



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

Automated Telephone System



Here at Taunton Road Medical Centre we are using an automated telephone system to help all of our patient's access our services 24 hours a day 7 days a week.

Using this system you can:

- book routine appointments
- cancel appointments
- check existing appointments

All you need to use this system is:

- a touch-tone telephone
- your contact telephone number
- your date of birth

Please note: You must inform us if you change your contact telephone number - mobile or landline.

How to use the system:

- Telephone the surgery as normal on 01278 720000
- Press 1 to use the automated system
- Follow the instructions given

The main benefit of using the automated system is that you are able to telephone us at any time – even when we are closed!

GP/NURSE APPOINTMENT? CAN'T MAKE IT? DON'T NEED IT?



Cancel appointments by:

- using the automated service 24/7
- leaving a message on the answer machine on 01278 720015, 24/7
- speaking to a Receptionist at the surgery or over the telephone



WOULD YOU LIKE TO LOSE WEIGHT?

- Have you been told that you have pre-diabetes?
- Have you been told that you have a HbA1c of 42 – 47 mmol/mol within the last 3 months?
- Do you have a BMI of 30 – 34.9?

If you answer yes to any of the questions above and you are interested in finding out more, please ask Reception to book you a pre-diabetic telephone appointment with Nurse Practitioner Sandra before the end of July.

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.

Obtaining your test results

We recognise that remembering how you obtain your results can often be forgotten especially if you have been anxious about attending the test appointment.

You have attended the surgery and the doctor or nurse has arranged for you to have some tests. The doctor or nurse will have advised you on what tests they are requesting and what they are looking for. In some cases you may be advised to book a follow-up face to face appointment or a telephone consultation to discuss your results. If this is the case you do not need to contact the surgery for your results, all you need to do is attend your appointment or take the telephone call.

If you have not been asked by the doctor or nurse to arrange a follow-up appointment, the doctor or nurse will contact you if your tests have come back as abnormal. This will be done within 7 working days. If you have not heard from the surgery within 10 working days please contact the Reception Team who will be able to check your results.

Please note that our receptionists are trained in giving out test results. We do this as unfortunately the doctors and nurses do not always have the time to give out all the results personally, however the doctors and nurses will review and comment on all results and this is the comment which the receptionist will give you.

Test result questions

This may happen when your results have proved a diagnosis or the results were normal but you still have symptoms. Our Reception Team are not trained to give advice about any diagnosis or symptoms you may be experiencing. If you have any questions about the results you've received the receptionist will be happy to book you a routine appointment with the doctor or nurse who requested the test.

Please be aware that the doctor or nurse may contact you by telephone or letter. As mentioned before, if you have not heard anything after 10 days of your test being taken, please telephone the Surgery.

Finally, if required to call for test results please try to call after 2pm as phone lines are very busy in the morning and you may encounter a wait.

General result times

Below is a summary of tests and how long it will take to review and process the results by the surgery.

Test:	Wait Time:
All bloods*	7 Days
BP check	7 Days
24 Hr BP monitoring	7 Days
All Swabs	7 Days
Urine tests*	7 Days
Faeces Samples*	7 Days
Spirometry	7 Days
ECG*	7 Days
Cervical Smear*	2-4 Weeks

Hospital tests

If your test was done at a hospital we may not receive a copy of the results for some time. If you require the results please contact the hospital department directly.

Please see below for general hospital phone numbers:

Bridgwater Hospital 01278 436555

Musgrove Park Hospital 01823 333444

Weston General Hospital 01934 636263



Please only telephone the surgery
after 2pm for results

Immunisation Clinic

Please note that our immunisation clinic for babies and pre-school children runs every Thursday between 2pm and 4.30pm and you **must** arrive by 4.20pm.

Please note that you are not able to confirm immunisation clinic appointment times via the automated service.

Please ensure that you bring your child's red book to the appointment with you as the immunisations need to be recorded.

If you wish to discuss any immunisation, please contact Reception to book a telephone consultation with a Practice Nurse.

Please rebook any cancelled or missed appointments as soon as possible.

NHS
Public Health England

Immunisation

helps to protect your baby when they need it most

Immunisation helps to protect your baby against 17 diseases such as

- Whooping cough
- Septicaemia
- Meningitis
- Diphtheria
- Measles
- Tetanus
- Polio
- Rotavirus

Keeping up to date with vaccination protects your baby

See your GP, health visitor or practice nurse for details

immunisation
helping to protect everyone, at every age

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

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.

NHS

Around 200,000 people are diagnosed with Type 2 diabetes every year – you don't need to be one of them.

Start your journey to a Healthier You with the Healthier You: NHS Diabetes Prevention Programme.

A free, personalised programme to help you with your weight, healthy eating and exercise – reducing your risk of developing Type 2 diabetes.

See if you may be at high risk of Type 2 diabetes at www.diabetes.org.uk/risk and speak to your GP practice team to check if you're eligible for the programme.

HEALTHIER YOU

TRMC News!

Dr Claire Skeates

Many patients are already aware that Dr Skeates is away from surgery at the moment as she is unwell; this is due to a condition that is causing her severe pain.

Your thoughts and wishes have been passed on to Dr Skeates and they have been gratefully received – thank you.

We are in the process of updating the GP consulting rooms; they have already had new flooring and the paintwork is currently being updated as well.

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 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.

