

THE PEMBROKE POST

Official Newsletter of Pembroke Medical Group

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PARKHILL SURGERY, PARKHILL ROAD, TORQUAY 01803 212489

THE PRESCRIPTIONS EMAIL CLOSURE

As many of you are aware our prescriptions email and the repeat prescriptions request form on our website will no longer be available from the 31st July 2026. Dr Cunliffe explains the changes and the alternative methods of ordering in the video below.



For further information please visit the prescriptions page on our website at www.pembrokehousesurgery.co.uk/prescriptions/

July 2026 issue

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SOME UPDATES FROM THE SURGERY THIS YEAR

One of the latest updates at PMG this year, was the implementation of our new telephone system at the beginning of March. We heard the feedback from patients regarding the length of wait times in the call queues and the unreliability of the system and decided that we needed to adopt a new provider.

What are the new features?

The system now features a 'callback' system so that if you are joining a long queue you will be offered a 'callback'. This means that the system will automatically hold your place in the queue and call you back when you reach position number 1. This ensures you don't need to wait on the phone until we are free to answer your call, just make sure you have your phone handy to answer when it calls back! We also have the new 'check and cancel' feature that is available 24/7. By calling us and selecting this option from our menu, you can check and cancel any appointments you have with us on any day at any time.

Phone statistics from last month

- Waiting times dropped from an average of 21 minutes in January to 9 minutes on average in June. This is due to great work by our reception team in utilising the new system and thanks to you, our patients for using other digital means of booking appointments, requesting prescriptions etc as this helps to free up the phone lines for those who are vulnerable.
- 11120 calls were received by the practice during the month of June.
- 382 people used our automated 'check and cancel' system to manage their appointments during June.

UPDATES TO ANNUAL REVIEWS

The practice is changing how we do chronic disease annual reviews. We are now using a system called MedLink. If you have one or more chronic diseases that requires an annual review, you will receive an email or text message on the month of your birth from PembrokeGP. This will have a link that will take you to an online form which will ask you some questions about your condition and provide some educational information. Once you have completed and submitted the form, you may need to book a blood test or other physical check using the booking link provided or by calling the practice. Once these results are available, our practice nurses will review your submitted form, alongside other information from your clinical records, and contact you to advise you of the outcome of the review. Once you have submitted a form please allow up to 6 weeks to receive a response. The reason for this is that a lot of patients conditions are stable and we don't need to make any changes to their treatment. In these cases, their reviews can be completed remotely without having to make a face to face appointment with the practice nurses. Saving you a trip to the GP and freeing up a nurse appointment. However, if you have concerns about your condition or if, on review of your clinical records, our nurses feel they need to see you, you will be asked to make an appointment with the nurse. Please note that you do not have to download any software, sign up to anything or even create a login to use the forms via the links. Just fill out the form and the results come directly to us at the practice. If you feel you'd be unable to use this system you can contact the practice to let us know and we will opt you out of the service. In this case, you will get your annual review invite as usual. If you can, give it a try as you are likely to find it a far more convenient way of completing your annual review!

2026 NATIONAL NHS APP STATISTICS

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

41,855,438

NUMBER OF APPOINTMENTS BOOKED/CANCELLED BY USER LAST MONTH

485,948

NUMBER OF REPEAT PRESCRIPTIONS ORDERED LAST MONTH USING THE APP

7.387,605

NUMBER OF NHS APP MESSAGES SENT LAST MONTH

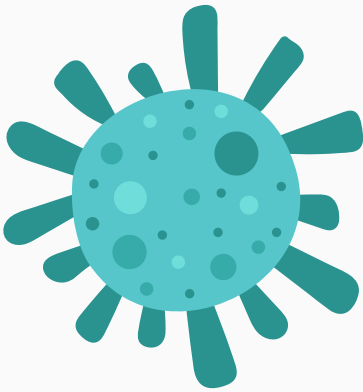
34,975,754

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

WWW.NHS.UK/NHS-APP/

FLU SEASON IS FAST APPROACHING

We're almost at that time again where we begin our flu vaccination campaign for the winter. Booking invites will be sent out shortly to those who are eligible so ensure you get yourself booked in ready to have your vaccine at the start of the season! Our St Pauls church hall clinics will be held on the 3rd and the 10th October. We will also be offering Covid vaccinations to eligible patients so that you can conveniently have both vaccines done at the same time at one of our clinics.



AN INTRODUCTION FROM THE NEW CHAIRMAN OF OUR PATIENT PARTICIPATION GROUP

We would like to take this opportunity to welcome the new chairman of our patient participation group, Vincent Williams. We look forward to working with Vince and the group to continue improving services for our patients. Please watch the video below for a few words from Vince.

Pembroke Medical Group

Chair's Welcome

Vince Williams
Chair, Patient Participation Group

A welcome to our new staff

DR MUNACHISO
CHINYERE
GP



DR ANNA MCLAREN
GP



DR PAMELA MOYADE
GP



Armed Forces veteran
friendly accredited
GP practice