports, letters from patients and many more. We receive approximately 400 items of correspondence *every day*, I process approximately 200 of these.

We quite often contact patients to book appointments or advise of outcomes at the GPs request .

*About me...* I've been married for nearly 30 years and have 2 children, my eldest is in his final year as a student nurse. In my spare time I volunteer on the safe place in Torquay as well as helping with the Kingskerswell navigators

Not all of the letters received require action, some just need filing to the patient record, others are allocated to a GP to review and advise of the next action.

My hobbies include going out, holidays and I've recently found a passion for the gym.

## GDPR IS COMING...

GDPR is a new Europe wide law that replaces the Data Protection Act 1998 in the UK.

The change takes place on 25<sup>th</sup> May 2018.

We are currently working on our policies and procedures to ensure we meet the new regulations.

We are also training and taking advice from the Independent Commissioners Office.

Further details will be published on our website and in the practice nearer the time.



## 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
- ◇ follow the link on our website [www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk),
- ◇ contact us via email to [ppg.pembrokehouse@nhs.net](mailto:ppg.pembrokehouse@nhs.net)
- ◇ or ask at reception



## CONTACT DETAILS



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



We proactively invite all of our patients who have a chronic disease in to the surgery for an annual review, this may not always suit everybody. So now you can now provide us with some of the information we need from your own front room.

We have a Blood Pressure form and an Asthma questionnaire both available from the front page of our website [www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk)

Your record will be updated and a GP will contact you if they feel it is necessary. It can't be easier than that!

HEALTH  
BEGINS  
AT HOME

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](http://www.healthwatchtorbay.org.uk/services/pembroke-house-paignton)

[www.nhs.uk/services/GP/leavereview/defaultView.aspx?id=43271](http://www.nhs.uk/services/GP/leavereview/defaultView.aspx?id=43271)

Please   
GIVE US A REVIEW!