

Spring 2014



TAUNTON ROAD MEDICAL CENTRE

# TRMC NEWSLETTER

## NEW FACES

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Dr Tom Irvine left TRMC in early May to take up a new post in another part of the county so he could work closer to home. We will miss him and send him our very best wishes for the future.

The Partners at TRMC are very please to introduce Dr Claire Skeates and Dr Angus Robin, who have joined the practice as salaried GPs.

| GP Partners        | Salaried GPS     | GP Registrars    |
|--------------------|------------------|------------------|
| Dr G Fergusson (m) | Dr J Clark (f)   | Dr O Mort (f)    |
| Dr T Taylor (m)    | Dr A Robin (m)   | Dr N Hussain (f) |
| Dr E Morton (f)    | Dr C Skeates (f) | Dr S Gaskell (f) |
| Dr S Thio (f)      |                  |                  |
| Dr H Smallwood (m) |                  |                  |
| Dr R Potts (m)     |                  |                  |
| Dr K Speller (f)   |                  |                  |
| Dr R Cutlan (f)    |                  |                  |



## What's New?

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**New Phlebotomy Clinics:** These are held all day Mondays and Wednesday afternoons and provide a blood samples only clinic.

**Blood Results:** When you are sent for a test by your GP please ask him/her at the time when you should contact the Surgery for the results. It may not always be necessary for you to make an appointment to receive the results so your GP will advise you. Please be aware it can take up to 5 working days, or longer, for results to be returned to the practice, therefore please do not contact the surgery before the 5 days have passed. The GP may contact you earlier if necessary.

If you are asked to telephone the receptionist for your results, once again please wait 5 working days before calling the surgery. Please ensure you telephone after 2.00 pm as this avoids the busy period in the morning when patients are calling for appointments. If you wish to make an appointment to know the results of a test it helps to inform the receptionist this is the reason for your appointment at the time of booking to ensure your results are back.

In order to maintain confidentiality we can only give results to patients themselves, or to the parents/ guardians of children.

**Hospital Test Results:** If you would like the results of a test that has been taken in a hospital, please telephone the relevant hospital department for the result, as the surgery may not receive them for some considerable time.

**Free NHS Service call ACES for all patients with a NEW EYE PROBLEM:** You can self refer to a local Optometrist offering the service in Bridgwater.  
Telephone: Turners 01278 422978 or East Quay Vision 01278 440440

**Appointments Online:** If you have not already done so, ask at Reception for a user name and password to access this service\*.

**Prescriptions Online:** A quick, safe and easy way to order your prescriptions 24/7. Please ask at Reception for a username and password\*.

*\* Please be aware that you are required to bring in a form of photographic identity (passport, driving licence etc..) when you collect your password.*

**Patients who 75 years and over** are to have a named GP, you should receive these letters shortly.

# Websites the GPs Trust

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[www.nhs.uk](http://www.nhs.uk)—this will take you to the NHS Choices site, where you can find local health related services, medical advice, symptom checker and much more.

[www.patient.co.uk](http://www.patient.co.uk)— full of helpful information for all the family, healthy eating, health & wellbeing, medication etc.

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## IMPORTANT CHANGES TO HOW WE HANDLE YOUR PERSONAL DATA

Your GP will soon be required to supply your personal and confidential medical information to the Health and Social Care Information Centre and NHS England.

However, individual patients can instruct their Practice to stop the transfer of their data. For more information on how to opt out of sending your confidential information, please ask the Receptionist for a leaflet.

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## Each week in April at TRMC

37 patients failed to attend their GP appointment (8%)

51 patients failed to attend their Nurse appointment (6.8%)

3 patients failed to attend a duty team face to face appointment (1.6%!!)



This means each week we lost 6 hours of GP consulting time and 8.5 hours of Nurse consulting time.

PLEASE CANCEL UNWANTED APPOINTMENTS

SO WE CAN OFFER THEM TO OTHER PATIENTS WHO NEED THEM.

## ZERO TOLERANCE

TRMC operates a Zero Tolerance Policy and this applies to both physical and verbal violence. Anyone acting in an aggressive manner towards clinicians, staff or other patients will be reported immediately to the Police and removed from the practice list.

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**A BIG THANK YOU TO EVERYONE WHO SUPPORTED THE TRMC TEAM AND HELPED RAISE £600 FOR SPORTS RELIEF 2014.**

**OUR NEXT CHALLENGE IS ON 8TH JUNE...**

A charity DRAGON BOAT Race on the River Tone

on Sunday 8th June to raise money for

Headway Somerset! If you would like to help

sponsor us, please TEXT TRMC61 £2/£5/£10 to 70070 to donate now, eg TRMC61 £5 alternatively, ask at Reception for the Sponsorship form.

