



TRMC NEWSLETTER

Coronavirus (COVID-19) – If you are concerned that you may have coronavirus or may have come into contact with someone who has, the NHS 111 online service has been created and this can be accessed at: <https://111.nhs/service/covid-19> . Only if you do not have access to the internet should you telephone 111, for coronavirus (covid-19) enquiries.

Stay at home to stop coronavirus spreading

Everyone must stay at home to help stop the spread of coronavirus.

You should only leave the house for 1 of 4 reasons:

- Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- One form of exercise a day, for example a run, walk or cycle - alone or with members of your household
- Any medical need, or to provide care or to help a vulnerable person
- Travelling to and from work, but only where this absolutely cannot be done from home.

DO NOT LEAVE HOME IF YOU OR SOMEONE YOU LIVE WITH HAS EITHER:

- **a high temperature**
- **a new, continuous cough**

Do not go to a GP surgery, pharmacy or hospital.

This action will help protect others in your community whilst you are infectious.

Use the [111 online coronavirus service](#) to find out what to do.

If you have no internet access, you should call NHS 111. For a medical emergency dial 999.

Mental wellbeing while staying at home

Taking care of your mind as well as your body is really important while staying at home because of coronavirus (COVID-19).

You may feel bored, frustrated or lonely. You may also be low, worried or anxious, or concerned about your finances, your health or those close to you.

It's important to remember that it is OK to feel this way and that everyone reacts differently. Remember, this situation is temporary and for most of us, these feelings will pass. Staying at home may be difficult, but you are helping to protect yourself and others by doing it.

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

1. Find out about your employment and benefits rights
2. Plan practical things
3. Stay connected with others
4. Talk about your worries
5. Look after your body
6. Stay on top of difficult feelings
7. Do not stay glued to the news
8. Carry on doing things you enjoy
9. Take time to relax
10. Think about your new daily routine
11. Look after your sleep
12. Keep your mind active



Covid19 – Help us to help support the community!

Due to the current situation regarding coronavirus we are now reducing the routine availability for appointments. If you require an appointment, you will be booked a telephone consultation first.

The reception team will ask you some screening questions. Please answer them.

The screening questions are if you have developed a continuous cough or fever within the last 7 days.

If you need to have routine reviews or bloods, please ring in on the day you would like them as we will be moving to same day access appointments only for the current period.

Please see practice website for further updates.



HM Government



Coronavirus

**Wash your hands
with soap and water
more often
for 20 seconds**

Use a tissue to turn off the tap.
Dry hands thoroughly.



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

Text Message Service

Please consider using our text message service. Complete the form and hand in to reception.



Taunton Road Medical Centre

12 Taunton Road, Bridgwater, Somerset. TA6 3LS

Telephone: **01278 720000**

Prescriptions: **01278 720005**
Website: www.trmc.co.uk

GP Partners: Dr E Morton, Dr H Smallwood, Dr R Potts, Dr K Speller, Dr R Cuffin, Dr C Skeates, Dr M Howell, Dr S Akhtar, Dr A Patel
Practice Manager: Mrs T Pike
Salaried GPs: Dr L Bell, Dr C Morris, Dr K Allison, Dr J Clark

PATIENT INFORMATION AND CONSENT FORM FOR TEXT MESSAGING

The Doctors at TRMC would like to start to use text messaging to deliver information to patients. Once both practice and patient confidence grows in this form of communication, we will look at developing this service.

Before we start to use this method to communicate with patients, we need to stress the importance of ensuring that the practice is kept up to date with any change to mobile numbers, as this will reduce the risk of someone else receiving a message which was meant for you.

If you would like to sign up to receive text messages from the practice, please complete and return this form. By completing this form, you are agreeing you notify us of any change to your mobile numbers to avoid any possible breaches in patient confidentiality.

Please print clearly:

First Name _____ Surname _____

Date of Birth _____

Address _____

Postcode _____

Mobile Number _____

I confirm that I am consenting for Taunton Road Medical Centre to send me text messages. I am fully aware that it is my responsibility to ensure that if I change my mobile number I inform the practice straight away.

I understand that failing to do so may result in a breach of patient confidentiality. I understand that this consent will be added to my medical records.

Signature _____ Date _____

For Office Use

Scanned on to patient Record: Date: _____ Initials: _____

Read coded added to patient record: Date: _____ Initials: _____

Pharmacy Preference

To save your time please sign up to our electronic prescription service - Your prescription will be sent to a Pharmacy electronically.



Taunton Road Medical Centre

12-16 Taunton Road, Bridgwater, Somerset. TA6 3LS

Telephone: 01278 720000 Prescriptions: 01278 720005
 Fax: 01278 423691 Website: www.trmc.co.uk

PHARMACY PREFERENCE FORM

Name:

Address:

.....

Date of Birth: Telephone:

I HEREBY AUTHORISE THE FOLLOWING PHARMACY TO COLLECT MY PRESCRIPTIONS FROM TAUNTON ROAD MEDICAL CENTRE

Please tick **ONE BOX**, as appropriate:

ASDA BRIDGWATER	<input type="checkbox"/>	LLOYDS REDGATE	<input type="checkbox"/>
BOOTS	<input type="checkbox"/>	LLOYDS SAINSBURYS	<input type="checkbox"/>
CRANLEIGH GARDENS	<input type="checkbox"/>	LLOYDS TAUNTON ROAD	<input type="checkbox"/>
JHOOTS (Somerset Bridge)	<input type="checkbox"/>	ROWLANDS, QUAYSIDE	<input type="checkbox"/>
JHOOTS (Victoria Park)	<input type="checkbox"/>	SUPERDRUG	<input type="checkbox"/>
LLOYDS NORTH PETHERTON	<input type="checkbox"/>	STOCKMOOR PHARMACY	<input type="checkbox"/>
WOOLAVINGTON	<input type="checkbox"/>		

Upon completion and processing of this form, all of your prescriptions will be automatically sent to the pharmacy as indicated above, unless you are informed otherwise. If you would like to change your pharmacy preference at any time you will need to complete another form.

OR - PLEASE REMOVE MY PHARMACY PREFERENCE AS I WOULD LIKE TO COLLECT MY PRESCRIPTIONS FROM THE SURGERY

Signed: Dated:

Internal use:

Actioned: Date: Initials:

Updated 10.09.2019



WHO IS CONSIDERED A CARER?

ARE YOU A CARER BUT DIDN'T REALISE?

A Carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. When we refer to Carers, this is inclusive of both adult and young Carers.

It can be difficult for Carers to see their caring role as separate from the relationship they have with the person for whom they care, whether that relationship is as a parent, child, sibling, partner, or a friend.

It's likely that every one of us will have caring responsibilities at some time in our lives with the challenges faced by Carers taking many forms. Many Carers juggle their caring responsibilities with work, study and other family commitments. Some, in particular younger Carers, are not known to be Carers. They don't tell relatives, friends or health and care professionals about their responsibilities because of a fear of separation, guilt, pride or other reasons.

This means that the sort of roles and responsibilities that Carers have to provide varies widely. They can range from help with everyday tasks such as getting out of bed and personal care such as bathing, to emotional support such as helping someone cope with the symptoms of a mental illness.

There are a number of things that we as a GP Practice, can offer you as a Carer and we have dedicated Carers Champions to support your needs too. In order to be able to help, all we request is that you complete our Carers Registration Consent Form to let us know that you are a Carer and who you care for; we will then contact you with more information.

PLEASE HELP US TO HELP YOU



Taunton Road Medical Centre

CARERS REGISTRATION CONSENT FORM

Carers provide unpaid care by looking after an ill, frail or disabled family member, friend or partner (Carers UK 2010).

The Carers Register enables clinicians to identify Carers by a message put on their medical records. By identifying Carers, clinicians are able to be aware that you may need additional support from time to time.

INFORMATION ABOUT YOURSELF:

Name:	Date of Birth:
Address:	
Post code:	
Telephone Number:	Mobile:
Email address:	

INFORMATION ABOUT THE PERSON YOU CARE FOR:



The person I care for is my: Husband/Wife/Partner/Mother/Father/Child/Sibling/Friend/Other:

Name:	Date of Birth:
Address:	
Post code:	
Telephone Number:	Mobile:
Registered GP Surgery if not Taunton Road Medical Centre:	

I would like to be contacted by a Carer Support Worker: **Yes/No**

I give my consent to have my contact details given to the Carer Support Worker (not part of Taunton Road Medical Centre): **Yes/No**

By completing this form I agree to these details being recorded in my medical record and in the record of the person I care for if registered at TRMC. I understand that this information is confidential and will not be given to any other person or organisation without my permission.

Signed Date:

If you would like this letter or information in an alternative format, for example large print or easyread, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01278 720000 or email supervisor@tauntonroadmc.nhs.uk

For office use only: Actioned by: Date:

Somerset's new Coronavirus helpline launched

A single phone number is now available for anyone in Somerset who needs Coronavirus-related support from their councils.

The number, 0300 790 6275, is now live and will make it easier for people to access any local authority help they may need, including emotional support, in the current crisis. It links together the district and county council contact centres and will be operating seven days a week, 8am to 6pm, making it the one number you need to remember for Coronavirus-related enquiries. The district and county councils usual phone numbers will be running as normal alongside the new number for non-Coronavirus related issues.

The new number won't cover medical advice, for which people will need to continue to use the 111 NHS online service and only ring 111 if they cannot get help online.

The 0300 790 6275 number is being staffed by the five councils in Somerset and will be available seven days per week 8am – 6pm.

If people are interested in volunteering for example helping people out with shopping or picking up prescriptions they can go to <https://www.corona-helpers.co.uk/> to register.

Coronavirus (COVID-19) information leaflet

Leaflet on what to do to help stop the spread of coronavirus, including information on symptoms and government support.

<https://www.gov.uk/government/publications/coronavirus-covid-19-information-leaflet?>



CORONAVIRUS
STAY AT HOME
PROTECT THE NHS
SAVE LIVES

We and the NHS are still 'Open for Business'

Our GPs understand that not everything revolves around Covid-19.

If you have symptoms that mean you need medical attention, or symptoms that you're worried about. PLEASE DON'T delay contacting us.

Please complete an online consultation via our practice website or telephone us.

We are still here to help you.



TRMC now has an official Facebook page with lots of up to date information – If you haven't found it yet, please take a look.



Text Messages for Patients



We are now able to text patients. So please ensure you let us have your consent so we can do this.

eConsult our new online consulting tool

We are now offering our patients online consulting.

This is via eConsult, which can be accessed via our practice website – www.TRMC.co.uk.

This allows you to request advice, update the practice and request sick notes without the need to telephone the practice, which will save you time.

This service can be accessed 24 hours a day seven days of the week. Requests will be dealt with within 2 working days and you will receive confirmation that your submission has been received.

Feedback

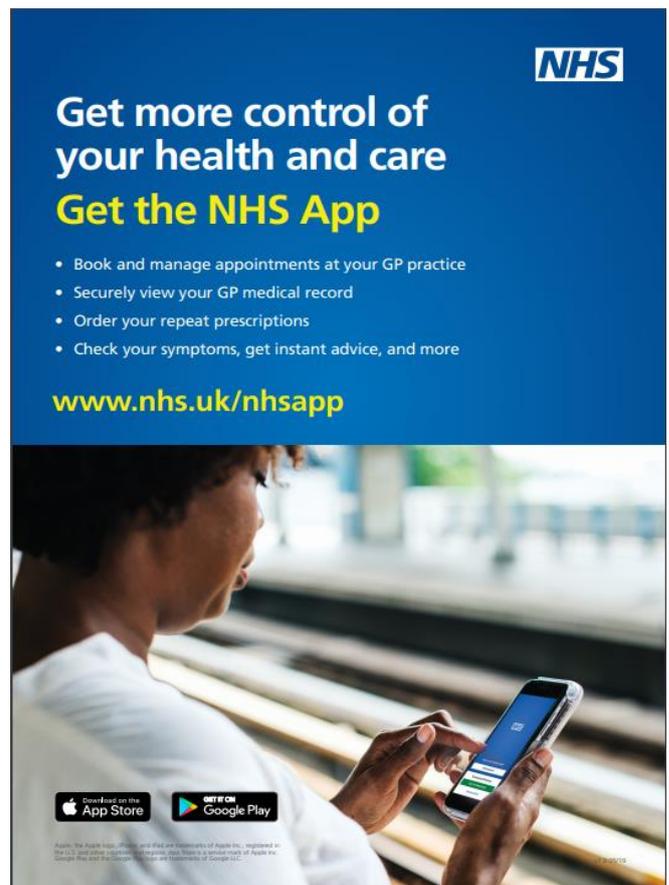
The GP Partners and staff at TRMC always welcome feedback; you can do this in a number of ways:

- 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.



NHS

Get more control of your health and care

Get the NHS App

- Book and manage appointments at your GP practice
- Securely view your GP medical record
- Order your repeat prescriptions
- Check your symptoms, get instant advice, and more

www.nhs.uk/nhsapp

Download on the App Store | GET IT ON Google Play

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

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.