



# Pembroke Post

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

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## CORONAVIRUS UPDATE

### APPOINTMENTS

**Following the recent outbreak of COVID-19, alongside recent statements in parliament we are taking steps to minimise the risk of exposure to protect both our patients and staff.**

In an effort to minimise the risk of exposure to coronavirus and other respiratory disease, with immediate effect we are reducing our routine "face to face" work, such as Health Checks, Reviews and Routine Appointments with GPs.

It is possible to consult with us 24 hours a day using the online consultation system eConsult (no log-in needed). This will allow you to receive help and advice from our GPs without leaving home and if an appointment is required it will be prioritised. All admin queries such as fit notes and letter requests along with requesting acute prescription items can be submitted using eConsult. **You will receive a response by the end of the next working day**

To access this please visit [www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk)

If you don't want to fill out an eConsult form online, or are unable to, you can continue to call the practice as you currently do.

If the GP or Nurse does need to physically see you, they will still ask you to attend the surgery. In such cases, risks for both the patient and our staff will have been assessed.

**Please be advised we are heavily reducing the number of appointments that will be available to book online.** This is so that we can triage the bookings over the telephone first.

We appreciate that these measures could be alarming to patients, however we are hoping to reduce all unnecessary attendance at the surgery thereby minimising the risk of any transmission to staff and patients alike.

To that end we would like to assure patients that it is just the way to contact us that is changing, we are still here to care, help and support you with your health and well being.

e consult

Contact your doctor online and  
get help by the end of the next  
working day or sooner

GET STARTED



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

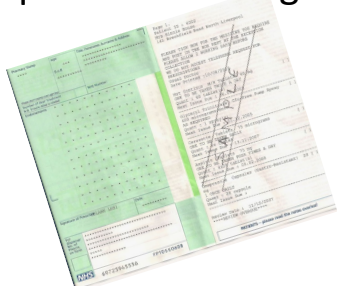
On our website click the  
e-consult picture and  
simply answer the  
questions.

This information is  
passed directly to a GP  
and will be dealt with  
as a priority.

# HELP US HELP YOU

We are aiming to reduce all unnecessary attendance at the surgery for the safety of our staff and our patients.

If bringing a paper repeat prescription request to the surgery



please use the post box at the front door, do not bring it to reception.



**CATCH IT.**



**BIN IT.**



**KILL IT.**

 **Patient Access**

In partnership with **NHS**

## Next time order repeat medication online with Patient Access

Register online at [patientaccess.com](https://patientaccess.com) or download the app



If you don't use Patient Access already please sign up now! It is possible to order repeat prescriptions via the internet on a computer, tablet or smart phone without stepping a foot into the surgery! Your request will go directly to a GP which speeds up the process and prescriptions requested this way will be given priority.

Sign up at [www.patientaccess.com](https://www.patientaccess.com)

For support signing up, please email us at [enquiries.pembrokehouse@nhs.net](mailto:enquiries.pembrokehouse@nhs.net)

We are taking precautionary measures within the surgery to keep it as safe and free of the virus as we can. All check in screens, hand rails and door push panels in communal areas are being wiped down on an hourly basis. We have hand sanitiser available for the use of our patients and have a separate room that we will use for patients who may have been in contact with the virus. We are receiving advice from Public Health England on a daily basis and keeping our processes up to date with changes as and when they occur.



If coming to the surgery for an appointment instead of attending reception please use the check in screens to book in for your appointment and where possible and go directly to the required waiting area.

