



# Pembroke Post

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3rd JUNE 2020

From 1st August 2020, the government will no longer be advising people in England who are at high risk from coronavirus to shield.

With this in mind we are really pleased to announce the **re-opening of Parkhill Surgery** to all of our patients who do not have symptoms of Coronavirus **from Monday 3rd August**.

The door at Parkhill will be unlocked and patients will be able to choose to attend either Parkhill Surgery or Pembroke Surgery. We will be taking patient temperatures on arrival, so ask any visitors to be seen by a receptionist before entering the waiting room.

Everybody should be taking particular care to follow social distancing guidelines. We ask all patients attending either Pembroke or Parkhill to wear a mask and not to arrive early for appointments to reduce time spent in the waiting areas.

We would like to thank all of our patients for your co-operation, flexibility and patience through these challenging times.

**We have a separate facility at Pembroke House only for use by patients with COVID 19 symptoms. This is 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.



## TIME TO BOOK YOUR FLU APPOINTMENT!



**Its that time of year again and this year more than ever the flu vaccination is recommended.  
Flu appointments will be available to book from 12 o clock lunchtime on Monday 3rd August.**

Our Adult Flu clinics will be starting week commencing 14th September and run weekday mornings at Parkhill Surgery, along with weekend clinics at St Pauls Church Hall in Preston, Paignton where we are able to offer safe social distancing measures for the high numbers of patients we are expecting.

The flu vaccine will be given by appointment only and can be booked online using Patient Access or the NHS App. For patients without access to a computer, please contact us on our surgery telephone number choosing option 1.

**Following the department of health guidelines, we will initially only be offering the flu vaccine to "at risk" patients & those over 65. If you are in the new cohort of 50-64 year olds, we cannot currently book you in. You will be invited later in the season for a vaccination.**

We are expecting our child vaccines in early September, once we have confirmation of this we will send a text message to those eligible with an invitation to book an appointment.

If a member of your family is housebound we would really appreciate it if you could bring them to the surgery for their vaccination, we have so many to do this year that this would help us.

Please note: due to the high demand expected we are not able to give the vaccine to those patients who are not eligible.

**We urge you to book an appointment as soon as you can!**



# Welcome our new staff!

## INTRODUCING THE NEWEST MEMBERS OF OUR TEAM!

**Dr Emily Clapham**  
GP



**Dr Dan Webb**  
GP



**Dr Al West**  
GP Registrar



**Dr Rebecca Norman**  
F2 GP



**Leanne Brooks**  
Nurse Practitioner



Introducing and wishing a warm welcome to the new faces of our clinical team!

### EPS4

## Electronic Prescription Service Phase 4

From Monday 3rd August we are switching to EPS4, this means that ALL prescriptions will be processed electronically. If you do not have a nominated pharmacy, you will be given a token which looks like a prescription but doesn't need to be signed by the GP as it has already been 'signed' electronically. You can take this token to any pharmacy and they will be able to dispense the medication for you.

We encourage patients to sign up for online access where you can request medication, add or change a nominated pharmacy and book appointments. Go to [www.patientaccess.com](http://www.patientaccess.com) to sign up.



## PHARMACY & MEDICATION UPDATE

Changes are taking place from 1st August relating to prescription delivery. If you have relied on having your prescription delivered over the last few months, please check with your pharmacy if they are able to continue to do this for you. If the pharmacy can no longer deliver and you still need help to get your medicines please contact the NHS Volunteer Responders on 0800 196 3646 (8am-8pm) to arrange support.



### MEDICATION UPDATE

Please continue to order your prescription medication when it is due and not earlier as doing so could impact pharmacy supply chains.

If requested to early your prescription request may be declined. Thank you.

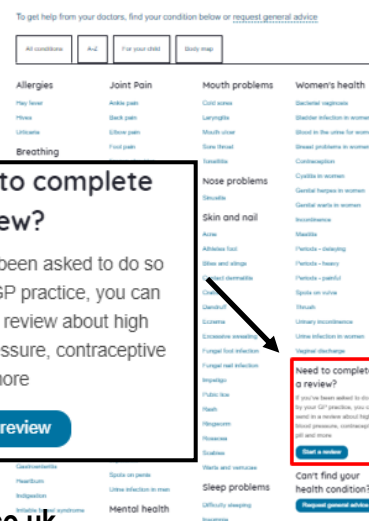
## econsult Annual reviews

You may be asked to complete a review using eConsult.

To do this visit our website

Click on the econsult link and scroll down the page.

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



While some people have visible disabilities, this is not always the case.

Many people have disabilities that can't be seen, such as Autism, Dementia, Crohn's disease and deafness. As these disabilities are often unnoticed, this can mean that support is not offered when it is needed.

The Hidden Disabilities Sunflower offers a discreet way of identifying people with a hidden disability so help or assistance can be offered without the individual feeling awkward.

At Pembroke Medical Group we are proud to support the Hidden Disabilities Sunflower scheme and have a number of lanyards available. If you feel that this would help you, please ask one of our reception team at Pembroke House Surgery who will happily provide one.

For more information visit [www.hiddendisabilitiesstore.com](http://www.hiddendisabilitiesstore.com)

