



Pembroke Post

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MARCH 2021

UPDATE

We have been working really hard to vaccinate all patients across Torbay in Priority Groups 1-4.

We have visited all our Care Homes, vaccinating the majority of patients and staff and have visited well over 75% of our bedbound patients across Torbay.

If you are in priority group 1-4 and have not yet been offered an appointment please do let us know!

If you have received a letter from the national NHS booking system, please book an appointment through their website or by calling 119. New appointments are regularly added to the system so please keep checking back with the site if you need to.

Our practice is currently vaccinating people aged 65 and over or those aged 16-64 with underlying health conditions. We aren't yet vaccinating people under 65 without underlying health issues. Please do not contact us about an appointment. When we move to vaccinating this group, we will contact you.

We have recently started inviting patients for their COVID vaccinations using a text messaging service. If you have received a text message from the Practice simply follow the link to book your appointment, once booked you will receive a message confirming this. Please note we will never ask for bank details or a payment for the vaccine.

Along with text messaging, our teams are busy making calls to book appointments which is on top of answering our usual high call volumes to deal with our day to day practice work.

We thank those patients who are waiting for their call to book the vaccine and understand it must be hard not knowing when to expect a call, we haven't forgotten you!



COVID VACCINE ROLL-OUT

1	Residents in a care home for older adults and their carers
2	All those 80 years of age and over and frontline health and social care workers
3	All those 75 years of age and over
4	All those 70 years of age and over and clinically extremely vulnerable individuals
5	All those 65 years of age and over
6	All individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality
7	All those 60 years of age and over
8	All those 55 years of age and over
9	All those 50 years of age and over
10	All those aged 40-49 years
11	All those aged 30-39 years
12	All those aged 18-29 years

Whilst our staff are working hard covering the clinics at the Covid Vaccination Centre in Torquay we are unable to offer our extended access appointments, this means that we are not currently open during the evening or at weekends. We hope that this service will resume later in the year.

When We Are Closed

In the case of an out of hours emergency call NHS 111. Out of hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens. Alternatively use our eConsult service via our website www.pembrokehousesurgery.co.uk where you will receive a response from the surgery by the end of the next working day (excluding weekends/bank holidays)

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

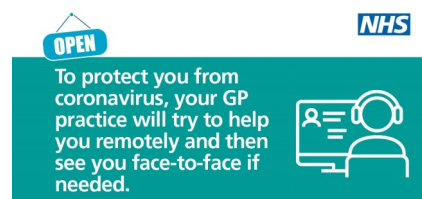


We are versatile and adaptable, that's what this situation has taught us!

We are having to do things very differently to keep everybody safe, for instance we can't have waiting rooms full of people. We clean down rooms and change our PPE after each patient thus we are doing more consultations over the telephone and via video, including annual chronic disease reviews for people who suffer with long term conditions such as

Asthma, COPD, Diabetes etc.

You may find we communicate with you via text message or ask you to send us photos by email. Technology really is helping to keep us connected.



If this is an area that you struggle with free digital support is available through Healthwatch Torbay www.healthwatchtorbay.org.uk/meetings-reports/digital-project or by calling 08000 520 029.

If you do not have access to technology, our 'old' services still exist. You can call us to arrange to speak to a GP or Nurse or to order a prescription.

No matter the demands, we are open for business!



In partnership with

Next time order repeat medication online with Patient Access

Register online at patientaccess.com or download the app



We are excited to introduce our new GP

Dr Charlotte Bradley

Joining the team on
Monday 15th March



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

www.pembrokehousesurgery.co.uk



If you need help getting to the COVID Clinic

Contact...



Karing is a local registered charity that supports the community of Torbay and provides an affordable transport service to medical appointments.



01803 524799

office@karing.org.uk

www.karing.org.uk



We will be closed for 4 days over Easter this year.

Please check the medication you have, if you are likely to run out during this period ensure you order your prescription by 4pm on Friday 26th March to guarantee it will be authorised in time for Easter.

Remember you can order your repeat medication any time of the day or night via Patient Access either online or using an app on your phone. To find out more visit www.patientaccess.com



Easter Opening Times

Thursday 1 st April	8am-6pm
Friday 2 nd April (Good Friday)	Closed
Saturday 3 rd April	Closed
Sunday 4 th April (Easter Sunday)	Closed
Monday 5 th April	Closed
Tuesday 6 th April	8am – 6pm

