

PEMBROKE HOUSE
266 TORQUAY ROAD
PRESTON
PAIGNTON
DEVON
TQ3 2EZ



PEMBROKE HOUSE SURGERY

Telephone (Appointments & Enquiries)**(01803) 553558**
Telephone (Emergencies & Visits)**(01803) 546450**
Results (between 1.30pm and 5pm)**(01803) 546460**
Prescription Line (between 11am-3pm)**(01803) 546461**
Out of Hours Telephone **111**

Opening Hours

Monday to Friday 8am until 6pm

Saturday 8am until 12.30pm

Phones manned from 8am to 6pm Monday to
Friday only

E-mail: enquiries.pembrokehouse@nhs.net

Website: www.pembrokehousesurgery.co.uk

Welcome to Pembroke House Surgery

The Practice Team

General Practice is a team effort of health care professionals. The doctors, receptionists and administration staff work in close co-operation with health visitors, practice and community nurses, midwives, social services, voluntary groups and district hospitals.

The Practice area includes all of Paignton and most of Torquay and is outlined on a map available on our website. Please enquire for details.

The Practice Team undergoes regular training and refreshing. To allow for this, there will be certain times when the surgery may be closed or a restricted service offered.

Pembroke House Surgery is a Limited partnership under the management of limited partners Alison Brewer, Andrew Thornton, Chris Hunt, Helen Bishop, Phil Green and Will Howitt.

The Doctors

Here at Pembroke House Surgery our experienced team of skilled Doctors work closely to provide quality care to their patients.

To keep the feeling of a small surgery our GPs now work in teams, this allows for continuity of care and helps you to become/remain familiar with the faces you know. In complex cases these teams are incredibly helpful for determining the best course of care for our patients.

Training Practice

The surgery is an accredited training practice for those Doctors intending to become GPs.

The GP Registrar is a fully qualified Doctor who has had experience of hospital medicines and who will gain invaluable experience being based within the Practice. They work in the practice for a period of 6 or 12 months providing the same standard of care as that provided by the other Doctors.

The F2 Foundation Doctor allows the Doctor once registered to put into practice what they have learnt at medical school as well as providing them with further practical experience needed to work independently and safely as a Doctor. The Foundation Training not only covers the core clinical skills but also professional competencies such as communication and teamwork.

Consultations are sometimes videoed for training purposes. You will be notified



beforehand and asked to sign a consent form. The recording will only take place if you agree to this, there is no obligation to do so.

We also teach medical students. Occasionally you will be asked whether you are willing to see a Doctor in the presence of a student. Patients may be invited to discuss their symptoms with the medical student alone, prior to further consultation and treatment with the Doctor. Again, you are free to refuse.

Registration

If you live in our Practice area and would like to register with us, please complete one of our registration forms that are available from Reception or online at our website. The registration form enables you to say which Doctor you would prefer to see however, you will be registering with the Practice rather than an individual GP.

Named GP

All our patients are now allocated a named accountable GP but are still able to consult with any of the GPs in the practice.

Car Parking

There is on-road parking on and near Torquay Road for patients with a one hour waiting restriction. There is also a pay and display car park across the road from the surgery which includes limited free 20 minute parking spaces.

Access to the Practice

The Practice is a modern build with disabled access including a lift for patients' use and a disabled toilet. There is also an induction loop available at Reception to help anyone with hearing difficulties have clearer conversations.

All dogs, with the exception of assistance dogs, should be left outside the building.

Useful Telephone Numbers

Practice Nurse (via Surgery)	553558
Health Visitor	213073
District Nurse	220555
Karing	524799
Carer Support Worker (via Surgery)	553558
Chadwell	546470
Social Services	219700
Paignton Hospital	547171
Torbay Hospital	614567
Rowcroft Hospice	210800
Midwives (Coastal Team)	547207
ChildLine	0800 11 11
Silver Line	0800 470 80 90
Out of Hours Doctor - NHS 111	111
NHS 111	111
Samaritans	116123



The surgery is open from 8am until 6pm on weekdays, as well as being open on Saturday mornings from 8am until 12:30pm. Saturday mornings are for pre-bookable appointments only – Please note there is no telephone service on Saturdays.

How to see a doctor

As of March 2018 the surgery started using a more efficient appointment system. There are pre-bookable face to face appointments with the doctor which can be booked up to 2 weeks in advance. Telephone consultations can also now be pre-booked up to 2 weeks in advanced. If you are ringing up regarding a new problem you will first be put on for a phone call with our Doctor of the day and will then be triaged for an appointment if it's needed, or they may feel it can be dealt with over the phone. The receptionist has been told to ask you questions regarding the problem to help the Doctors get some insight in to the problem before the call.

Insight into how it works

When you ask for an appointment with the Doctor or Nurse, either by telephone or in person the Receptionist will confirm your contact details. The Doctor may be able to deal with your problem whilst you are on the telephone, for example with advice, prescriptions, sick notes or referrals. If a face to face appointment is still needed we can ensure you will be given the most appropriate appointment to suit your individual needs. This will mean you will be seen by the most suitable clinician within a suitable time span – in most cases on the same day.

If the doctor suggests to you on the telephone that you need further investigations or tests before coming and being seen then this will be arranged via the receptionist for you. Patients can also use the internet to book a telephone consultation or face to face appointment, You will need to be set up with a login and pin number by our reception team, you will then be able to log in to our practice website to register for this service via patient access.

Please remember to give a contact number for the doctor to call you back on when booking via the internet.

Booking an appointment

There are a number of ways that you can book a GP appointment at Pembroke House Surgery.

Patient Access

GP telephone and face to face appointments are available to book online via patient access.

If you would like to register for patient access please visit the surgery bringing 2 forms of ID and our reception staff will be happy to help you.

Patient Access is available to download as an app on ios and android devices.

eConsult

It is now possible to access self-help, information and consult with a GP using eConsult. To access this please click on the econsult picture above or via the link on our home page.

You will be asked a series of questions and be signposted to the most appropriate service. If this means a GP appointment, once you submit your form, the details will be sent to the surgery and you will receive a response by 6.30pm the following day.

Calling the surgery

You can call the surgery on 01803 553558 to book any of the above appointment types.

We do receive a very high volume of calls, approximately 800 calls every day, 200 of which are usually between 8am-9am so please bear this in mind.

We do appreciate your patience while waiting for one of our receptionists to answer your call.





Please note we do not accept any appointment requests for either the Doctor or Nursing Team via fax or email.

Please remember to let us know if you need to cancel an appointment so that we can offer the appointment to another patient.

Home Visits

If you are housebound or not well enough to attend the surgery you can request a home visit. Our Reception Team will confirm your details and ask for a contact telephone number. You will also be asked for basic details of the nature of the problem so that your call can be prioritised appropriately on clinical need. Where possible your call will be put through to a Doctor but if not possible at that time the Receptionist will confirm your telephone number and put you on the list for the Doctor to ring you back.

Except in emergency cases, please ring before 10am on our visits and emergencies number (01803 546450).

FOR A VISIT PLEASE RING: (01803) 546450

EMIS Patient Access

Patients can now book telephone appointments, order their repeat medications, and view their medical records on the internet via EMIS Patient Access.

You can register on-line to use Patient Access although to have full rights, you will need to pop into the surgery to be set up with a User ID and Pin number. Once registered, patients are able to book and cancel GP telephone appointments, request repeat prescriptions, update contact details and view their medical records. Please note for access to view their medical record, patients must provide an official form of Photo ID (eg. Passport or Driving Licence)

If you have already registered for the booking of on-line appointments and would now like to view your medical record, on EMIS Patient Access, you will need to notify our Reception team who will update your existing registration to activate these services for you.

If you have a Smart Phone or Tablet device, you can download an App for Patient Access which will enable you to book your telephone appointment, order your medication and view your medical record from either of these devices.

Chaperones

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times

and that the safety of everyone is of paramount importance.

All our patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend.

On occasion you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the practice staff present during your consultation please mention this to our reception staff when booking your appointment, or to the Doctor or Nurse at your consultation, and we will arrange this for you.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records please ask at reception.

Access to Patient Records

A consent form will need to be completed by the patient when applying to view or have a copy of their medical record.

The Practice charges the following fees where a patient requests to access to their own medical record:

Viewing Record Only: free if the records have been updated within the last 40 days, otherwise a maximum of £10.

Copies of Medical Record:

- If record held only on computer- maximum fee £10
- If held on a combination of computer and other medias- maximum fee £50

Carer's Register

The Practice has a Carer's Register for people who care for a relative/friend. There is a Carer's Board with information leaflets at the entrance to the main Reception area.

The Practice Carer Support Worker can be contacted to answer any queries, via the surgery on: 01803 553558.



Change in Personal Details

Please remember to inform the surgery if you change your name, address, marital status, telephone number(s) or email address so that we can keep our records up to date.

Consent for Children's Treatment (Under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment. Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

Interpreters

If required, an interpreter can be arranged for a patient during their consultation with the Doctor or Nurse, via a telephone link. Prior notification will need to be given to our reception staff to arrange this.

Freedom of Information

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme which is a guide to the 'classes' of information the Practice intends to routinely make available. To view our policies and procedures apply in writing to our Practice Manager.

Patient Panel Group

Are you interested in having a say in how your Practice is run?

Do you have some free time available to attend our quarterly meetings?

If you are interested in becoming a member of our panel or would like further information, please ask at reception or email enquiries.pembrokehouse@nhs.net.

Patient Surveys

We are keen to update our records and to improve our services. Please help us by taking part in one or more of the regular surveys we will make throughout the year

Travel Advice

Please contact the surgery at least one month before you are due to travel. Ask the receptionist for an initial telephone consultation appointment with one of our Practice Nurses for travel advice.

The Practice Nurse will then telephone you on the booked date.

Our Practice Nurses have access to the latest travel information and will usually be able to advise you about vaccinations that you will require. An appointment will then be suggested for any necessary vaccinations.

Most vaccinations are still available on the NHS and are free of charge. Some however are not, and there will be a fee chargeable for these. The Practice Nurse will inform you of any charges that may be necessary.

Karing

Karing is a voluntary support group offering a variety of services to the patients of Pembroke House and surrounding area. Services offered include transport to medical and social appointments, meals delivery, social afternoons, coach trips, jigsaw and book clubs, quiz, 100 club, concert and a quarterly chronicle full of information and forthcoming events. Fundraising is a vital part of Karing's work to help finance their various support services, and they are always in need of new volunteers to assist them in this work.

Transport is one of Karing's most popular services so they are constantly in need of extra drivers to whom a mileage allowance is paid. For more information or if you are interested in joining Karing as a patient, friend or volunteer, please pop into their office at 260 Torquay Road, Preston, Paignton which are open between 8:30am – 4:00pm Mon, Tuesday, Wednesday, Friday and 8:30am-1:00pm Thursday. Alternatively telephone: 01803 524799.

Practice Nurses

Our Practice Nurses work in the Practice and offer appointments in the mornings and afternoons for a range of services including vaccinations, blood tests, dressings, blood pressure, cervical smears, ear syringing. The nurse team is led by our Lead Nurse and Nurse Team Manager.

The Doctors and Nurses together form a clinical team to help you manage your illness. Heart disease, chest disease, blood pressure, diabetes and well person clinics are run for you by the clinical team.

Health Care Assistants

Our Health Care Assistants and phlebotomists assist the Practice Nurses by taking bloods, BP's and ECG's.

Practice Staff

Our receptionists arrange the work of the day, including making appointments, taking calls, maintaining the notes and records. The reception team is led by our Reception Manager Donna.

Our administration team is led by Karen. The team carries out the functions which maintain the smooth running of the practice; which includes IT support ,repeat prescribing, medical secretaries, summarizing, recall systems, medical reports and GP appointment rota.



Nurse Practitioners

Our Nurse Practitioners are highly educated in the diagnosis and treatment of acute illnesses and chronic conditions. The team frequently examine, diagnose, treat and prescribe for various health conditions providing them with extensive amounts of experience.

Practice Manager

Our Practice Manager Alison Brewer is responsible for the management of the practice and reports directly to the doctors. She is happy to hear any comments you may have on our service.

District Nurses

Nurses who specialise in the provision of essential nursing in the home. The District Nursing team can be contacted.

Health Visitor

The continuing good health and normal development of children forms a major part of the Practice and we have a Health Visitor attached to the surgery. The Health Visitor is a registered nurse and has further qualifications and experience in community and public health.

Working along side the Health Visitor is a Community Nursery Nurse who specialises in the health and development of children from birth to 8 years of age. As a team they aim to promote the health and well-being of all the families registered with the Practice.

Preventative Medicine

Helping you maintain your health is a key duty of modern general practice. The most important element of good health is to be a non-smoker. If you have given up **well done** for you!

We will also invite you to regular checks if you have diabetes, lung disease (asthma or COPD), heart disease and blood pressure. It is important for these groups and the over 65 year olds to have a winter flu jab for which we run clinics each year. Well man and well woman clinics continue to be available from our practice nurses.

New Patient Checks

Newly registered patients who are on regular repeat medication or who need to discuss any issues or problems are invited to book a face to face consultation with the Doctor or Nurse Practitioner.

Family Planning and Contraception

The Doctors offer full contraceptive and family planning advice including long-acting methods such as injections, contraceptive implants and intrauterine devices (IUDs and IUS).

Maternity Care

The Partners offer full ante-natal care in conjunction with the “Coastal” Midwifery Team and the district hospital.

Ante-natal clinics are held weekly on Tuesdays, Wednesday afternoons and Friday afternoon at the Surgery with one of the Coastal Team Midwives.

Results

We have a direct dial number for results which is: (01803) 546460. When phoning for results, please telephone between 1:30pm and 5:00pm when the receptionist will be happy to give out any results when they have been received and checked by the doctor. You should be prepared to identify yourself for confidentiality purposes. For routine blood tests and urine results please allow three working days before making enquiries. X-Rays, other tests and letters from the hospital will take 10 to 14 days. Please note for patient confidentiality purposes we are not able to give results out to anyone other than the named patient, except in certain circumstances such as when a patient is cared for in a nursing home for example.

Medical Certificates

For the first seven days of absence from work a self-certification form (SC2) should be completed. These forms are available from your employer. If not, or if you are self-employed, you can obtain a form from our reception desk, or download one from www.hmrc.gov.uk or www.pembrokehousesurgery.co.uk.

If a further certificate is needed after the first seven days you will need to make a telephone appointment to speak to a doctor. Follow on certificates can be arranged via the receptionist. Please allow 24 hours notice for your certificate.

Fees Charged

Certain fees are payable in respect of the Doctor’s work, such as private sick notes, fitness to travel, HGV and PSV licences for example. These are in line with charges levied by other practices within the Bay and are often below those suggested by the British Medical Association. If required, a copy of our fees list is available from reception.

Repeat Prescriptions

We accept prescription requests in person, by post, telephone or online (a form is also available on our website) or via EMIS Patient Access. If posting or



bringing in your request, please tick the item(s) required on the printed slip attached to each prescription. Please allow a minimum 24 working hours notice (NOTE: requests received after 1pm on Fridays or over the weekend we aim to have ready for you to collect after 3pm the following Monday).

If you need medication not on your regular repeat slip, please write the details on the repeat slip or on a separate piece of paper (forms are also available on reception). You will need to allow a minimum 48 working hours notice as these items will need to be checked with your usual doctor first.

Electronic Prescription Service

We are now also able to offer an electronic prescription service. You will need to request your medication in the usual way from us then once the request has been processed and authorised by the Doctor it will be sent electronically to your chosen nominated chemist (**please note**: not all chemists offer this service). Please allow the same amount of notice as for non-electronic prescriptions.

Repeat Dispensing

If you have a maximum of 4 medications which are taken regularly, you may be suitable for repeat dispensing. This allows us to issue 6 and in some instances up to 12 repeat prescriptions which are retained by the chemist. Please ask to speak to a member of our prescribing team for further details.

Urgent Prescription Policy

Due to an increasing number of requests for repeat prescriptions to be issued urgently, the practice has had to review how these are dealt with in order to provide a safe and fair service to all our patients.

The practice will not issue urgent prescriptions for items which can be bought over the counter at a pharmacy.

Most medications can safely be missed for a few days and you may be advised that your prescription will be issued routinely.

If your medication cannot be missed, we will issue a prescription for you. We will advise you when the prescription will be available once the Doctor has authorised the prescription.

If you need a prescription urgently when the surgery is closed, you can take your repeat prescription counterfoil to your usual pharmacy who may be able to issue a small quantity to tide you over until your prescription can be issued. Note, there will be a charge for this service.

Prescription Collection Service

Most chemists now offer a medication delivery service. Please ask at your local chemist for details. NOTE: If you use this service, a minimum 3 working days notice is required from the time your prescription is requested from the surgery until your medication is ready at the chemist. For delivery of your medications please allow up to one weeks notice.

Pharmacy

There is a pharmacy located on the ground floor of the Pembroke House building. This is an independent separately run pharmacy and is not part of the surgery.

Out of Hours

When the surgery is closed there is always a doctor “on call”. If you need urgent advice or a visit which cannot wait until the surgery re-opens, telephone either our emergency line on 546450 or our main surgery number 553558. There will be a recorded message giving the emergency contact number for the out of hours service.

If you are medically fit to travel you will be asked to attend the local Treatment Centre. If this is not possible a doctor will come to visit you at home. Please note when you contact the out of hours service your call will be recorded.

Accident and Emergency 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

NHS 111 Service

NHS 111 is a new service which offers advice and health information 24 hours a day on tel: 111. This is not an emergency service and for any life-threatening emergencies you should call 999.

Your Local Pharmacist

Your local pharmacist will be able to give you free health advice at any time - you do not need an appointment. Many pharmacists operate extended hours on a rota basis. Call NHS 111 for details.

Your Local Clinical Commissioning Group

South Devon and Torbay CCG is a Clinical Commissioning Group which represents all the local GP practices. The CCG are responsible for buying and developing services for local patients. 14



Contact details: South Devon and Torbay CCG
Pomona House
Oak View Close
Torquay
TQ2 7FF
Tel: 01803 652500
Email: sdtccg@nhs.net
www.southdevonandtorbayccg.co.uk

Comments

As a progressive surgery we are always willing to receive suggestions from patients on improving the service we offer. There is a suggestion/comments box located at reception for this purpose or you can write to our Operations Manager.

Complaints

Any complaints should be addressed to our Operations Manager. Further details are in our practice Complaints Procedure leaflet available in reception. If you feel we have not dealt with any complaint as you would wish, you can contact the Ombudsman:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Website: www.ombudsman.org.uk

Alternatively you can complain to:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 3112233

South Devon and Torbay CCG
Pomona House
Oak View Close
Torquay TQ2 7FF
Tel: 01803 652500

Care Quality Commission

Our Practice is registered with the Care Quality Commission. If you have any genuine concern about a member of staff or regulated activity carried on by our Practice you can contact the Care Quality Commission on tel: 03000 616161 or visit their website: www.cqc.org.uk



Zero Tolerance Policy

We aim to treat our patients with respect, courtesy and will not discriminate against them in any way, and expect our patients to treat staff in a similarly respectful way.

We strongly support the NHS Policy on Zero Tolerance.

Anyone either phoning or attending the practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list.

In extreme cases we may summon the Police to remove offenders from the practice premises.

General Data Protection Regulation (GDPR) - Patient Information

We hold personal information about you on our Computer system and in paper records to help us look after your health needs. Please help to keep your record up to date by informing us of any change to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released - such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone unless we are sure we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have the right to see your records if you wish. Please ask at reception if you would like further details. To view our GDPR privacy notice for patients please visit our website; www.pembrokehousesurgery.co.uk/gdpr-privacy-notice-for-patients