



TRMC NEWSLETTER

Appointment Guide for Patients

What is urgent on the day, what should be seen within a week, what is routine?

We often get asked how to tell what needs to be seen on the same day and what can wait. The best advice we can give is be prepared to give as much information as possible to the medical reception team. Whilst they are not clinicians, they are highly trained in how to navigate the appointment system and are able to competently direct you to the most appropriate and timely healthcare advice. This may be in the form of pharmacists, emergency eye care services, minor injuries units, or nurses/GPs in the surgery.

You are welcome to decline to disclose the reason for the appointment request but this will mean that the medical team are unable to triage your symptoms and patients who have given their symptoms are naturally prioritised.

The list is far from exhaustive but some examples of what needs to be discussed with/seen by a clinician more urgently and what can wait for a routine appointment include:

Urgent telephone triage appointment on the day:

- Worsening asthma symptoms
- UTI symptoms
- Tummy pain
- An unwell child that parents are concerned about
- Sudden swelling of one leg

Within a week:

- A mole that has changed
- A new breast lump

Routine:

- Any problem which has been going on a long time that has not suddenly got much worse. For example: back pain for 2 months, a skin lump that's 'always been there' and medication reviews.

Our medical receptionists are here to help you and are bound by confidentiality clauses. Explaining why you need an appointment helps them to book an appointment with the right person in the appropriate time frame.



Around 200,000 people are diagnosed with Type 2 diabetes every year – you don't need to be one of them.

Start your journey to a Healthier You with the Healthier You: NHS Diabetes Prevention Programme.

A free, personalised programme to help you with your weight, healthy eating and exercise – reducing your risk of developing Type 2 diabetes.

See if you may be at high risk of Type 2 diabetes at www.diabetes.org.uk/risk and speak to your GP practice team to check if you're eligible for the programme.



Websites the GP's trust:

www.nhs.uk

This will take you to the NHS choices site, where you can find local health related services, medical advice, a symptom checker and much more.

www.patient.co.uk

This website is full of helpful information for all the family such as: healthy eating, health and wellbeing and medication.

Sometimes our Doctors and Nurses run late and we apologise for any inconvenience caused.

Please remember, they could be dealing with an emergency or the patient before you may need a little extra time.

Thank you for your understanding as one day it could be you that needs a little extra time.



From 1st May 2019

Some test results will also be available online.

24 HOUR ONLINE PATIENT SERVICES

Would you like to:

- order your repeat prescriptions?
- book your GP face to face appointment or telephone consultation?
- cancel unwanted appointments?
- check your booked appointments?
- have access to your medication list, immunisations and allergies?

Please sign up to our online services by bringing photo identification and proof of address to Reception and ask for more information.

Please remember to keep your login details safe and secure.

Sorry, this service is only available to patients aged 16 and over.



Dr Taylor is Retiring!



It is with great sadness that we are announcing the retirement of Dr Tim Taylor.

After working as a Doctor & GP Partner at Taunton Road Medical Centre for 28 years, Dr Taylor will be retiring on 21st June 2019.

We have a keepsake book available for patients to write messages for Dr Taylor to keep. If you would like to add a message, please ask at Reception.

For your convenience, if you cannot think of what to say, it may be an idea for you to write something down at home and bring it with you to copy into the book.

THANK YOU

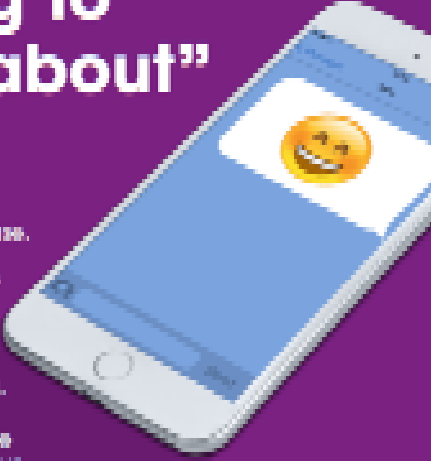




“You were right, my cervical screening was nothing to worry about”

Your friendly nurse is there to put you at ease.

Two women die every day from cervical cancer. Cervical screening can stop cancer before it starts.

Don't ignore your invite letter. If you missed your last cervical screening, **book an appointment with your GP practice now.**

HANDi Maternity
Maternity advice app for Musgrove Park Hospital

Download from the Apple Store

Download from Google Play




Somerset Community Connect

Talking Cafe

Multi agency information cafe providing free advice and support.

- Providing a place for the community to access several agencies in one location, in an informal, relaxed environment.
- Come along for advice and support with professionals and volunteers you can trust – from health to finance – support is here for you.
- Pop in for a cuppa and a chat – open to any Adult 18+

10am – 1pm Every Thursday

Bridgwater Arts Centre Free Advice

Call 01823 331222 or email info@somersetccc.org.uk
www.somersetccc.org.uk/talkingcafe



In the waiting rooms we display the number of appointments lost on a daily basis, see below for further information:

FAILURE TO ATTEND OR CANCEL AN APPOINTMENT

THE APPOINTMENTS THAT WERE WASTED IN:

	February	March
GP APPOINTMENTS:	184	194
NURSE APPOINTMENTS:	302	357

THIS WAS DUE TO PATIENTS NOT ATTENDING OR CANCELLING THEIR UNWANTED APPOINTMENTS

WAITING TIMES ARE SIGNIFICANTLY INCREASED FOR ALL PATIENTS WHEN UNWANTED APPOINTMENTS ARE NOT CANCELLED

PLEASE THINK OF OTHERS AND CANCEL APPOINTMENTS YOU CANNOT ATTEND OR NO LONGER NEED

TO CANCEL AN APPOINTMENT:

- Use the automated service, 24/7
- Leave a message on 01278 720015, 24/7
- Via online access, 24/7
- Speak to a Receptionist at the Surgery or on the telephone

TRMC News!

We currently have a new Foundation Doctor working at TRMC, Dr Holly Bevan, who will be with us for four months.

We have welcomed a new Receptionist to the Practice recently, Val has joined the Team and we hope to recruit another Receptionist in the coming weeks. Thank you for being patient whilst training is being undertaken.

The Reception office has had some more improvement work completed.

Shouting, swearing or being abusive towards our staff will not be tolerated under ANY circumstances. We are here to help and aim to be as polite and helpful as possible, even during difficult times. Please help us to help you.

Feedback

The GP Partners and staff at TRMC always welcome feedback; you can do this in a number of ways:

- Complete a 'Friends and Family' form, copies in the foyer or please ask at Reception
- Online via our website www.trmc.co.uk
- Online via NHS Choices www.nhs.uk/Service-Search/GP/LocationSearch/4 or search for 'NHS Choices Taunton Road Medical Centre'

SOCIAL MEDIA POSTS

The GP Partners and staff at Taunton Road Medical Centre request that you do not leave feedback on social media sites. We operate a practice complaints procedure as part of the NHS system for dealing with complaints and this procedure meets the national NHS criteria. Please ask at Reception for a Complaints Procedure leaflet for more information.

We do our best at all times to provide the best possible service for our patients within the resources available and if you are not happy with our service, please contact us directly so that we can investigate your complaint and put things right as far as we possibly can.

REPEAT PRESCRIPTIONS

Please order your repeat prescription in plenty of time so that it does not become an urgent request

- Please allow at least 48 hours to order your repeat prescription if you collect from the Surgery
- Please allow at least 72 hours to order your repeat prescription if you collect from a pharmacy
- If you have repeat medication, this should **never** be ordered urgently. If however, if an urgent prescription is required it will be ready after 9am the following day but will only be done at the GP's discretion

ONLINE SERVICES

Advantages of On-Line Services:

- Convenient for patients
- Frees up telephone lines
- 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

If you are aged 16 or over, please bring photographic identification and proof of address to the surgery and we will be able to issue you your logon details.

Please remember to keep your logon details safe at all times.

TAUNTON ROAD MEDICAL CENTRE

12-16 Taunton Road
Bridgwater
Somerset
TA6 3LS

Telephone:
01278 720000

Fax:
01278 423691

Prescription Line:
01278 720005

Cancellation Line:
01278 720015
or via 01278 720000
or via online access

Website:
www.trmc.co.uk