



Pembroke Post

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NOVEMBER 2022

**GOING LIVE
14TH NOVEMBER 2022**

**KLINIK
ACCESS**

Introducing our new online consultation tool, Klinik!

Klinik is not just an online tool but a total triage system that will bring improvements to both the way patients' access care and the way our staff can then assess needs and find the most appropriate clinician or service to help.

Our current online system, although good, is limited in what it can do. The Klinik platform requests information that will allow us to direct your enquiry to the best person in an appropriate timescale. It will help us provide a much fairer patient experience as well as making diagnosis for our doctors safer and quicker.

See patients
in priority
order

**Patients will be able to submit requests for care online via our website between
8am – 6pm Monday to Friday excluding bank holidays.**

If you do not have access to the internet or are not able to use the online system then you can be supported to use it by one of our receptionists who will guide you through it on the telephone. We will also have access to the system in our waiting rooms. Whichever route you choose, you will be asked a range of questions to help our Clinical Triage team assess and direct your request to the best place to meet your needs.

Appointments have traditionally been booked on a first-come first-served basis, meaning patients with a more urgent clinical need may have been asked to 'call back tomorrow' once all of the on the day appointments have been filled up.

**Coming soon
Contact us online**

With our new online consultation service, you can submit any medical query, including requests for an appointment any time Monday to Friday, 8am – 6pm

KLINIK
ACCESS

NHS



Stop phones
being a barrier
to healthcare

The Klinik system will help us triage based on clinical urgency and not the time the consultation was submitted. The systems algorithms in the background flag up urgent symptoms/conditions, so if your need is more urgent than someone else, you will be prioritised.

No more
'please
phone back
tomorrow'

For appointment requests, our GP led care navigation team will prioritise ("triage") urgency and offer you an appointment with the best clinician for your needs. Pembroke Medical Group has an increasing multidisciplinary team of clinicians and you may be directed to a GP, Nurse Practitioner, Clinical Pharmacist, Physiotherapist, Paramedic, Mental Health specialist or social prescriber.

Everything you write into the Klinik form is secure, confidential and copied into your medical record. It can even use your NHS login

WHAT WE GOT UP TO IN THE LAST 4 WEEKS...

While our clinicians spend the majority of their time delivering care directly there is also a huge amount of work that goes on behind the scenes. Below is a snapshot of some of the work that took place in the last 4 weeks!

We are incredibly proud of the contribution made by each and everyone of our team.



9931 GP Appointments delivered.
That is 1 appointment for every 2.5 patients



13,845 Face to face appointments carried out.
More than 1 for every 2 patients



5496 Test results received.
Each test result received is reviewed by a GP/
Nurse Practitioner



647 Referrals made to other clinical services
e.g. the hospital.



7018 Clinical Documents received, reviewed
& actioned by a GP and filed to patients'
records.



54,645 Prescription items issued all of which
are checked and authorised by a GP.

CONGRATULATIONS!!



Huge congratulations to our receptionist Karen & her husband Paul who recently took part in and completed the London Marathon.

Both Karen & Paul completed it in a fabulous time of 4:26, with Karen even sustaining a fall at 9 miles in!

Fantastic achievement Karen & Paul

CONGRATULATIONS!

AUTUMN VACCINES DON'T DELAY, BOOK TODAY!

Flu clinics are still running at the surgery, appointments are available at Pembroke in Paignton & Parkhill in Torquay. There are also regular clinics at the ERC in Torquay for covid vaccines.



Vaccine eligibility

- Everyone aged 50 or over
- Pregnant
- 5 years & over, at high risk from COVID-19 due to a health condition or a weakened immune system (6 months for flu)
- aged 5 and over and live with someone who has a weakened immune system (age 2 for flu)
- aged 16 and over and a carer, either paid or unpaid
- living or working in a care home for older people
- a frontline health and social care worker

Please don't wait to be invited...

To book a covid vaccination visit <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> or call 119

To book a flu vaccine, please contact us on 01803 553558 option 1