

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

THE NHS APP

Messaging

Many of the messages sent to you by the surgery are received within your NHS App. NHS England are adopting the scheme nationally where messages from a patient's GP surgery will be sent to users of the NHS App via NHS App messages instead of text messages. Please always remember to check your NHS App for any messages from the surgery.

Patient Participation Group support

If you haven't tried the NHS App yet, you might be surprised at just how useful it is. The app is designed to make managing your healthcare quicker, easier, and more convenient — from your phone, desktop or tablet. As your Patient Participation Group, we would like to encourage you to use it and check out the practical benefits it can offer.

Healthcare at Your Fingertips

With the NHS App, you can see important information such as your test results and medications, whenever you need them. No need to wait for a letter or calling the surgery just to check details — it's all there in one place.

Skip the Phone Queue

One of the biggest benefits is being able to book, check, or cancel some appointments without phoning the practice. This is especially handy early in the morning or outside opening hours, and it helps keep phone lines free for patients who really need to speak to someone.

Repeat Prescriptions Made Simple

Ordering repeat prescriptions through the app is quick and easy. A few taps and your request is sent straight to the practice — no paper forms, no last-minute stress.

Good for You — and for the Practice

Using the NHS App doesn't just help patients. It also reduces admin work for the practice, freeing up time for staff to focus on patient care rather than paperwork and phone calls.

Help from the Patient Participation Group

We run Patient to Patient workshops to help people use the App and are planning to introduce some informal drop ins in the New Year to help patients get online. Further details will be available soon but if you would like more information please contact d-icb.enquiries.pembrokehouse@nhs.net or leave your name and contact details with the Reception team.

December 2025 issue

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PEMBROKE MEDICAL GROUP HAS A NEW WEBSITE!

Many of our patients may have noticed that we have a new website! We wanted to provide a website that was easier for users and incorporated themes familiar within the NHS. Below are some of the key changes.

The NHS Standardised Website: Why It Matters to You.

When we say our new website has a “standardised theme,” it means we’ve built it using the official design guidelines and components created by NHS Digital.

1. Building Instant Trust and Familiarity

- **The Look and Feel:** You will notice it shares the same distinctive NHS blue, white, and clear, professional design as the main NHS website (www.nhs.uk).
- **Trust:** The consistent use of the NHS logo and identity immediately assures you that you are on an official, trustworthy, and clinically reliable NHS service.

2. A Simpler, More Usable Experience

- **Consistency is Key:** The way pages are laid out, the way buttons look, and the structure of information are all familiar because they follow the same patterns used across other NHS digital services. This makes it easier to navigate.

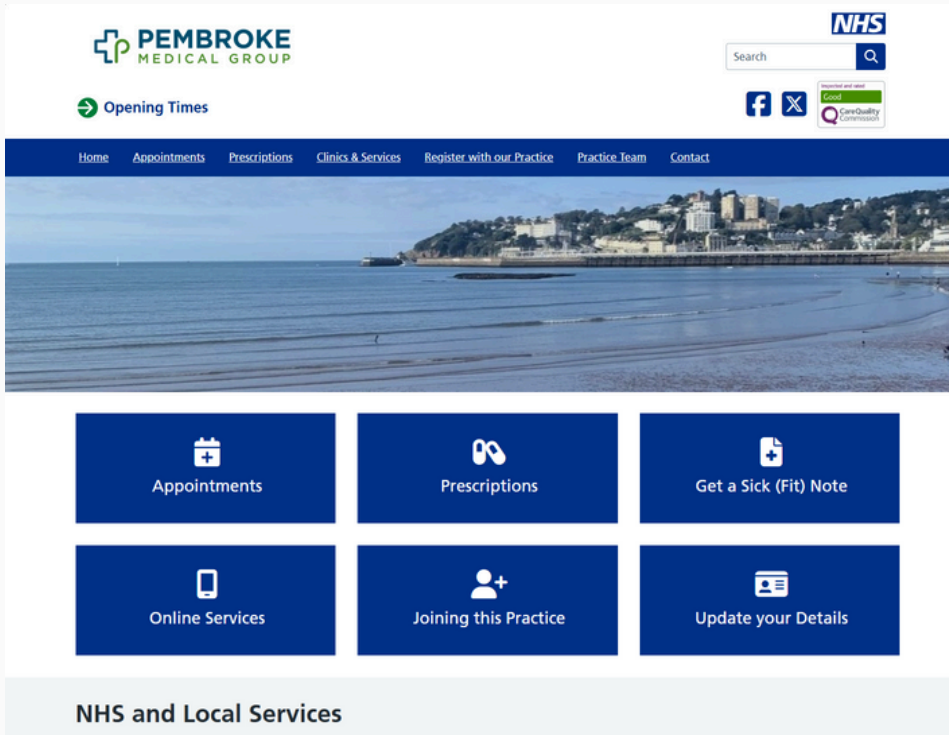
3. Designed to Be Accessible to Everyone

- **Legal Requirement Met:** By using the NHS Design System, we are ensuring the website is designed to meet high standards for accessibility (WCAG 2.2 AA).
- **For All Users:** This means the website is much easier for people with different needs and abilities to use, including those using screen readers, or those who find small text or complex layouts difficult.

By adopting this official NHS standard, we are ensuring your new website is not just an information page, but a reliable, accessible, and user-friendly gateway to your care.

If you haven’t had a look yet, why not follow the link below and familiarise yourself with the new design.

www.pembrokehousesurgery.co.uk



2025 NATIONAL NHS APP STATISTICS

NUMBER OF PEOPLE IN THE UK CURRENTLY REGISTERED FOR THE NHS APP

39,842,012

NUMBER OF APPOINTMENTS BOOKED/CANCELLED BY USER LAST MONTH

428,587

NUMBER OF REPEAT PRESCRIPTIONS ORDERED LAST MONTH USING THE APP

6,292,014

NUMBER OF NHS APP MESSAGES SENT LAST MONTH

35,661,901

WHY NOT JOIN THE MILLIONS OF PEOPLE ALREADY BENEFITING FROM USING THE NHS APP?

WWW.NHS.UK/NHS-APP/

FAREWELLS

We have recently said goodbye to two of our GPs and wish them all the best in the future.

Dr Katharina Jaeschke has retired from General practice after 10 years at Pembroke. She has been a fantastic asset to the practice and has done so much hard work in the background to help improve care for patients. She'll be missed by both staff and patients and we wish her all the happiness in her retirement!

We have also sadly said goodbye to Dr Emily Clapham this December. She has given the surgery many years of service and helped to implement systems to ensure more effective care amongst NHS organisations. We are sure you will join us in wishing her all the best with her next steps in the future!

MERRY CHRISTMAS FROM ALL OF US HERE AT PMG!

We would like to take this opportunity to wish all our patients a very Merry Christmas and a Happy New Year. Thank you for your continued support throughout the year — it is truly appreciated. As we look ahead to 2026, we remain committed to enhancing our service and working closely with our patients to achieve this.

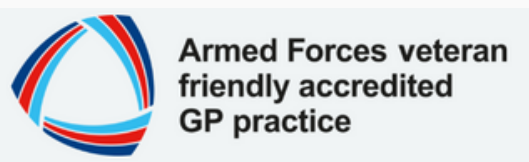


Below is a message from Dr Beddoes on behalf of all of us here at the surgery.



A welcome to our new staff

DR KIRSTEN HERREGODS
GP



Armed Forces veteran
friendly accredited
GP practice