



# Pembroke Post

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3rd JUNE 2020

## LATEST UPDATE

It is possible that the coronavirus will be with us into next year or beyond. We have been looking into ways that we can carry out more appointments while keeping patients and staff safe.

**We are pleased to announce** that from the 15th June, Parkhill Surgery will become a shielded site. This will be used only by our most vulnerable patients. These patients are those that have received a shielding letter. We hope this reassures those patients who need to attend. The door will be locked and patients will only be able to attend with a booked appointment. We will be unable to deal with prescription requests or urine samples at this site.

Pembroke House will continue to be used for non-symptomatic patients who are social distancing.

We will have a separate facility at Pembroke House only for use by patients with COVID 19 symptoms. This will be in a self contained area with a separate entrance accessible by the car park at the rear of the building.

As a surgery the safety of our patients and staff is our utmost priority. All staff who have direct contact with patients follow national guidance and wear the appropriate protective equipment (such as masks) when they see people face to face.

We appreciate that some patients have a preference to the surgery they are seen at for convenience. Unfortunately we cannot accommodate choice of location at this time. The location you are seen at will be determined by your risk category.

This is following guidance from NHS England and all GP practices are making these changes to separate out their work for patient safety.

### COVID-19 TERMS EXPLAINED



#### SELF-ISOLATION

For people infected, or in contact with people with COVID-19



#### SHIELDING

Protecting especially vulnerable people at high risk from COVID-19 (those who received shielding letters)



#### SOCIAL DISTANCING

What everyone should be doing

### APPOINTMENTS

We are pleased to advise that we are now offering some routine appointments again. This includes NHS health checks and long term condition reviews. Where possible we will be carrying out appointments over the telephone or via video consultation. However where this is not possible you will be invited into the surgery.

**For now, we are still unable to carry out ear syringing and ear checks.**

 HM Government



**CORONAVIRUS**  
**STAY ALERT TO STAY SAFE**

- ✓ Keep a safe distance from others
- ✓ Stay home as much as possible
- ✓ Keep washing your hands regularly

**STAY ALERT > CONTROL THE VIRUS > SAVE LIVES**



HCA Chrissy using the infrared thermometer on Receptionist Amanda

Please only come to the surgery if you have an appointment and please do not arrive early as we need to restrict the number of people in our waiting areas. If you arrive early, you will be asked to come back at the correct time.

As a common sign of coronavirus is a high temperature we will be continuing temperature testing with a non contact forehead infrared thermometer, before allowing entry to the surgery.

If you have a temperature you will be asked to go home and wait for a telephone call.



## CORONAVIRUS TESTING



If you have symptoms of coronavirus (COVID-19), you can now request a test.

The test needs to be in the first five days of having symptoms, but it's best to ask for the test in the first three days, as it may take a day or two to arrange.

The test usually involves taking a swab of the inside of your nose and the back of your throat, using a long cotton bud. You can do the swab yourself or someone can do it for you.

To request a test visit:

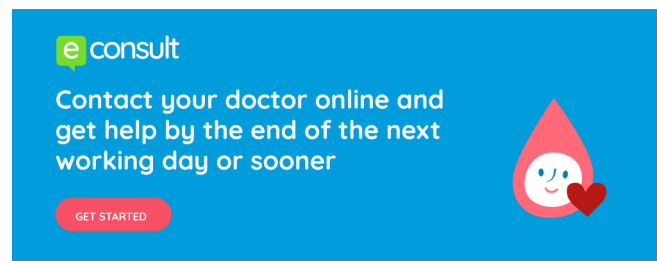
<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ask-for-a-test-to-check-if-you-have-coronavirus/>

## The quickest and easiest way to consult with your GP

We have seen the demand for appointments increasing and we are not able to offer the number we have in the past, due to COVID-19 safety guidelines and shielding staff. So please be aware it may be a slightly longer wait for an appointment...



### NOT WITH eCONSULT



Click on the eConsult picture on our website to start.

Complete the details and you will have a response by the end of the next working day.

You can do this any time of the day or night, complete the details at a pace that suits you and even upload photos if you need to!

**It couldn't be easier! Give it a go...**



All of our clinical rooms now have webcams. Our Doctors and Nurses will be using video consultations where possible to consult with you. They will talk you through the process so please don't worry. We have been using this for the last few weeks and it works really well.



*Thank you for your lovely donations. We have received face masks, chocolates, fruit baskets, moisturising cream and much more. It really is so kind and all of our staff are very grateful.*

## NHS Volunteer Responders

NHS Volunteer Responders can help with tasks such as collecting shopping and prescribed medicines, driving patients to medical appointments or transporting supplies between sites. The scheme is already helping thousands of people every day and hundreds of thousands of volunteers are available to help.

Previously it has only been a clinician that can refer a patient for help, however the scheme is now open for self-referrals for people who have been advised to shield and those most at risk who are isolating at home from coronavirus.

These people can ask volunteers for short-term help by calling 0808 196 3646 between 8am and 8pm.

