



# Pembroke Post

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

20th MARCH 2020



## Social Isolation / Social Distancing

### What does this mean for you and how has it affected us...

Current COVID-19 guidance issued on 16th March 2020 regarding self-isolation means that we have a reduced number of staff working at our practice. As a result of this we have made the difficult decision to temporarily close our Parkhill surgery for routine appointments and walk-ins until further notice.

This is done with patient and staff safety in mind and will allow us to centralise our resources to provide the best level of care for our patients during this busy period. Taking this step will allow us to provide care to patients with respiratory symptoms which would be suspect of COVID-19 by directing them to be seen in isolation at our Parkhill site

This is only during these extraordinary times and once life returns to normal we will return to offering a full service from both sites.

It will not be possible to collect prescriptions or any other documentation from the Parkhill site from Monday. If there is a prescription waiting for you, you should receive a phone call asking if you would like it transferred to Pembroke House for you to collect or if you would like us to post it to you.



## GP & NURSE CONSULTATIONS



GP consultations are mainly taking place over the telephone, although where necessary patients will be asked to attend the surgery. We are currently investigating video consultations so watch this space!

Routine nurse appointments are being postponed for now. Nurses are still seeing patients for smears, urgent blood tests, immunisations, INRs, dressings and regular injections. Diabetic review appointments will take place over the telephone.

We have found the quickest way to arrange a GP call back is to [register your problem via eConsult](#) which is accessible on the front page of our website. All enquires made via this route are guaranteed to receive a response by 6pm the following day.

Patients can contact us either by telephone on 01803 553558 or email: enquiries.pembrokehouse@nhs.net

In these challenging times for our patients and staff we wanted to say a huge thank you for the messages of support and recognition. It makes all the difference, after all, our staff are parents, children, husbands, wives, friends, volunteers, part of our community — human beings.

The changes can be difficult to adapt to but **we are still here for you**, just not in the most traditional way.

***If you speak to our staff, we'd love it if you could say thank you to them, we know it will make them smile!***



## Prescriptions

- \* **Paper requests**—Please do not bring paper requests to the surgery if you or a family member have access to the internet. Register for patient access, your request will go directly to a GP which speeds up the process. Prescriptions requested this way will be given priority. Sign up at [www.patientaccess.com](http://www.patientaccess.com)
- \* **Nominate a pharmacy**—We need all patients to now nominate the pharmacy where you would like to collect your prescription. We need to reduce the number of people accessing the surgery unnecessarily. This will also save you time.
- \* **Medication not on your repeat prescription list**—This will need to be authorised by a GP, please request this via eConsult on the front page of our website.
- \* **Order when due**—Due to the volume of requests we will only issue prescriptions due in the next 2 weeks, anything requested outside of this timeline will not be processed. We can not issue a longer supply than usual, so please do not ask.



All events and activities have been cancelled until further notice. The office is open but visiting is currently restricted. Transport is still being offered whenever possible based on driver availability as many are social distancing.

01803 524799

[office@karing.org.uk](mailto:office@karing.org.uk)



Day Lewis pharmacy located at Pembroke House, Preston are closing on a daily basis between the hours of 12.30pm-2pm.

They are experiencing exceptional levels of demand so please be patient.

### Torbay Community Coronavirus Helpline



If you'd like to help out during these difficult times, or you're in need of help while self-isolated, give us a call:

**TCDT: 01803 446022**

**BDC: 01803 857727**

**Online: [www.bit.ly/torbayhelpline](http://www.bit.ly/torbayhelpline)**

Torbay Community Development Trust: Mon-Sun, 8am-8pm  
Brixham Does Care: Mon-Fri, 9am-4:30pm



**HELLO!** If you are self-isolating, I can help.

My name is .....

I live locally at .....

My phone number is .....

If you are self-isolating due to COVID-19 I can help with:

- |  |  |
|--|--|
| <input type="checkbox"/> Picking up shopping   | <input type="checkbox"/> Posting mail    |
| <input type="checkbox"/> A friendly phone call | <input type="checkbox"/> Urgent supplies |

Just call or text me and I'll do my best to help you (for free!)

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep. **#ViralKindness**

Becky Wass from Falmouth Cornwall has designed a postcard aimed at helping people to look after their neighbours if they are self isolating. The print-at-home template is being shared on social media, with those in need able to request shopping, urgent supplies or "a friendly phone call".

This is free to share/print/use.

Printable pdf: [bit.ly/viralkindness](http://bit.ly/viralkindness)

[#viralkindness](https://twitter.com/viralkindness)