



## Farewell & Happy Retirement

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Dr Graham Fergusson retired on 31st May 2015 after 28 years at TRMC. We are sure you would like to join us in wishing him a long, happy and healthy retirement; he will be greatly missed by his colleagues and patients alike.

### A New GP Partner

Dr Claire Skeates became a GP Partner on 1st March 2015 and will now be the Registered GP of those patients who were registered with Dr Fergusson.

We would like to remind patients that they can be seen by the GP of their choice, regardless of whom they are registered with.

## e.Prescribing Coming to TRMC 21st July 2015

You may have already heard of e.prescribing (also known as electronic prescribing), but for those patients who are not familiar with the concept, here is a brief explanation of what is all about, alternatively go to <http://systems.hscic.gov.uk/eps/patients/films/whattthismeans>.

The new service lets the practice send your prescription electronically to the pharmacy you choose to get your medication or appliance from – without the need for paper in some cases. This means there is less need for people with repeat prescriptions to call at their GP practice to collect a prescription form.

- **How does the Electronic Prescription Service work?**

At first, if you want your GP to send your prescription electronically, you must choose, or 'nominate', a place to receive your electronic prescriptions. This could be a pharmacy or dispensing appliance contractor

Nomination works in a similar way to a prescription collection service where the pharmacy collects your prescription for you instead of you having to collect it from your GP practice.

The main difference with nomination is that your prescription will be sent electronically and you don't have to nominate a place that is close to your GP practice. For example, you could choose to nominate a place that is convenient to where you live, work or shop.

- **When will I be able to start using the Electronic Prescription Service?**

From 21st July 2015, when we 'go live'

- **Does using nomination mean I will see my GP less often?**

No, it just means that you may not have to call at your GP practice just to collect a prescription.

- **I use my paper prescription to request my next repeat prescription issue. How can I do this if I don't receive a paper copy?**

As electronic prescriptions are used more and more, GP practices may start offering different ways to order repeat prescriptions that will not require a paper copy of the prescription. However, if you do require a paper copy, simply ask for one when you collect your medication or appliance and the pharmacy will be able to give this to you.

- **Do I need to be able to use a computer to use the Electronic Prescription Service?**

No. The people who provide your prescription and medication will be using a computer.

- **Can I nominate a chain of pharmacies or dispensing appliance contractors?**

You can only nominate a specific location to receive your electronic prescriptions.

- **Can I choose for my prescription not to be sent using the Electronic Prescription Service?**

Yes, but if you decide not to use it, you won't be able to use nomination. This means you will need to continue to make arrangements to collect your paper prescription from your GP practice.

## On-Line Services

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Over a fifth of our patients have signed up to on-line services. If you have not yet signed up and would like to, just pop into the surgery in person with some photo ID (passport, driving license etc.) and the Receptionist will give you a user name and password which will enable you to register.

We currently offer:

- ◆ Prescriptions On-line
- ◆ Appointments On-line
- ◆ Medical Records On-line (this is currently limited to repeat medication, contraindications, allergies and immunisations)



This service is not available to patients under 16 years of age.

## Birthday Reviews

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All patients with a long term condition(s) are invited to the surgery each year during the month of their birth for an annual Birthday Review. Did you know that you do not have to wait for an invitation letter to drop on your door mat? You can make the appointment without an invite, please remember to tell the Receptionist you are making an appointment for a Birthday Review as this type of appointment varies in duration. So please feel free to be proactive and book your appointment yourself around the month of your birthday.



## Reception

TRMC has received some negative feedback recently regarding the long queues at Reception and the difficulty getting through on the telephone. Our Receptionists work very hard and they do a very difficult job extremely well.

We have listened to what our patients have told us and we have made the following changes:

We are pleased to announce that we have four new trainee Medical Receptionists. However, can we please ask that you take this in to consideration if the service you receive is a little slower than you would normally expect whilst they are going through the training process.



As well as the additional Receptionists, we have introduced an Express Counter, this counter will be for quick turnaround services only, for example collecting prescriptions, medical certificates, specimen drop offs, collecting forms, signing in visitors etc. This will be available during peak times, when availability permits.

## TRMC Car Park

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As you can appreciate we only have limited parking spaces and ask that patients do not leave their cars in our car park whilst they go shopping, as other patients attending appointments may well need the space. It is also vital patients do not park in the ambulance bay or on the yellow lined area on the approach to the car park, these areas must be kept clear for emergencies and patient safety.

Your co-operation is much appreciated.

## TRMC Patient Focus Group

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We are very proud of our patient participation group and what they have helped the practice achieve over the years. They are currently the trail blazers of new service to the Bridgwater community and are working with Bridgwater Bay Health Federation (BBHF) to start a Breathability Group for patients with breathing difficulties, including asthma and COPD. We hope to have more information in the near future.

If you would like to join the TRMC Patient Focus Group please ask at Reception or visit our website [www.trmc.co.uk](http://www.trmc.co.uk)

## **WARNING:** Cold Calling to Sell Medication Scam

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There have been a few incidences in nearby towns of people receiving calls from a man purporting to be from their surgery and asking what medication they are on. The cold seller then tries to sell various products such as Omega 7 at a reduced price and asks for debit card details.

If you receive such a call, do not give out any of your details, hang up and inform the police or NHS Fraud 0800 028 4060. Alternatively contact the surgery for advice.



## Dementia Friends

We are pleased to announce staff at TRMC are Dementia Friendly trained and practice continues to make small changes that make a big difference to our patients who have dementia.



## Friends and Family Test

Thank you to all our patients who have completed the feedback using the friends and family sheets or via the iPad in the waiting room.

Our results for **April 2015** are:

11 patients (55%) said they are extremely likely to recommend us.

3 patients (15%) said they are likely to recommend us.

6 patients (30%) said they were unlikely to recommend us.

Our results for **May 2015** are:

5 patients (36%) said they are extremely likely to recommend us.

6 patients (43%) said they are likely to recommend us.

1 patient (7%) said they were unlikely to recommend us.

2 patients (14%) said they didn't know.

This gives us a net promoter score of 29%.



We have also received written feedback, which has highlighted the following issues, but as a Practice we are pleased to say we know about and are working to address them.

- Waiting times are too long

As a Practice we monitor the length of waiting time for routine GP appointment. Due to the change in computer system we have made some alterations to the appointment system to enable the system change over.

The waiting time to see a GP/Nurse can be increased if patients fail to cancel or to attend their booked appointments. We will be calling patients to remind them about their appointments – this will be limited to appointments for minor ops.

- Time waiting for the phone to be answered is excessive

**We like to share the positive feedback received from patients. Here is a sample of some we have received.**

- Very good doctors
- Good customer service and doctor response
- Appointment system is very good
- Staff are very helpful and friendly

## Complaints and Compliments – it's good to talk (or write!)

The Partners and staff at TRMC take complaints very seriously. Complaints can be used as a tool to make improvements, in fact how do we know if we are getting something wrong if we are not told?

By the same token it is good to know when we are getting something right and we always appreciate patients taking the time to write and offer praise.

Patients who are deaf or hard of hearing may wish to visit:



<http://www.somersetccg.nhs.uk/contact-us/complaints/> and view the British Sign Language video on how to make a complaint about health services.