



TRMC NEWSLETTER

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

Patient Partner

Patient Partner is the automated way of booking, cancelling or checking the appointments you have booked with us.

You telephone the surgery as normal and then choose the option from the menu to use the automated booking service.

One of the main benefits of Patient Partner is that you are able to telephone the surgery at any time – even when we are closed!

You can use Patient Partner to book appointments. Cancel them when necessary or simply use it to check the time of your appointment.

What do you need?

- Your date of birth
- Your contact telephone number

****PLEASE ENSURE YOUR TELEPHONE NUMBER IS UP TO DATE OTHERWISE YOU WILL NOT BE ABLE TO USE PATIENT PARTNER****

**Book your appointment
24/7 with our automated
telephone line.**

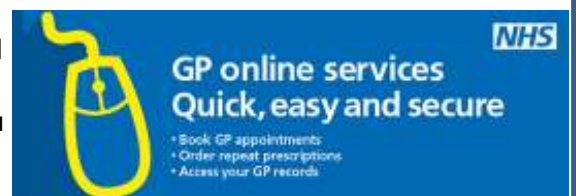


**Just ring the surgery
number and follow the
prompts.**

Online Access

Do you know that you can order repeat prescriptions, book appointments and cancel appointments with online access?

If you do not have online access please bring photo identification such as a valid passport or driving license to Reception and one of our Receptionists will set you up with this service.



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.



When stroke strikes – Act F.A.S.T.

A stroke is a 'brain attack', caused by a disturbance in the blood supply to the brain. It's a medical emergency that requires immediate attention. So recognising the signs of stroke and calling 999 for an ambulance is crucial.

Transient ischaemic attack (TIA) is also called 'mini-stroke'. It is similar to a stroke and has the same signs, but gets better within 24 hours. However, it could be a warning sign of a

more serious stroke, so it also needs to be treated as an emergency by calling 999 immediately.

Rapid diagnosis allows urgent steps to be taken to reduce the risk of having a stroke. If you think you have had a TIA in the past and have not sought treatment, contact your GP.

ACT F.A.S.T. | Make the Call Dial 999

The sooner somebody who is having a stroke gets urgent medical attention, the better their chances of a good recovery.

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.

Reducing your risk of a stroke

Some people are more at risk of having a stroke if they also have certain medical conditions. These include:

- High blood pressure
- High cholesterol
- Atrial fibrillation (an irregular heartbeat)
- Diabetes

It is important that these conditions are carefully monitored and treated to reduce your chance of having a stroke.

The risk of having a stroke is higher amongst people in certain ethnic groups, including South Asian, African and Caribbean. This is partly because high blood pressure and diabetes are more common in these groups.

There are also lifestyle factors that may significantly increase the risk of having a stroke. They include:

- Smoking
- Being overweight
- Lack of exercise
- Poor diet
- Excess alcohol consumption

Leading a healthy, active lifestyle is vital to help reduce your risk of having a stroke.

For more information search 'Act Fast' or visit the Stroke Association at stroke.org.uk

National No Smoking Day 14th March 2018

THERE'S NEVER BEEN A BETTER TIME TO QUIT

For free advice and support on stopping smoking, [search 'Smokefree'](#).

BECAUSE THERE'S ONLY
ONE YOU



CHOOSE THE SUPPORT THAT'S RIGHT FOR YOU

And get ready to stop smoking for good.



FACE-TO-FACE

Right for you if you'd like to talk to an understanding expert and give yourself the best chance of quitting successfully.

- Local and easy to access.
- Support that's matched to your specific needs.

Ask your pharmacy team, doctor or nurse, or [search 'Smokefree'](#) to find your local Stop Smoking Service.



STOP SMOKING AIDS

Right for you if you need help with nicotine cravings.

- Some medicines are available on prescription.
- Nicotine replacement therapy products can be purchased over the counter at your local pharmacy.
- E-cigarettes are available in vape shops, pharmacies and other outlets.

Talk to your local Stop Smoking Service or pharmacy team, or [search 'Smokefree'](#).



SMOKEFREE APP

Right for you if you want support every step of the way.

- See how much money you're saving with the savings calculator.
- Get support to combat cravings.

[Search 'Smokefree'](#) in the iTunes app store or Google Play store.



SOCIAL MEDIA

Right for you if you're always checking your social feeds.

- Swap tips with others who are quitting.
- Support and advice on Facebook Messenger at any time of the day.

Follow NHS ['Smokefree'](#) on Facebook and Twitter.



EMAIL

Right for you if you'd like a daily email with information and motivational support.

[Search 'Smokefree'](#) to sign up.

TRMC News!

We welcome HCA Sue Knott to the team, you may be booked in with Sue for a Birthday Review, blood test, blood pressure check, ECG, removal of sutures/clips or a B12 injection.

We are currently having new flooring in the GP consulting rooms, GP corridors and GP waiting room.

We have had new lighting installed in the Nurses waiting room.

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
- Urgent prescriptions will be ready after 9am the following day but are only done at the GP's discretion.



TRMC HEALTH WALKS

Please come and join us for a gentle walk on:

- Wednesday 14th March 2018 at 11am
- Wednesday 11th April 2018 at 11am
- Wednesday 9th May 2018 at 11am
- Wednesday 6th June 2018 at 11am
- Wednesday 4th July 2018 at 11am
- Wednesday 8th August 2018 at 11am
- Wednesday 12th September 2018 at 11am

Everyone welcome!

For more information ask at Reception or telephone us on 01278 720000.

