



# Pembroke Road Surgery

## Patient Reference Group

June 2020

We hope that this update finds you all well in what has been a period of unprecedented circumstances. The team here at Pembroke Road Surgery has managed to successfully navigate its way through the pandemic to date and thought it would be a good opportunity to share with you the changes that have been implemented here now that patients are invited back into the building when requested by a clinician.



Significant changes have been made to daily practice as a direct result of the pandemic – most consultations are being made over the telephone and where appropriate via video consultation. Repeat prescription management now has the addition of an email request service allowing patients to submit requests via our website and then sent directly to a pharmacy of choice. New patient registrations are now able to be submitted via our website and we have introduced a new eConsult facility. Our Admin Team are doing a great job managing these.



Our IT Team have been fantastic in ensuring that our website remains up to date with key information to assist with support links for our vulnerable patients. Our call volumes are back at pre-covid levels and our Reception Team is managing them superbly. Our call waiting times are excellent.



Should a clinician invite a patient to the surgery, there are new procedures in place and it will be a different experience for patients for the time being. Access is now via controlled buzzer entry at the rear of the building on the ramp. On arrival at the surgery we ask patients to keep to the left-hand side of the path following the one way system around the building. If there is someone already at the door, we ask that patients wait at the end of the ramp to take their turn.



Our dedicated nursing team has been busy supporting patient innovatively with video dressing tutorials, collecting urgent blood samples and advising patients by phone. They have also been supporting the community nursing team through visits to vulnerable patients requiring dressings, blood test or other simple procedure.

To check-in for an appointment, patients should press the buzzer on the back door. Our Reception team will ensure that the patient has a face mask/covering before giving access. They will guide them on the next step, which will be to sanitise hands and wait either in the allocated chair in the waiting room, take a seat in the nurses basement area or to head to the appropriate colour-coded gazebo in the garden.

We are asking that patients arrive at their specified time as we are unable to provide overflow waiting areas. Also, at present we are unable to provide patient toilet facilities. After the consultation, the clinician will escort the patient out of the building in accordance with the one way system.

We are unable to facilitate face-to-face enquiries at Reception, but continue to assist over the telephone with any queries patients may have.



Until it is safe to do so, we are unable to organise a face-to-face Patient Reference Group meeting, but will endeavour to keep in touch with you all. If you have any queries or points you would like to raise in the meantime, please don't hesitate to contact us.

Thank you for your support.

Best wishes,  
**Heather and the Pembroke Road Surgery Team**