



# TRMC NEWSLETTER

**NHS**

## Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: [nhs.uk/your-nhs-data-matters](http://nhs.uk/your-nhs-data-matters)

**ico.** **YOUR DATA MATTERS** For more information about your data rights please visit the Your Data Matters campaign at [ico.org.uk](http://ico.org.uk)

## Accessible Information Standard

In line with the Accessible Information Standard we would like patients to give us notification of their information and communication preferences as you may find it easier to communicate using BSL, deafblind manual, braille, easy read format, email or the telephone for example.

**PLEASE ASK AT RECEPTION FOR A FORM TO HELP YOU DO THIS.**

## FLU VACCINATIONS AVAILABLE UNTIL THE END OF MARCH 2019

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

Please ask at Reception or in your Doctor or Nurse appointment for more information.

## 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)

**Do you live in the Bridgwater area?**

Are you or someone you know affected by:

- Heart failure
- Respiratory disease
- Cancer

or other life-limiting illness?



Would you like the opportunity to talk about any concerns?

We can provide information and help point you in the right direction.

**Taunton Road Medical Centre**  
12-16 Taunton Road, Bridgwater, TA6 3LS

**Wednesday**  
5.00pm – 6.00pm  
23 January, 13 and 27 February  
13 and 27 March

**Do call in! We look forward to seeing you**

For more information please call 0845 070 8910

In conjunction with **St. Margaret's** Making each day count  
HOSPICE CARE  
Registered charity number: 275473



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



**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 IN JANUARY:

**GP APPOINTMENTS: 239**  
**NURSE APPOINTMENTS: 319**

**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

**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.*



## Oak Trees Toddlers

### Walk Chat Play



**Every Tuesday, starting on 8th January**

Meet by Hamp Academy gates straight after school drop-off at 9:00am - look for Lianne in the high-vis jacket!

**Walk, chat, play.** Join us for a walk from outside Hamp Academy to the Community Hub for a chill and chat, before visiting Oak Trees to take part in activities with the residents.

FREE tea and coffee. Suitable for families with children aged 0-4 years. Buggies, scooters and toddler bikes welcome.

For more information please contact Lianne on 435715, e-mail [Lianne.clarke@sedgemoor.gov.uk](mailto:Lianne.clarke@sedgemoor.gov.uk) or visit the 'Parents of Hamp Estate' Facebook page.




COME AND BE PART OF THE ROCK HUNTING CRAZE!

# HAMP ROCKS

PAINT, HIDE, FIND AND GET ACTIVE!

**PAINTING SESSIONS WEDNESDAYS 3-5PM**  
 JANUARY 30TH  
 FEBRUARY 27TH  
 MARCH 27TH  
 APRIL 24TH  
 MAY 22ND  
 JUNE 20TH  
 JULY 20TH

**FREE DRINKS**

**PRIZES TO WIN**

At The Together Team Hub, Grenville House, Rhoda Lane.

Children must be accompanied by a grown up. Contact Lianne Dyke 01823 820790 for more info or join our FB group Hamp Rocks.



Taunton and Somerset NHS Foundation Trust



Download the free **HANDI** Paediatric app and get expert advice, support and guidance for common childhood illnesses.




NHS

## Protect Your Child

Deadly diseases are in circulation.

Vaccination helps your child build protection and stops infection spreading.

Speak to your GP and check your child's vaccinations are up to date.



#KidsJobs

NHS

# SEPSIS


IS A RARE BUT SERIOUS COMPLICATION OF AN INFECTION

**If your child has any of these symptoms you should take immediate action:**

- Looks mottled, bluish or pale
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch
- Is breathing very fast
- Has a rash that does not fade when you press it
- Has a fit or convulsion

Acting quickly could save your child's life. If your child has any of these symptoms, don't be afraid to go to **A&E immediately** or call **999**.

For more information visit [nhs.uk/sepsis](https://nhs.uk/sepsis) or [sepsistrust.org](https://sepsistrust.org)



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## TRMC News!

We have welcomed new clinicians to the Practice recently:

- Chika Anyaegnunam - Practice Nurse
- Dr Tom Wright - GP Registrar
- Dr Sonia Lietzenmaier – GP Registrar

It is with great sadness that after working at Taunton Road Medical Centre for 28 years Dr Timothy Taylor will be retiring in June of this year.

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.

## 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)