



Dr. PHILIP GREEN
 Dr. PETER HUNT
 Dr. WILL HOWITT
 Dr. HELEN BISHOP
 Dr. VIRGINIA CUNLIFFE

1 FORTESCUE ROAD
 PRESTON
 PAIGNTON
 DEVON
 TQ3 2DA

Contacting the Surgery

Time is a scarce commodity for all of us. We would like to extend the use of e-mail for simple requests or messages which may take up too much time on the phone.

Please use enquiries.pembrokehouse@nhs.net to contact us with your short message. We will update your records with your e-mail request and get back to you via e-mail.

This service is experimental at this stage and we would like feedback on how it works for you.

Zero Tolerance Policy

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Data Protection Act - Patient Information

We need to hold personal information about you on our Computer system and in paper records to help us look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any change to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released - such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have the right to see your records if you wish. Please ask at reception if you would like further details. An appointment will be required. In some circumstances a fee may be payable.



**PEMBROKE HOUSE
 SURGERY**

Telephone (Appointments & Enquiries)(01803) 553558
 Telephone (Emergencies & Visits)(01803) 546450
 Results (after 11am).....(01803) 546460
 Out of Hours Telephone0845 67 10 270

Opening Hours

Monday to Friday 8.30am until 6pm
 Saturday 8.00am until 11.45am
 Closed every Friday between 1pm and 1.30pm for Practice meeting
 Phones manned from 8am Monday to Friday

Fax Number: (01803) 546455
 E-Mail: enquiries.pembrokehouse@nhs.net
 Website: www.pembrokehousesurgery.co.uk

Welcome to Pembroke House Surgery



The Practice Team

General Practice is a team effort of health care professionals. The doctors, receptionists and administration staff work in close co-operation with health visitors, practice and community nurses, midwives, social services, voluntary groups and the district hospitals.

The Practice area includes all of Paignton and most of Torquay and is outlined on a map available at the Surgery. Please enquire for details.

The Practice Team undergoes regular training and refreshing. To allow for this, there will be certain times when the surgery may be closed or a restricted service offered.

The Doctors

The Doctors and their families live in the Torbay area and have their major interest in Family Medicine.

General Practice Assistants

The Partners are pleased to have the regular assistance of other GP's who will work with us on a sessional basis. These doctors are fully trained in General Practice and have full access to all the services of the Practice.

Registration

If you live in our Practice area and would like to register with us, please complete one of our registration forms that are available from our receptionists or online at our website. On the form, you will be able to say which doctor you would prefer to see. However, you will be registering with the Practice rather than an individual GP.

Your Local Care Trust

The area served by Pembroke House Surgery is in the district covered by Torbay Care Trust. Torbay Care Trust is responsible for ensuring you get all the services you need. For details of all care services in the area, look at Your PCT Guide to Primary Care Services at www.torbaycaretrust.nhs.uk or get the information you need at www.nhs.uk

The Torbay Care Trust also produces Your Guide to Local Health Services.

Torbay Care Trust
Bay House
Riviera Park
Nicholson Road
TORQUAY
TQ2 7TD
Tel: 01803 210500
www.torbaycaretrust.nhs.uk

Complaints and Suggestions

As a progressive surgery we are always willing to receive suggestions from patients on improving the service we offer.

Any comments or complaints should be addressed to our Practice Manager Alison Brewer.

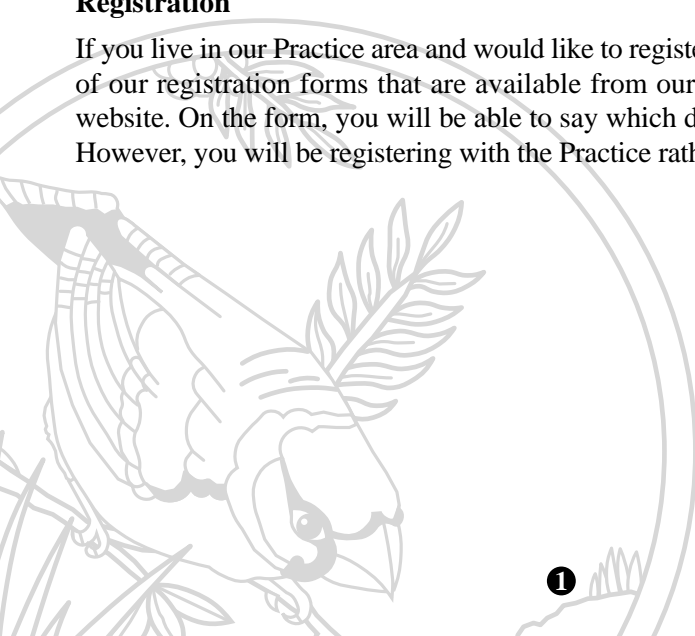
If you feel we have not dealt with any complaint as you would wish, you can write to the Complaints Manager at Torbay Care Trust (address above).

The Care Trust also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer telephone, 0800 032 7657 or e-mail: pals.torbaycaretrust@nhs.net

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please contact our Practice Manager.





Out of Hours

When the surgery is closed there is always a doctor “on call”. We are now part of the Devon Doc Co-operative where out of hours cover is shared with other doctors in the Bay. If you need urgent advice or a visit which cannot wait until the surgery re-opens, telephone either our emergency line on 546450 or our main surgery number 553558. There will be a recorded message giving the emergency contact number for the out of hours service.

If you are medically fit to travel you will be asked to attend the local Treatment Centre. If this is not possible a doctor will come to visit you at home.

Please note when you contact the out of hours service your call will be recorded.

Accident and Emergency 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

NHS Direct

NHS Direct offers free expert health information and advice 24-hours a day on **0845 4647** or at their website, **www.nhsdirect.nhs.uk** which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on **0845 606 4647**.

Your Local Pharmacist

Your local pharmacist will be able to give you free health advice at any time - you do not need an appointment. Many pharmacists operate extended hours on a rota basis. Call NHS Direct for details.

Practice Nurse (via Surgery)	553558
Health Visitor (or via Surgery)	553109
District Nurse (via Surgery)	553558
KarinG	524799
Carer Support Worker (via Surgery)	553558
Chadwell	546480
Social Services	219700
Paignton Hospital	557425
Torbay Hospital	614567
Rowcroft Hospice	210840
Midvale Clinic	522762
Culverhay	526808
Midwives (Singer Team)	529282
NHS Direct	0845 4647
Out of Hours Doctor	0845 67 10 270



Dr. Philip Green, M.B.;Ch.B.; (1973) F.R.C.G.P., D.R.C.O.G., D.C.H. Full Time Partner

Surgery Appointments Mornings Mon Tue Thur
Afternoons Tue Thur Fri

Minor Surgery

Executive Chair of Torbay Care Trust

Dr. Peter Hunt, B.Sc., M.B.; B.S; D.R.C.O.G. Full Time Partner

Surgery Appointments Mornings Mon Tue Wed Fri
Afternoons Mon Wed

Assistant Medical Officer at Rowcroft Hospice

Clinical Assistant at Lindisfarne

Minor Surgery

Paediatric Surveillance

Dr. Will Howitt, M.B.; Ch.B.; (1982) D.C.H. Full Time Partner

Surgery Appointments Mornings Mon Tue Thur Fri
Afternoons Tue Thur

Hospital Practitioner in Ophthalmology

Minor Surgery

Dr. Helen Bishop, B.Med Sci (Hons); B.M.; B.S.; D.C.H.; D.F.F.P.; Full Time Partner
M.R.C.G.P.

Surgery Appointments Mornings Mon Thur Fri
Afternoons Fri

Paediatric Surveillance

Dr. Virginia Cunliffe, M.B.B.Ch; M.R.C.G.P; D.R.C.O.G; D.F.F.P.; Salaried GP

Surgery Appointments Mornings Tues Wed
Afternoons Mon Wed

Medical Certificates

For the first seven days of absence from work a self-certification form (SC2) should be completed. These forms are available from your employer. If not, or if you are self-employed, you can obtain a form from our reception desk.

If a further certificate is needed after the first seven days you will need to make an appointment to see a doctor. Follow on certificates can be arranged via the receptionist. Please allow 24 hours notice for your certificate.

Fees Charged

Certain fees are payable in respect of the Doctor's work. These are in line with charges levied by other practices within the Bay and are often below those suggested by the British Medical Association. If required, a copy of our fees list is available from reception.

Repeat Prescriptions

We accept prescription requests in person, by post, fax or email (a form is also available on our website). To avoid errors we do not accept telephone requests. If posting or bringing in your request, please tick the item(s) required on the printed slip attached to each prescription. Please allow a minimum 24 hours notice (NOTE: requests received after 1pm on Fridays or over the weekend we aim to have ready for you to collect after 3pm the following Monday).

If you need medication not on your regular repeat slip, please write the details on the repeat slip or on a separate piece of paper (forms are also available on reception. You will need to allow a minimum 48 hours notice as these items will need to be checked with your usual Dr. first.

Repeat Dispensing

If you have a maximum of 4 medications which are taken regularly, you may be suitable for repeat dispensing. This allows us to issue 6 and in some instances up to 12 repeat prescriptions which are retained by the chemist. Please ask to speak to a member of our prescribing team for further details.

Prescription Collection Service

Most chemists now offer a prescription collection and medication delivery service. Please ask at your local chemist for details. NOTE: If you use this service, a minimum 3 working days notice is required from the time your prescription is requested from the surgery until your medication is ready at the chemist.

*All partners provide contraception, maternity care
and domicillary visiting.*



Preventative Medicine

Helping you maintain your health is a key duty of modern general practice.

The most important element of good health is to be a non-smoker. If you have given up **well done** for you!

If you would like to give up & would like help, please contact a doctor or nurse who will refer you to our smoking cessation advisers.

We will also invite you to regular checks if you have diabetes, chest disease (asthma or COPD), heart disease and blood pressure. It is important for these groups and the over 75 year olds to have a winter flu jab for which we run clinics each year. Well man and well woman clinics continue to be available from our practice nurses.

New Patient Checks

All newly registered patients over the age of 5 are invited to attend a health check at the surgery. It gives you the opportunity to meet your doctor and provides us with an overview of your medical history whilst we await your notes to be forwarded from your previous GP. If you are on regular repeat medication and/or if you need to discuss any issues or problems, please can you request a 20 minute session when you book your appointment at reception.

Family Planning and Contraception

Each of the doctors offer full contraceptive and family planning advice and will organise 'coil' fitting.

Maternity Care

The Partners offer full ante-natal care in conjunction with the "Singer" Midwifery Team and the district hospital.

Ante-natal clinics are held weekly on Tuesday mornings at the Surgery with one of the Singer Team Midwives.

Results

We now have a direct dial number for results which is: 01803 546460. When phoning for results, please telephone after 11am when the receptionist will be happy to give out any results when they have been received and checked by the doctor. You should be prepared to identify yourself for confidentiality purposes.

For routine blood tests and urine results please allow three working days before making enquiries. X-Rays, other tests and letters from the hospital will take 10 to 14 days.

Please note for patient confidentiality purposes we are not able to give results out to anyone other than the named patient, except in certain circumstances such as when a patient is cared for in a nursing home for example.

Ring 553558 or call in for an appointment (please note, we do not currently accept requests for appointments by fax or e-mail). Phone lines are open from 8am Monday to Friday.

Urgent cases are seen on the day.

If your condition is **non-urgent**, you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP. If you don't need an appointment within two working days, you also have the option to book up to one week in advance if this is more convenient for you.

We will:

Guarantee to make enough appointments available each day.

Ensure the phones are answered as promptly as possible.

Offer you a variety of appointments. You can:

See the Doctor in person

See the Practice Nurse in person

See one of our Health Care Assistants in person

Book a telephone consultation with the Doctor

Book a telephone consultation with the Nurse

Every effort will be made to give you an appointment to your convenience with the Doctor of your choice.

The Practice has a lift for patients' use to allow access to the first floor service which includes a disabled toilet.

You can help us by:

Being on time for your appointment

Letting us know if you need to cancel an appointment

Calling for a home visit or urgent appointment before 10am

Ring for results of tests after 11am

Home Visits:

A doctor will visit you at home if you are too ill to get to the surgery. Please telephone our visits and emergencies number (01803) 546450.

Except in emergency cases, please phone before 10am and indicate to the reception staff the nature of your problem so that urgent cases may be given priority.

IN AN EMERGENCY PLEASE RING: 01803 546450



Patient Surveys

We are keen to update our records and to improve our services. Please help us by taking part in one or more of the regular surveys we will make throughout the year.

Travel Advice

Please contact the surgery at least one month before you are due to travel. Ask the receptionist for an initial telephone consultation appointment with one of our Practice Nurses for travel advice.

The Practice Nurse will then telephone you on the booked date.

Our Practice Nurses have access to the latest travel information and will usually be able to advise you about vaccinations that you will require. An appointment will then be suggested for any necessary vaccinations.

Most vaccinations are still available on the NHS and are free of charge. Some however are not, and there will be a fee chargeable for these. The Practice Nurse will inform you of any charges that may be necessary.

KarinG

KarinG is a voluntary support group offering a variety of services to the patients of Pembroke House and surrounding area. Services offered include transport to medical and social appointments, meals delivery, social afternoons including those at the beach hut during the summer, coach trips, jigsaw and book clubs, quiz, 100 club, concert and a quarterly chronicle full of information and forthcoming events. Fundraising is a vital part of KarinG's work to help finance their various support services, and they are always in need of new volunteers to assist them in this work.

Transport is one of KarinG's most popular services so they are constantly in need of extra drivers to whom a mileage allowance is paid. For more information or if you are interested in joining KarinG as a patient, friend or volunteer, please pop into their office at 316 Torquay Road, Preston, Paignton between 9am - 1pm Mon-Fri or tel: 01803 524799.

Practice Nurses

Our three Practice Nurses, Heidi Clarke, Ali Tickner and Pauline Giddings work in the Practice and offer appointments in the mornings and afternoons for a range of services including vaccinations, blood tests, dressings, blood pressure, cervical smears, ear syringing.

The Doctors and Nurses together form a clinical team to help you manage your illness. Heart disease, chest disease, blood pressure, diabetes and well person clinics are run for you by the clinical team.

Health Care Assistants

Wendy and Lucy our Health Care Assistants assist the Practice Nurses by taking bloods, BP's and ECG's.

Practice Staff

Our receptionists Val, Emma, Michael, Ann and Lisa arrange the work of the day, including making appointments arrange the work of the day, including making appointments, taking calls, maintaining the notes and records. The reception team is led by Donna our reception Supervisor.

Our administration team is led by Karen who also deputises for our Practice Manager. The team carries out the functions which maintain the smooth running of the practice; IT support & repeat prescribing (Karen); medical secretary and repeat prescribing (Velma); repeat prescribing and secretarial (Donna, Shannon and Nita); summarizing and editing records (Shannon)

Practice Manager

Our Practice Manager Alison Brewer is responsible for the management of the practice and reports directly to the doctors. She is happy to hear any comments you may have on our service.

District Nurses

Nurses who specialise in the provision of essential nursing in the home. The District Nursing team can be contacted via the surgery on 553558.

Health Visitor

The continuing good health and normal development of children forms a major part of the Practice and we have a Health Visitor attached to the surgery. The Health Visitor is a registered nurse and has further qualifications and experience in community and public health.

Working along side the Health Visitor is a Community Nursery Nurse who specialises in the health and development of children from birth to 8 years of age. As a team they aim to promote the health and well-being of all the families registered with the Practice. Regular baby clinics are held every Friday from 1.30pm - 3pm - no appointment is necessary to attend these clinics - and the Health Visitor or Community Nursery Nurse will be available to answer any queries or to give advice. If you would like to have your baby vaccinated on the day you attend the baby clinic this can be arranged with the Practice Nurse providing an appointment has been pre-booked via reception.

The Health Visitor can be contacted on: 553109 and the Nursery Nurse on: 522762.