

Spring 2015



Taunton Road Medical Centre

Patient Newsletter

Important Patient Information

GP News

A New GP Partner

We are pleased to announce that Dr Claire Skeates became a GP Partner at TRMC on 1st March 2015.

GP Partner Retirement

Dr Fergusson will be retiring on 31st May 2015, after three decades of working at TRMC. He will be very much missed by patients, staff and fellow GPs we wish him a long, happy and healthy retirement.

New Computer Systems

We are pleased to report that the complete change in February 2015 went very smoothly, with the minimum of disruption to patient services. We would like to thank everyone for their patience and support, it was very much appreciated. Thank you.

On-Line Services

- ◆ Would you like to be able to order your repeat prescriptions at any time, day or night? (*Prescription requests will be processed Monday to Friday between 10 am and 4pm excluding Bank Holidays*).
- ◆ Would you like to be able to book your GP appointment/telephone consultation, cancel unwanted appointments or just check the details of your booked appointments during the evenings and weekends, when the surgery is closed?
- ◆ Have access to a summary* of your medical record when you want to?
*medication, contraindications, immunisations and allergies.

If you have answered 'Yes' to any of the above questions, why not sign up to our On-Line services? Simply come along to the surgery in person with one form of photo ID (passport or drivers license) and proof of address (a utility bill for example) and ask the Receptionist to issue you with your registration instructions and details.

Advantages of On-Line Services:

- ◆ Convenient for patients
- ◆ Reduces pressure on the telephones
- ◆ An audit trail can be used to track your request
- ◆ Saves you time
- ◆ Fast and direct – takes you straight to your repeat medication list in your medical record.



Please remember, it is essential you keep your logon details safe and secure, at all times.

The above services are only available to patients aged 16 and over.

CARE DATA

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that we, the NHS, can use this information to plan and improve services for all patients. The NHS would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow the NHS to compare the care you received in one area against the care you received in another, so the NHS can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or download the opt out form below, complete it and return it to the practice

We need to make sure that you know this is happening and the choices you have.

You can find out more on the NHS Choices website:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/care-data.asp>

Or

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/care-data.aspx>



HOME VISITS

Please be aware a home visit should only be requested for people who are unable to attend the Surgery: people who are terminally ill, housebound or those with serious illness, who in the opinion of the GP should not travel to the Surgery.

For home visits, if at all possible, please telephone before 11am. The GP may contact you by telephone to obtain more information before visiting, so please make sure you leave a current contact number and ensure someone is at home.



MEDICAL CERTIFICATES (Sick Notes)

- ◆ Medical Certificate (sick note) requests can be requested by calling the Prescription line 01278 720005 (Between 10am- 12.30pm 1.30pm-4pm) or by completing a form in reception or printing one off from our website, www.TRMC.co.uk—it will take 48 working hours to be processed
- ◆ Medical Certificate requests will not be dealt with urgently, either by a telephone consultation with a doctor or during an urgent face to face consultation
- ◆ Please do not request a Medical Certificate via the duty team



TRMC Patient Focus Group (PPG)

Our patient's views are important to us, as they help us obtain a patients perspective on the services we currently provide and us shape the future services.

The Group meets approximately once every two months and consists of Patients, GPs and Practice Staff. If you would like to be a member of our Patient Focus Group please contact the surgery or visit our website www.trmc.co.uk.

The next meeting will be held at the surgery on Thursday 26th March 2015 at 6pm.

IF YOU NEED MEDICAL ADVICE/HELP WHEN THE SURGERY IS CLOSED:

Dial 111 to access the Somerset Out of Hours through NHS111.

In the event of a Medical Emergency (chest pains, loss of consciousness etc.) dial 999