

**Pembroke Medical Group,  
Pembroke House Surgery, 266-276  
Torquay Road, Paignton, Devon, TQ3  
2EZ**

[enquires.pembrokehouse@nhs.net](mailto:enquires.pembrokehouse@nhs.net),  
[www.pembrokehousesurgery.co.uk](http://www.pembrokehousesurgery.co.uk)

### OPENING TIMES

**Mon:** 08:00 – 18:30  
**Tue:** 08:00 – 18:30  
**Wed:** 08:00 – 18:30  
**Thu:** 08:00 – 20:00  
**Fri:** 08:00 – 18:30  
**Sat:** 08:00 – 12:30  
**Sun:** Closed

### TELEPHONE NUMBERS

**Appointments & General Enquiries**  
01803 553 558  
01803 212 489



### PRACTICE STAFF

Alison Brewer ..... Business Partner  
Jayne Newell ..... Practice Manager  
Trudie Blackburn.....HR & Operations Manager  
Sally Rankin..... Admin & Estates Manager  
Karen Rundle ..... GP Rota Manager  
Oliver Haytread .... Digital & Communication Lead  
Marie Metcalfe.....Practice Nurse Staff Lead  
Donna Hart .....Reception Manager

**Nurse Practitioners:** Yvonne Chadwick  
Andrew Holmes, Lizzie Box.

**Paramedic:** James Hoyle

**Visiting Clinician:** Samantha Power

**Practice Nurses:** Ali Tickner, Pauline Giddings, Julie Hughes, Cheryl Williams, Kelly Oates, Ali Pentney, Victoria France, Holly Redman, Nicky Pascoe, Demi Broome, Samantha Adcock, Lisa Teesdale.

**Assistant Practitioner:** Helen Critchlow

**Health Care Assistants:** Alex Taylor, Linda Haddon, Laura Davies, Julia Norris, Marta Shaw.

Pembroke Medical Group

## PRACTICE CHARTER

Information for Patients

### DOCTORS

Dr Andrew Thornton  
Dr Helen Bishop  
Dr Ginny Cunliffe  
Dr Bethany Beddoes  
Dr Katharina Jaeschke  
Dr Ben Offa-Jones  
Dr Saad Abdullah  
Dr Sarah Parkin  
Dr Victoria Lanary  
Dr Flora Adonkie  
Dr Emily Clapham  
Dr Mohamed Ahmed  
Dr Humera Sultan  
Dr Sarah Bell  
Dr Alex Bogle  
Dr Kate Austin  
Dr Hannah Wright  
Dr Clare Macadam  
Dr Rachel Gaywood  
Dr Julia Brice  
Dr Gloria Hayibor  
Dr Kareem Zaki

**Please take a copy - (Revised October 2025)**

## **Patient's Rights to General Medical Services**

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.

### **Pembroke Medical Group Philosophy:**

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## **Our Practice Charter**

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day or advice will be given to contact the most appropriate service.
- ❖ A non-urgent appointment with a doctor will be offered within a clinically appropriate timescale
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ An appointment with a Practice Nurse will be offered within a clinically appropriate timescale.
- ❖ Requests for routine repeat prescriptions will be dealt with within 72 working hours. This can be via the NHS App, by email (prescriptions.pembroke@nhs.net) , post or if none of the above options are possible, by phoning the practice on 01803 553558.
- ❖ If you have a complaint, please submit a complaint form via our website or speak to a member of staff. Your complaint will be dealt with in a professional and efficient manner, and you will receive a full and prompt reply.
- ❖ We wish to make the Pembroke Medical Group as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

## **Patient's Responsibilities**

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery or fill in an online consultation before 10am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please fill in an online consultation or speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.