

THE PEMBROKE POST

Official Newsletter of Pembroke Medical Group

PEMBROKE HOUSE SURGERY, 266-268 TORQUAY ROAD, PAIGNTON 01803 553558 *
PARKHILL SURGERY, PARKHILL ROAD, TORQUAY 01803 212489

PHARMACY FIRST

Patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription. Patients can also access emergency prescription medications or consultations on other minor conditions.

The Pharmacy First scheme was launched by the government and NHS England on 31 January 2024 to give patients quick and accessible care and ease pressure on GP services.

What is Pharmacy First?

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

What are the seven common conditions?

- Sinusitis - 12 years+
- Sore throat - 5 years+
- Earache - 1-17 years
- Infected insect bite - 1 year+
- Impetigo (a bacterial skin infection) - 1 year+
- Shingles - 18 years+
- Uncomplicated urinary tract infections in women - 16-64 years

THE PRESCRIPTIONS TELEPHONE LINE

Have you been advised that our prescription order telephone line will cease on 31st May 2024? We have taken this decision in line with other GP practices, to manage our increased level of prescription requests more safely and efficiently, providing an audit trail of requests that we receive. This prevents drug names being misinterpreted/ misheard.

There are lots of alternative ways to contact us.

The quickest and most effective way is to use the NHS App –

Register here: www.nhs.uk/nhs-app

Other ways to order prescriptions:

Email us at: prescriptions.pembroke@nhs.net

Via our website: www.pembrokehousesurgery.co.uk

– complete the repeat prescription form.

Post or drop your request into our reception.

Via the Patient Access App –

Register here: www.patientaccess.com



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A DAY IN THE LIFE OF A PEMBROKE GP

What does my GP's day look like?

7:30 – Arrive at surgery and log in and attend to any urgent emails

7:55 – Attend the practice “huddle” all clinicians and reception staff attend a quick briefing to note the info of who is in for the day, how many appointments we have and who is covering our “on call” urgent roles

8:00 – Make 6 follow up calls to patients to discuss radiology results, blood results or to follow up on treatments / medication started.

8:30 Start morning clinic: 7 patients face to face with a mixture of routine issues and some more acute issues like possible appendicitis, chest infections or unwell children.
3 planned telephone calls to discuss medication, ongoing or new symptoms.

11:30 – Finish off morning clinic seeing 2 more patients face to face and doing 3 more booked telephone calls to patients.

12:45 – Start to look at some of the paperwork that has come in for the day this includes:

- 30-40 medication prescriptions that need signing off
- 30 blood test results that need reviewing and actioning
- 10 documents / letters to read and action

13:00 – Take lunch to MDT meeting (we have a different MDT every week to discuss our more vulnerable patients and also one to discuss any significant events that we can learn from as a practice) As rotated to be duty doctor in the afternoon until 6pm I will be covering:

- Urgent prescriptions.
- Responding to anything the nurses are worried about i.e. infected wounds.
- Taking other healthcare professional calls i.e. from Consultants, social workers, district nurses, paramedics.
- Being first responder to any emergencies in the surgery
- Actioning any urgent blood tests results being phoned through by the lab.
- Triaging all our home visit requests to ensure the correct clinician sees in a timely manner.
- Actioning urgent radiology phoned through from Torbay Hospital.
- Helping to do some of the emergency calls to patients that day that can be dealt with on the phone.
- Supervising our doctors in training and debriefing and offering advice on patient management they may need.

18:00 Doors close.

Aim to try and finish paperwork including... in my team covering 2 doctors not in on that day. So another 30-60 medication scripts....
Checking another 20-30 blood results and actioning if needed.

A typical week at PMG

REGSITERED PATIENTS

26,027

FACE TO FACE APPOINTMENTS

2,077

TELEPHONE APPOINTMENTS

2,577

DID NOT ATTEND APPOINTMENT

179

INCOMING TELEPHONE CALLS

4,657

PRESCRIPTIONS ISSUED

11,575

ITEMS OF CLINICAL POST

1,149

OUR CARER SUPPORT WORKER

Hello my name is Claire and I am the Carer Support Worker at Pembroke Medical Group. If you are caring for a family member or friend where they rely on you every day then please make contact with me for advise and support. I work Monday-Friday 9am-5pm (except Tuesday).

If you would like to contact Claire, in the first instance it is advisable to contact the surgery reception, either by calling 01803 553558 or by popping in. If Claire is not available, leave a name and number at reception and she will call you as soon as possible. Alternatively, you could email enquiries.pembrokehouse@nhs.net or write into the surgery, making sure that the letter or email is marked FAO Claire Horton.

PATIENT PARTICIPATION GROUP

Our PPG is a way of improving communication between the surgery and our patients, finding out how we can improve our services as well as you letting us know what you think we do well.

We encourage our patients to be involved so we can represent our local patient community across all age ranges, sex, ethnicity, disability and beliefs. If you are interested in joining the PPG and have a genuine interest in taking positive action to help the practice, please complete the patient participation group form on our website www.pembrokehousesurgery.co.uk

A FOND FAREWELL

After many years of committed service as a GP, we now say a goodbye to Dr Simon Murray who retired at the end of March. Many patients will remember him from his years at Parkhill before the merge with Pembroke in 2019.

He will be greatly missed by patients and staff alike and we wish him all the best in his retirement.



We are saying goodbye to not one, but two of our GPs as they begin their retirement! Dr Steph Dyer retired from General Practice in April. Dr Dyer dedicated five years of service to the patients of Pembroke Medical Group and I am sure you will all join us in wishing her a happy retirement!



**Armed Forces veteran
friendly accredited
GP practice**

A welcome to our new staff

JAYNE NEWELL
PRACTICE MANAGER



CHARLOTTE VERRALL
PARAMEDIC



JAMIE CHAN
PHARMACIST

