

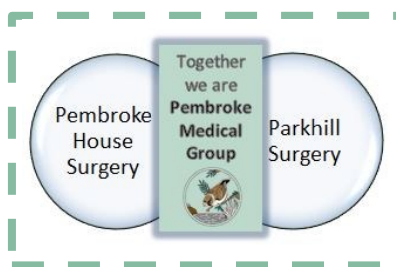


Pembroke Post

Pembroke House Surgery, 266-268 Torquay Road, PAIGNTON 01803 553558 * Parkhill Surgery, Parkhill Road, TORQUAY 01803 212489
EMAIL: enquiries.pembrokehouse@nhs.net

MAY 2019

From the 1st April we have shared contracts, staff and patients. The final part of our merger takes place during the weekend 24th—28th May when our IT systems will merge. We will share one patient database and one telephone system!



During the afternoon of 24th May Parkhill will be running without computer systems so will be offering a limited service.

No electronic prescribing will be available on 24th May at Parkhill Surgery

MAKING AN APPOINTMENT

Our appointment system offers two types of appointments 'planned' care and 'urgent/on the day' care. This hybrid solution was developed to allow greater flexibility for patients as well as helping to maximise doctor resources and has proved to be very successful.

PLAN IN ADVANCE It is 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, in person or over the telephone.

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 for the most appropriate person in our clinical team.



Integrated Care!

As I'm sure you are aware, there is a national problem presently in recruiting GPs. We are lucky to have a large clinical team, but to help us provide the best possible care and use the resources we have in the best way for our patients, we are currently looking to extend our team. This will include more Nurse Practitioners/ Pharmacists and Paramedics building our resilience and sustainability for the future and providing a professional integrated care service.

Health Navigation

Health Navigation is an approach that helps individuals access the care they need with the most appropriate professional which may not be a GP.

Our receptionists have undertaken training and follow protocols so when you call you will be asked a few questions to help us understand the nature of your call.

The series of questions will be based on the answers you provide and the best outcome will be recommended.



Our reception team/health navigators will never offer clinical advice or triage. This way of working is about offering you the choice to see the most appropriate person in the practice team or elsewhere. It will often be quicker and means you may not need to see a GP at all.

The choice is always yours though and you will never be refused a GP appointment. We hope next time you contact your GP and speak to our reception team/health navigator you will see the value of seeing another health professional if they are able to help.



"Please don't be offended if you are asked what the problem is when you ring for an appointment. This is called Health Navigation and its about helping you get the service you need."

The receptionist/health navigator might suggest you see an alternative professional or service.

- Pharmacy
- Physiotherapy
- Adult Social Care
- Lifestyle
- Health & Wellbeing

Giving care in the right place, first time

OUR GPs WORK IN TEAMS!

All of our GPs work in small teams and look after a group of patients. The team members are the first port of call to help out if your usual GP is not available.

If your case is particularly complex, you are not restricted to seeing only one GP as the teams support this. You have the opportunity to have a relationship with the team rather than an individual GP, just like being in a small GP practice!

This does not mean you are prevented from seeing any doctor of your choice, simply ask when you book your appointment if you have a preference.

Welcome to the Team!



We are really excited to welcome Dr Rachel Gaywood to the Pembroke team.

Dr Gaywood will primarily be based at Parkhill Surgery.

RED TEAM

Dr Philip Green
Dr Victoria Lanary
Dr Hannah Wright

BLUE TEAM

Dr Helen Bishop
Dr Sarah Parkin
Dr Julia Brice
Dr Nicky Gee

YELLOW TEAM

Dr Andrew Thornton
Dr Virginia Cunliffe
Dr Yvette Steele
Dr Katharina Jaeschke

ORANGE TEAM

Dr Chris Hunt
Dr Simon Murray
Dr Nicola Smales

PURPLE TEAM

Dr Bethany Beddoes
Dr Rachel Gaywood
Dr Roger Fearnley

PRESCRIPTION LINE

The telephone number of our prescription line is 01803 546461 and from 28th May patients from both Parkhill and Pembroke can call and order prescriptions between the hours of 11am–3pm

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 in Preston. Come and have a go!

Social
Events

Karing

Transport
Services

Do you need help getting to a medical appointment?

Are you interested in attending local activities and events?

Karing is pleased to support Pembroke Medical Group. We are a non profit making registered charity running social activities and events, offering volunteering opportunities. We currently provide over 350 clients (patients and other local residents) with transport to medical appointments each month. Our office is just a few doors away from Pembroke House in Preston and you are welcome to pop in and see us. We also produce a regular newsletter, please let us know if you would like to receive this.

We are currently looking for volunteer drivers to start immediately, all mileage is paid at 45p per mile (as per HMRC).

Please contact us for further information or if you can help with driving.

Karing Voluntary Group, Preston TQ3 2EZ — 01803 524799 office@karing.org.uk www.karing.org.uk

Volunteering