



# TRMC NEWSLETTER

**NHS**

## Choose Well

Your guide to choosing the right NHS service if you become ill or injured

[www.nhs.uk](http://www.nhs.uk)

# HELP US HELP YOU

STAY WELL THIS WINTER

<p><b>Minor cuts? Grazes? Colds? Hangover?</b></p>	<p><b>Self care</b></p> <ul style="list-style-type: none"> <li>• Many common illnesses and injuries can be treated at home</li> <li>• Talk to your pharmacist about remedies</li> <li>• Get plenty of rest and drink plenty of fluids</li> <li>• Keep a well stocked medicine cabinet</li> </ul>	<p><b>Stock the medicine cabinet with:</b></p> <ul style="list-style-type: none"> <li>• Pain killers</li> <li>• Anti-diarrhoeal medicine</li> <li>• Rehydration mixture</li> <li>• Indigestion remedy</li> <li>• Cold and flu remedies</li> <li>• First aid kit with bandages, plasters, antiseptic wipes and cream, eyewash, medical tape, sterile dressing, thermometer</li> </ul>
<p><b>Unwell? Unsure? Need advice?</b></p>	<p><b>Call NHS 111</b></p> <ul style="list-style-type: none"> <li>• If you don't know who to call for medical help</li> <li>• If you don't have a GP to call</li> <li>• If you need medical advice or reassurance about what to do next</li> </ul>	<ul style="list-style-type: none"> <li>• A trained adviser will ask you questions and give you medical advice or direct you to someone who can help - if necessary they can send an ambulance</li> <li>• Calls to NHS 111 are free - although mobile users will require a minimum of 1p credit</li> <li>• In a serious or life threatening situation call 999</li> </ul>
<p><b>Headache? Upset stomach? Coughs and colds?</b></p>	<p><b>Pharmacy late night opening offered 365 days a year</b></p> <ul style="list-style-type: none"> <li>• They can advise on the best medicines for many common illnesses</li> <li>• You don't need an appointment</li> <li>• Get the help you need as quickly as possible</li> </ul>	<p><b>Find your pharmacy</b></p> <ul style="list-style-type: none"> <li>• To find your nearest pharmacist, visit <a href="http://www.nhs.uk">www.nhs.uk</a></li> <li>• Or call NHS <b>111</b></li> </ul>
<p><b>Chronic backache? Persistent pain? Earache? Painful cough?</b></p>	<p><b>GP routine care</b></p> <ul style="list-style-type: none"> <li>• For illnesses and injuries which aren't life-threatening</li> <li>• GPs provide medical advice, examinations and prescriptions</li> <li>• If absolutely necessary, the GP can make home visits</li> <li>• GPs and practice nurses can speak to patients over the phone</li> </ul>	<p><b>Opening hours</b></p> <ul style="list-style-type: none"> <li>• GP practices now have booked evening and weekend appointments</li> <li>• Out-of-hours GP: call NHS 111</li> <li>• Out-of-hours dental pain or toothache: call NHS 111</li> </ul>
<p><b>Sprains? Strains? Minor injuries?</b></p>	<p><b>Minor Injury Unit (MIU)</b></p> <ul style="list-style-type: none"> <li>• Your nearest MIU can treat minor illness and injury</li> <li>• There are 7 MIUs in Somerset at Bridgwater, Burnham-on-Sea, Chard, Frome, Glastonbury, Minehead and Shepton Mallet.</li> <li>• Call NHS 111 for opening times and locations</li> </ul>	<p><b>For urgent treatment</b></p> <ul style="list-style-type: none"> <li>• For your nearest MIU and opening hours visit <a href="http://www.nhs.uk">www.nhs.uk</a> or call NHS 111</li> <li>• Get advice about your treatment or advice on out-of-hours care by calling NHS 111</li> </ul>
<p><b>Heavy bleeding? Broken bones? Chest pain? Suspected stroke? Burns?</b></p>	<p><b>Emergency Departments (A&amp;E)</b></p> <ul style="list-style-type: none"> <li>• The Emergency Department (ED) is for life threatening illnesses and injuries only</li> <li>• Dialling 999 or going to the ED, if you don't need to, could delay treatment for someone more seriously ill than you are</li> </ul>	<p>Open: 24 hours 7 days per week</p> <ul style="list-style-type: none"> <li>• Musgrove Park Hospital, Taunton TA1 5DA</li> <li>• Yeovil District Hospital, Yeovil BA21 4AT</li> <li>• Royal United Hospital Bath, Combe Park, BA1 3NG</li> </ul> <p>Open 8am-10pm 7 days per week</p> <ul style="list-style-type: none"> <li>• Weston General Hospital, Uphill, BS23 4TQ</li> </ul>

## CAR PARKING

Please be aware that the car park is for use by patients while they are in the surgery or visiting the pharmacy only. The car park is now monitored by CCTV.

Please be considerate to other patients arriving for their appointments and vacate the car park as soon as possible. Thank you.

**PRESCRIPTION ORDER AND COLLECTION DATES**

ORDER BEFORE 4PM ON	COLLECT FROM THE SURGERY AFTER 2PM ON	COLLECT FROM PHARMACY AFTER 2PM ON
Thursday 20 <sup>th</sup> December 2018	Monday 24 <sup>th</sup> December 2018	Thursday 27 <sup>th</sup> December 2018
Friday 21 <sup>st</sup> December 2018	Thursday 27 <sup>th</sup> December 2018	Friday 28 <sup>th</sup> December 2018
Monday 24 <sup>th</sup> December 2018	Friday 28 <sup>th</sup> December 2018	Monday 31 <sup>st</sup> December 2018
Thursday 27 <sup>th</sup> December 2018	Monday 31 <sup>st</sup> December 2018	Wednesday 2 <sup>nd</sup> January 2019
Friday 28 <sup>th</sup> December 2018	Wednesday 2 <sup>nd</sup> January 2019	Thursday 3 <sup>rd</sup> January 2019
Monday 31 <sup>st</sup> December 2018	Thursday 3 <sup>rd</sup> January 2019	Friday 4 <sup>th</sup> January 2019

**FLU VACCINATIONS**

Please contact the Surgery as soon as possible to book your flu vaccination appointment if you are eligible.



**Websites the GP's trust:**

[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, a symptom checker and much more.

[www.patient.co.uk](http://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.*

**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:

	OCTOBER	NOVEMBER
GP APPOINTMENTS:	<b>255</b>	<b>241</b>
NURSE APPOINTMENTS:	<b>306</b>	<b>336</b>

**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



**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@somersetcc.org.uk](mailto:info@somersetcc.org.uk)  
[www.somersetcc.org.uk/talkingcafe](http://www.somersetcc.org.uk/talkingcafe)



The Community Council for Somerset is a Company Limited by Guarantee, Registered in England & Wales No. 322176, 2011 is a Registered Charity No. 1000201




## Tackling Period Poverty through your local library

Somerset Libraries are collecting sanitary products to help tackle period poverty. Members of the public can help by donating unopened packets of tampons and sanitary towels to any library in Somerset.

Donated products will be distributed amongst 5 trial libraries - Taunton, Bridgwater, Glastonbury, Chard and Yeovil - and local community organisations and schools. Women and girls in need can then request items on a 'no questions asked' basis.

A recent survey found that 10% of girls had been unable to afford sanitary wear and that 12% had been forced to improvise sanitary wear due to affordability. It is a very real problem for many women. Please help if you can

Questions? Email [librariesmail@somerset.gov.uk](mailto:librariesmail@somerset.gov.uk)



### NEWSLETTER

If you would like to have a copy of the TRMC Newsletter emailed to you, please sign up via our website

[www.trmc.co.uk](http://www.trmc.co.uk)

### CHILDREN

Parents:

Please be aware that while children are in the surgery they MUST be supervised at all times to ensure that they are safe.

Many thanks for your co-operation.

## Do you have private health insurance?

Use it - using your Private Health Insurance helps take the pressure off the NHS

You'll benefit from quick access to an expert consultant, diagnosis and treatment at a time convenient to you

There are at least 3 local private hospitals who can help you - tell your doctor you have health insurance



Power generated by Circle Kith Hospital | [www.kith.co.uk](http://www.kith.co.uk)  
 Circle Kith Hospital, Fosse's Avenue, Fossebridge St John, Bath, BA2 0ST

## TRMC News!

We are pleased to inform you that we have a new GP Partner starting in the middle of January, Dr Shabbir Akhtar.

The staff at TRMC held a 'Bake Off' to raise money for Stand Up to Cancer – we raised £200.21.

The staff at TRMC have donated sanitary products to Bridgwater Library to support the local period poverty scheme.

The GP Partners and staff wish all of our patients a very Merry Christmas and a healthy and happy New Year!

## 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](http://www.trmc.co.uk)
- Online via NHS Choices [www.nhs.uk/Service-Search/GP/LocationSearch/4](http://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 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](http://www.trmc.co.uk)