

THE PEMBROKE POST

Official Newsletter of Pembroke Medical Group

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WINTER VACCINATIONS **BOOK YOUR FLU VACCINE NOW!**

Flu season is here and we strongly recommend the flu vaccine to our eligible patients. Latest figures show the NHS is going into winter under more pressure than ever before with an average of 1,099 people in hospital with flu every day last week compared to 243 in the same week last year – the highest number of cases heading into winter for at least three years.

We still have vaccines reserved for our eligible patients so if you receive an invite and haven't yet had your vaccination, please book in to protect yourself and your family.

We are also continuing with our RSV (respiratory syncytial virus) vaccination programme for pregnant women, all patients turning 75 and patients between the ages of 75-79. If you turned 80 on or after 1 September 2024, you're eligible for the RSV vaccine until 31 August 2025.

The RSV vaccine helps protect against respiratory syncytial virus (RSV). RSV is a common cause of coughs and colds. Most people get it several times during their life.

It usually gets better by itself, but in some people (especially babies and older adults) it can cause illnesses such as:

- pneumonia (a lung infection)
- bronchiolitis (a chest infection that affects babies)

These illnesses can cause serious breathing problems. They may need to be treated in hospital and can be life-threatening.

The RSV vaccine helps reduce the risk of serious breathing problems like pneumonia and bronchiolitis.

For more information regarding the RSV vaccination, please visit the NHS website using: <https://www.nhs.uk/vaccinations/rsv-vaccine/>

THE NHS APP

Many of our patients are now using the NHS App to order their repeat prescriptions, view blood results, cancel any appointments they can't attend and many other useful facilities. If you are not yet using the App please visit the below website to get started, or pop in to reception where you can pick up a leaflet on how to set it up.

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/>

Order repeat prescriptions on the NHS App



December 2024 issue

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KLINIK ONLINE CONSULTATIONS

Many patients will be familiar with our online consultation system Klinik. We wanted to use this section in the newsletter to explain to you why we use this system and exactly how it works behind the scenes, in order for you to have a greater understanding of what happens once you have submitted the online form.

The form itself can be found on the front page of our website www.pembrokehousesurgery.co.uk.

Patients can follow this link where they can then complete their personal details or sign in using their NHS login. Once this stage has been entered patients can select which option is most appropriate for their reason for contacting the surgery. Once this has been selected, patients are asked a series of questions in order to provide us with more information.

Klinik uses these answers to allow our GP's to identify urgent problems more efficiently.

Once your form has been submitted it will be triaged by one of our senior GPs. Every Klinik that is submitted will be viewed by our senior triage GP on the same day and then allocated to the relevant team according to priority.

This allows us to ensure that we can identify the most urgent cases and provide them with an appointment quickly.

If we receive a large number of submissions that result in urgent appointments this can affect our ability to fit in routine appointments in a time-frame we would like.

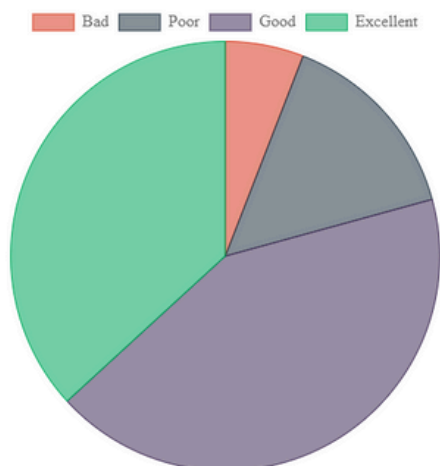
If our appointment team have been sent your Klinik regarding arranging a routine appointment, they will contact you when our next routine appointments become available.

Our triage GP monitors our appointment availability whilst processing each Klinik form. When we have reached capacity and have no more available appointments we often have to close the form to ensure that we can continue to work safely. Our appointment availability fluctuates depending on seasonal demand, staff absence among many other factors so keeping our submissions to a safe level is crucial to ensure we can continue to operate and treat patients to the best of our ability.

Below we have included our feedback from patients last month regarding their experience of using our Klinik form. 79% of patients described their experience of the form as Excellent or Good.

Whilst it is pleasing that a large percentage of our patients are satisfied with the form, we recognise that we must continue to do all that we can to improve our accessibility and appreciate your understanding when we are faced with increased pressures and demand.

Patient feedback



Patient feedback	Count	Percentage
Bad	43	6%
Poor	108	15%
Good	309	42%
Excellent	268	37%
Total	728	100%

Total
728

PEMBROKE MEDICAL GROUP KLINIK STATISTICS

REGSITERED PATIENTS

25,766

AVERAGE NUMBER OF
KLINIKS SUBMITTED PER
WEEK

1229

PERCENTAGE OF KLINIKS
RESULTING IN GP
CONSULTATION

71%

DID NOT ATTEND
APPOINTMENT LAST WEEK

105

AVERAGE TIME FROM
KLINIK SUBMISSION TO
VIEWED BY TRIAGE GP

20 MINUTES

PRESCRIPTIONS ISSUED
LAST MONTH

50,106

PATIENT PARTICIPATION GROUP

Hello Everyone.

My name is Alison Ramon and I am the Chair of the recently reformed Pembroke Patient Participation Group.(PPG) The PPG is a group of patients, carers and GP practice and clinical staff who meet four times a year to discuss practice issues and patient experience to help improve the service. We will provide regular updates on the work we carry out in the newsletter, on the website and noticeboards located in the surgeries. In the new year we will be conducting a patient survey and organising training on Klinik and the NHS app for patients. If you have any other suggestions we would love to hear from you and why don't you join us on the group? To find out more please contact Ali Meadows our Secretary at alimeadows@msn.com. We look forward to hearing from you.



Alison Ramon - Chair



Ali Meadows - Secretary

CONGRATULATIONS MARIE!

A big congratulations to our Lead Nurse Marie Metcalfe for achieving the status of Queens Nurse! This title recognises someone who is committed to high standards of practice and person-centred care.



A MERRY CHRISTMAS & HAPPY NEW YEAR

As a final note, we'd like to thank all of you as our patients for your understanding and patience as we navigate the difficult situation the NHS currently finds itself in. We will always try our utmost to ensure we can provide as good and safe a service as possible and we appreciate the support we receive from you, our patients. From everyone at Pembroke Medical Group, we hope you have a happy and healthy Christmas and New Year!



Armed Forces veteran friendly accredited GP practice

A welcome to our new staff

LING SHUM
PHARMACIST



DARREN COTGROVE
PARAMEDIC



SAM POWER
VISITING COMMUNITY
MATRON

