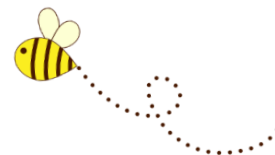




Pembroke Post



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

MARCH 2023

WE ARE RE-LAUNCHING KLINIK!

IT'S
BACK

We are pleased to announce that we will be re-launching our online triage system, Klinik, on Monday 20th March

We have a limited number of appointments available each day and receive hundreds of calls, they get filled quickly on a first come, first served basis.
It's frustrating for us and we know that it is frustrating for you!

No appointments
available

Call back
tomorrow

NOT ANYMORE!

Is anyone going
to answer the
phone?

GOING
LIVE 20TH
MARCH

From Monday 20th March, Klinik will be available via our website.

*If you need to contact us please visit
www.pembrokehousesurgery.co.uk*



SCAN ME



If you don't have access to the internet, don't worry! You can still call us and our receptionists will go through the same form with you over the telephone.

We have tablets in the waiting area at Pembroke and Parkhill so if you pop into the surgery you can use these to complete the form, our receptionists will be happy to help.

Klinik provides the ability for our GPs to triage all requests into the surgery, meaning our patients will no longer be dealt with on a first come first served basis.

All requests received will be assessed and dealt with based on the urgency of the care required.

EVERYTHING YOU WRITE INTO THE KLINIK FORM IS SECURE, CONFIDENTIAL AND COPIED INTO YOUR MEDICAL RECORD

OUR
AIMS



Improve our patients' experience and satisfaction



To make the practice more accessible to our patients



Respond with an assessment and/or be seen within the appropriate period (for example same day or within 2 weeks where appropriate, depending on urgency).



Have a more manageable workload for our clinical team





DID NOT ATTEND

DNA = When patients do not turn up for an appointment and do not contact the surgery to cancel or change it.

Last month **172** appointments were DNA'd. This has a huge impact on other patients and means clinician time is wasted.

If you don't need it **PLEASE CANCEL IT!**

WELCOMING OUR NEW DOCTORS



Dr Kareem Zaki



Dr Saad Abdullah



Dr Alex Bogle

Dr Zaki and Dr Abdullah have both been with us for a few months so may be familiar to you already. Dr Bogle worked with us for a few weeks and will be back permanently very soon.

EASTER OPENING



Thurs 6 th April	8am – 6pm
Good Friday	CLOSED
Sat 8 th April	8am-12.30pm Pembroke only
Easter Sunday	CLOSED
Easter Monday	CLOSED
Tues 11 th April	8am-6pm



THANK YOU

Times have not been easy lately, we have experienced a high level of sickness in our clinical team, reception and admin teams.

Throughout the struggles we thank you for your patience, understanding & kindness.

We have received a huge amount of positive feedback which keeps the staff motivated, along with chocolates & beautiful flowers brightening the surgery.

Our aim is to celebrate the things that go right and the systems that work well, so if you would like to share your feedback scan the QR code below.



Please
**LEAVE US
A REVIEW**

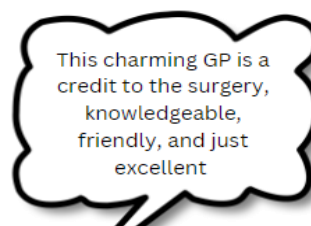
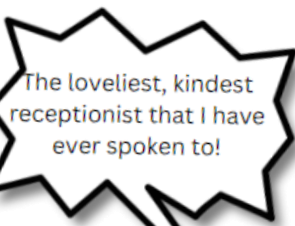
COVID-19 SPRING BOOSTERS, COMING SOON!

COVID-19 Spring boosters will be available from the end of April, watch out for the dates being advertised on our website & Facebook page.



Eligibility:

- ◆ Anyone aged 75 & over
- ◆ Individuals aged 5 years and over who are immunosuppressed, as defined in tables 3 or 4 of the Green Book
- ◆ Residents in care homes for older adults.



THANK
YOU

