



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.

Patient Update

Whilst we recognise restrictions are easing we continue to have some restrictions still in place to ensure the safety of our patients and our staff. However we are still here and dealing with patients as we have always been.

We all need to continue to keep everyone safe and we all need to:

- Be socially distant
- Wear a face covering
- Reduce the number of people in the Practice at any one time.

We have created some socially distanced waiting areas for patients who are attending appointments, but are unable to wait outside. Please be aware, there are no windows in the waiting areas which means we are unable to keep the waiting areas well ventilated.

If you are able to, we would still encourage you to wait outside or wait in your car once you have let us know you have arrived. However, if you are not able to do this, please ask the receptionist if you can wait inside, and if there is enough space we will accommodate you. Please remember **not** to arrive at the Surgery early for your appointment, but to arrive close to your appointment time as possible.

We will continue to monitor the situation very closely as we progress through the coming weeks and months, including the number of positive COVID-19 cases in the locality.

Thank you for helping us to keep patients, staff and our community safe.

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



COVID Vaccination Information

We are now nearing the end of phase one of the COVID vaccination programme. If you have not yet had your vaccination please contact 119, use one of the local walk in clinics or book online at www.nhs.uk .

Stay Alert

We can all help control the virus if we all stay alert.

This means you must:

- Stay at home as much as possible
- Limit contact with other people
- Keep your distance if you go out (2 metres apart where possible)
- Wash your hands regularly

DO NOT LEAVE HOME IF YOU OR SOMEONE

YOU LIVE WITH HAS EITHER:

- **a high temperature**
- **a new, continuous cough**
- **has lost the sense of taste or smell**

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.

Isolating for COVID

We all know self-isolation can be confusing.

As of 16th August, if you have had contact with someone with COVID symptoms or who has tested positive, as long as you have been double jabbed or aged under 18 you no longer need to isolate. You do however need to take a PCR test as soon as possible.

You can order a PCR home test online or by calling 119, or go to a local test site.

Anyone who tests positive following a PCR test will still be legally required to self-isolate, irrespective of their vaccination status or age.

For up to date information please visit www.gov.uk

Please make sure you understand and follow the rules.

NHS COVID PASSPORT CERTIFICATE

The NHS App is now live with your COVID-19 certificate to show you've been vaccinated, many countries will require proof of this to allow you to enter.

<https://www.nhs.uk/nhs-services/online-services/nhs-app/>

We anticipate this to be widely needed as more countries get added to the Green Travel list. <https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad>

It only takes a couple of minutes to set up, ideally you should have a form of ID & your NHS number to hand – but don't worry if you don't know your NHS number, you can still access the information. <https://www.nhs.uk/nhs-services/online-services/find-nhs-number/>

No smart phone? You can call 119 and they will provide you with a paper version instead – make sure you request this with plenty of time to spare as the demand will be high and it could take a while.

✘ GP Practices are unable to provide proof of COVID Vaccination. ✘

eConsult online consulting tool – Please consider giving it a go



Many patients are using eConsult as it can be completed by the patient at any time of the day or night and doesn't involve waiting in the telephone queue. With the demand on services increasing as the winter approaches, please consider using eConsult. Many patients find it easy to use and you can give lots of information, which helps to have a more efficient consultation. If you haven't given eConsult a go, please do. If you want help please call and one of the Reception Team will be happy to guide you through it. To use eConsult go to our website www.trmc.co.uk or scan this code and it will take you straight there.

Do we have your up-to-date contact details?

Over the last few months, we have been contacting patients by phone often at short notice and have found that some of the patient information we hold is out-of-date.

If you have changed your phone number or address, please complete the change of contact details form on our website www.trmc.co.uk

Please bear in mind, that when we do contact you, our phone number will appear as with-held.

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.

Reminder Calls for COVID-19 Vaccination Booking

The national NHS Immunisation Management Service is starting to call people that have received letters to book their COVID-19 vaccination appointments through 119 or www.nhs.uk, where they haven't already booked an appointment. The number that people will see when receiving the call is **0300 561 0240**.

The service will make it clear that if people have already had their first dose, they just need to wait for their local NHS services to contact them about the second dose. They will be clear that booking through 119 or www.nhs.uk is one option and they can wait to be contacted through their local GP services if they have been already. The callers will remind people that they will not book people into appointments on the phone.

As always, the NHS will NEVER:

- Ask people for their bank account or card details
- Ask people for their pin or banking password
- Ask people to prove their identity by sending copies of personal documents such as your passport, driving licence, bills or pay

If anyone believes they are victim of fraud or identity theft they should report this directly to Action Fraud on 0300 123 2040.

Earache / otitis media - Advice Sheet

Advice for parents and carers



The middle ear is the small space behind the eardrum; this space is usually filled with air. Otitis media is an infection of the middle ear that causes inflammation and a build-up of fluid. It is often extremely painful and can be associated with high fever.

When should you worry?



RED

If your child has any of the following:

- Is going blue around the lips
- Has pauses in their breathing (apnoeas) or has an irregular breathing pattern
- Too breathless to talk/eat or drink
- Becomes pale, mottled and feels abnormally cold to touch
- Has a fit / seizure
- Develops double vision or blurred vision
- Becomes extremely agitated (crying inconsolably despite distraction), confused or very lethargic (difficult to wake)
- Develops a rash that does not disappear with pressure (the 'Glass Test')
- Is under 3 months of age with a temperature of 38°C / 100.4°F or above (unless fever in the 48 hours following vaccinations and no other red or amber features)

You need urgent help.

Go to the nearest
Hospital Emergency
(A&E) Department or
phone 999



AMBER

If your child has any of the following continued:

- Has pus coming out of the ear
- Develops swelling behind the ear or increasing pain / redness behind the ear
- Severe headache persisting despite regular painkillers (ibuprofen and paracetamol) or worse on lying down / in morning Develops dizziness or is losing their balance
- Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down
- Is complaining of a severe headache and neck stiffness/pain or discomfort with bright lights (photophobia)
- Is having breathing problems, such as rapid, shortness of breath or laboured breathing (drawing in of muscles below the lower ribs when they breath in)
- Seems dehydrated (sunken eyes, drowsy or no urine passed for 12 hours)
- Has extreme shivering or complains of muscle pain
- Continues to have a fever of 38.0°C or above for more than 5 days
- Is getting worse or if you are worried

**You need to contact a
doctor or nurse today.**

Please ring your GP
surgery or contact
NHS 111 - dial 111 or
for children aged 5
years and above visit
111.nhs.uk



GREEN

- If none of the above features are present

Self Care

Continue providing your
child's care at home. If
you are still concerned
about your child, call
NHS 111 – dial 111



TRMC QR Info

Scan code for information

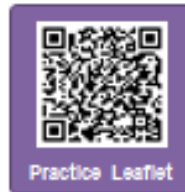
- 1 Open your phones camera or download a QR scanner from the app store
- 2 Point camera/QR scanner at chosen QR code
- 3 Presto! Your phone reads the QR code and navigates you to the relevant information



About TRMC



Our Website



Practice Leaflet



Patient Newsletter



Facebook Page

Digital Services



Patient Information



eConsult



Online Access



NHS App

Consent Forms



Carers Registration



Online Patient Access



Sharing Information



Text Messaging



Request for Medical Records

Physiotherapy Resources



General



Back Pain



Hip Pain



Knee Pain



Pelvic Floor Bladder & Bowel



Shoulder Pain

Self Help Resources



Mental Health



NHS Choose Well



Talking Therapies



www.getoutsideinsomerset.co.uk



Get moving

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.

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.

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

Prescription Line:
01278 720005

Cancellation Line:
01278 720015

or via 01278 720000

or via online access

Website:
www.trmc.co.uk