

Monday–Thursday Improved Access Service

As of Monday 1st October we will be offering additional evening appointments for our patients. These are different to the appointments some surgeries in the South Devon and Torbay CCG area currently offer in the evenings. This is a requirement (known as Improved Access) where practices ensure that across the week Monday-Thursday that a practice in their area is open between 6pm-8pm. To access these appointments please continue to contact your registered practice.

The timetable for evening appointments is detailed below:

Mondays - 6.00pm to 8.00pm – Chilcote Surgery & Southover Medical Practice
(rotation basis)

Tuesdays - 6.00pm to 8.00pm – Croft Hall Medical Practice

Wednesdays - 6.00pm to 8.00pm – Chelston Hall Surgery

Thursdays - 6.00pm to 8.00pm – Brunel Medical Practice

Weekend and Bank Holiday Improved Access Service

As of the weekend commencing Friday 5th October 2018, we will also be offering weekend and Bank Holiday appointments situated in a central hub location. The hub location for our patients is Pembroke House Surgery, Paignton, TQ3 2EZ. Pembroke House Surgery has been selected as the “weekend and Bank Holiday hub” as it is considered the most suitably based surgery geographically to serve 290,000 patients in the South Devon and Torbay area.

As of the weekend commencing Friday 5th October 2018 this weekend and Bank Holiday service will begin to take place. The appointments offered are by pre-booked appointments by contacting your local surgery and booking ahead. Patients will be able to be seen by a healthcare professional during these extended hours, we will be offering appointment’s with a GP, Practice Nurse and Health Care Assistant .

This service is very different to the current out of hour’s service where patients contact 111 in an urgent/acute situation that cannot wait until their practice is open again on the Monday. For any acute illness please still continue to contact 111, this new service is just for pre-booked routine work and is not for acute/urgent/walk in situations.

Weekend and Bank Holiday Improved Access Service

Please note that as this contract is being delivered at scale across the locality, you will not necessarily be seen by a Clinician known to you from your practice.

Please see our timetable below for the dates and times of our new service.

Pembroke House Surgery 266
Torquay Road, Paignton,
TQ3 2EZ

Fridays - 6.00pm–8.00pm

Saturdays - 8.00am–6.00pm

Sundays - 8.00am–2.00pm

**All Bank Holidays - 8.00am - 6.00pm
except Christmas Day - 8.00am - 2.00pm**

Parking

Pembroke House Surgery:

Outside the surgery there is street parking available. If there are no spaces there is a council car park directly opposite the surgery.



NHS

Need to see a GP or nurse in the evening or at the weekend?

Evening and weekend GP appointments are available to book near you

Ask your GP practice receptionist for more details

When your GP practice is closed call NHS 111.



Consent

Please note as this contract is being delivered at scale across the locality, you will not necessarily be seen by a GP, Practice Nurse or HCA known to you from your practice

To ensure that the Clinician you see has full access to your medical records, when you book your appointment the Administrator will ask you to consent to sharing your medical records. Once consent is gained the clinician seeing you on the day is the only person who will have access to your medical record, this consent is valid for 28 days from the appointment date. It is essential that consent is gained for you to be able to have the appointment. If you feel you do not wish to provide consent then it will not be suitable for you to book the appointment.

Thank for you your co-operation and support and we hope you make full use of this new service.



Evening and weekend GP appointments now available.

Contact your practice to find out more.



Your NHS, here for you.

Primary Care Delivering Improved Access for their patients

Please read for more information regarding our Improved Access service for evening and weekend