



# Pembroke Post

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

8th APRIL 2020

## CORONAVIRUS UPDATE



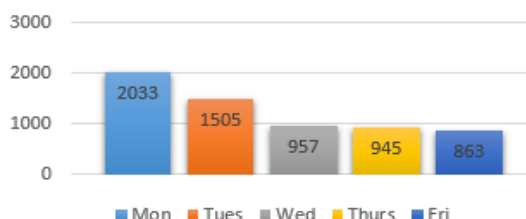
*We are still here to care, help and support you with your health and well-being. There are no barriers, just different ways of doing things but the old ways are available too. Please contact us if you need us!*

We are still taking a huge amount of telephone calls. On Monday we answered 2033 calls, which you can see tails off as the week goes on.



We currently have less staff working due to isolation and social distancing and therefore, if you can use the internet, **please do.**

Number of telephone calls taken w/c 30th March 2020



## I have access to the internet

### Prescriptions

The quickest way to request medication is via Patient Access.  
**[www.patientaccess.com](http://www.patientaccess.com)**

If you haven't signed up yet or are not sure how to, please contact us on **[enquiries.pembrokehouse@nhs.net](mailto:enquiries.pembrokehouse@nhs.net)** and we will help you. Alternatively email your request to **[prescriptions.pembroke@nhs.net](mailto:prescriptions.pembroke@nhs.net)**

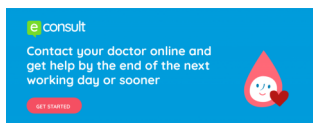
### Appointments

To arrange a GP appointment or to get advice from a GP or other healthcare professional, please use eConsult.

**Click the link on the front page of our website**

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

**PLEASE DO NOT SEND  
CLINICAL ENQUIRIES VIA  
EMAIL**



## I do not have access to the internet

### Prescriptions

To order prescriptions, call us between 11am—3pm, choose option 3.

### Appointments

To arrange a GP appointment or to get advice from a GP or other healthcare professional, our lines are open from 8am—6pm

Last week we answered approximately 4 calls every minute on Monday & 3 calls every 2 minutes on our quietest day, Friday.

**PLEASE ONLY USE THE TELEPHONE SERVICE IF YOU  
DO NOT HAVE ACCESS TO THE INTERNET**

**01803 553558**

**STAY AT  
HOME**

**PROTECT  
THE NHS**

**save  
lives**



## WHAT IS SHIELDING?

*Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction with others.*

## Coronavirus (COVID-19) Shielded patients

We are strongly advising people with serious underlying health conditions which put them at very high risk of severe illness from coronavirus (COVID-19), to rigorously follow shielding measures in order to keep themselves safe.

A small number of our patients will already have been identified as being high risk and will have received a text message or letter from the NHS. Those patients should stay at home for 12 weeks.

NHS Digital are currently working to identify the additional patients who will also be advised to stay home for 12 weeks. We anticipate this information imminently but currently we are not able to confirm which patients will fall into this group. Until we receive further guidance, we are unable to issue supportive letters regarding potential high-risk patients. For the list of people included in the shielding categories visit <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

**Our advice to all our patients is to stay home, apart from essential shopping, essential work and one form of exercise each day. In all circumstances keep a 2-metre distance from other people and wash your hands regularly.**



If you have visited the surgery lately you will have noticed that we now have receptionists and health care assistants at the ground floor entrance. This is to ensure only patients with an appointment are entering the surgery.

All of the GPs, Nurses, HCAs and support staff have briefings on a daily basis as it is important that communication is fluid during this rapidly changing time.

The front door at Pembroke House is currently locked daily between 8-8.30am and 1-1.30pm for this vital staff catch up. During this time our telephone lines are still operating.

## Torbay Community Coronavirus Helpline

**TCDT: 01803 446022 / BDC Direct: 01803 857727**

Helpline for those affected by the Coronavirus Pandemic, open to the people of Torbay to request help, volunteer their assistance or refer anyone they believe/know needs help.

### It's Time to Talk



Do you have a long-term health condition or disability and want someone to talk to? Get in touch

Phone: 0300 303 3691 | Email: [time2talk@livingoptions.org](mailto:time2talk@livingoptions.org)

Text: 0785 642 6940 | Facebook: [Time2talkdevon](https://www.facebook.com/Time2talkdevon)

### EASTER PHARMACY OPENING TIMES

This information is available via the following link.

<https://www.england.nhs.uk/south/info-professional/pharm-info/pharmacy-opening-hours/>

### Easter opening times—Pembroke House

Thursday 9th April 8am—6pm

Friday 10th April (Good Friday) 8am—6pm

Saturday 11th April 8am—12.30pm

Sunday 12th April (Easter Sunday) Closed

Monday 13th April 8am—6pm

Tuesday 14th April 8am—6pm



*Please note: Parkhill Surgery remains closed currently*