

TRMC NEWSLETTER

The winter flu vaccination

Flu occurs every year, usually in the winter, which is why it's sometimes called seasonal flu. It's a highly infectious disease with symptoms that come on very quickly. Colds are much less serious and usually start gradually with a stuffy or runny nose and a sore throat. A bad bout of flu can be much worse than a heavy cold, especially if you have a long term condition.

The most common symptoms of flu are fever, chills, headache, aches and pains in the joints, muscles and extreme tiredness. Healthy individuals usually recover within two to seven days, but for some the disease can lead to hospitalisation, permanent disability or even death.

Flu is unpredictable. The vaccine provides the best protection available against a virus that can cause severe illness. The most likely viruses that will cause flu are identified in advance of the flu season and vaccines are then made to match them as closely as possible.



NHS

If you are ill or hurt and need help fast, but it is not a 999 emergency, use NHS 111

Go to 111.nhs.uk or call 111



111.nhs.uk



EasyRead version



Summary of those who are recommended to have the flu vaccine

- everyone aged 65 and over
- everyone under 65 years of age who has a medical condition listed on page 4, including children and babies over six months of age
- all pregnant women, at any stage of pregnancy
- all two- and three- year-old children (provided they were aged two or three years old on 31 August of the current flu season)
- all children in primary school
- everyone living in a residential or nursing home
- everyone who cares for an older or disabled person
- household contacts of anyone who is immunocompromised
- all frontline health and social care workers

For advice and information about the flu vaccination, speak to your GP, practice nurse or pharmacist.

It is best to have the flu vaccination in the autumn before any outbreaks of flu. Remember that you need it every year, so don't assume you are protected because you had one last year.



www.nhs.uk/flujab

Ask at Reception for more information!



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3079111D 1p 400k JUNE 2019 (APS)

FIND MOVEMENT THAT WORKS FOR YOU

WE ARE UNDEFEATABLE

Being more active can help make you healthier and happier.

We understand that how you feel can change from day to day. So we have come up with some ideas to help you move in ways that work for you.

Read on and find out how even small increases in physical activity can make a difference.



Move more

However you choose to move, it's all good for your health and wellbeing.

Try building activity into your day, like taking the stairs and walking more. Or try out different activities, like swimming, cycling, Pilates or using an app such as the free Active 10 app. A brisk 10 minute walk is a great way to improve your health. Download the free Active 10 app to track how much brisk walking you're doing and how you can do more.

Do activities you enjoy

Doing something that you enjoy means you're far more likely to keep doing it, so try a few activities until you find the right thing for you.

Moving more with friends, family members and others can also help make it more fun!



Make the most of good days

Each day, listen to your body and do what feels comfortable for you.

On your good days, do a little more where you feel you can.

On 'down' days, you may need to do less. Small amounts of activity all add up.

Make a plan

Lots of people find it helpful to make a plan covering things like:

- How, when, and where you'll get active to fit in with your everyday life
- How you'll deal with bumps in the road or if things don't go to plan

Find inspiration to help with your planning at WeAreUndeatable.co.uk

Start slowly and build up

When moving more, you may feel warmer or even slightly breathless. You might also find that your muscles and joints get a little sore a day or two afterwards.

This is normal, but you can help avoid this by starting slowly and gradually increasing the length and intensity of your activity. For more structured activities, including a warm up and cool down can also help.



What do I need?

You don't need any special kit or equipment to get moving but we recommend you wear something comfortable.

For some activities, wearing supportive footwear can help you feel more comfortable and safe.



Need some advice?

Interested in getting active? Mention it to your healthcare professional during your appointment.

You should stop and seek medical advice if:

- you start to feel unwell or dizzy
- the symptoms of your condition change or worsen
- you are experiencing palpitations when you are active



Want more information?

Being more active can be a challenge. But through the ups and the downs, we're ready to help.

For inspiration and tips on how to make moving more work for you, visit WeAreUndeatable.co.uk



WALJ-03

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.

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.

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.

Get the best from your healthcare professional at your next appointment:

Before your consultation it is often helpful to think about what you want to tell the Doctor, Nurse or Health Care Assistant (HCA).

When Is It The Best To Telephone The Surgery?

The telephone lines are usually very busy each morning until approximately 10am. We suggest you telephone the surgery between 10am - 12.30 or 1.30 - 6pm, and try to avoid the busy part of the morning whenever possible.

What Happens During an allocated 10 minute slot?

- The GP pulls up the patients record, and reads an overview of the record,
- He/she calls the patient into the consulting room and greets the patient,
- The GP consults the patient - with examination/tests/issue prescription, as required,
- When the patient leaves the consulting room he/she writes up the notes in the patient's record,
- Dictate a referral letter if required

Pharmacists are often able to help with queries about your medications.

A helpful website for patients is www.nhs.uk, for healthy living advice (Live Well) or use the Health A-Z.



From 1st May 2019

Some test results will also be available online.

24 HOUR ONLINE PATIENT SERVICES

Would you like to:

- order your repeat prescriptions?
- book your GP face to face appointment or telephone consultation?
- cancel unwanted appointments?
- check your booked appointments?
- have access to your medication list, immunisations and allergies?

Please sign up to our online services by bringing photo identification and proof of address to Reception and ask for more information.

Please remember to keep your login details safe and secure.

Sorry, this service is only available to patients aged 16 and over.

Somerset Community Connect

Talking Cafe

Multi agency information cafe providing free advice and support.

Bridgwater Talking Café – September & October 2019
 10am – 1pm Every Thursday, Bridgwater Arts Centre

September
 12th Grace Advocacy & Galsset
 19th Grace Advocacy, Galsset & Positive People
 26th Grace Advocacy, Galsset, Adult Social Care & St Margaret's Carer Support

October
 3rd Grace Advocacy
 10th Grace Advocacy
 17th Grace Advocacy
 24th Community Connect – Learning Difficulties 12 – 2pm
 31st Grace Advocacy, Adult Social Care & St Margaret's Carer Support.

Open to over 18's Friendly & informal drop-ins
 From health to finance – support is here for you.

Call 01823 331222 or email info@somersetcc.org.uk
www.somersetcc.org.uk/talkingcafe

The Community Council for Somerset is a Company limited by Guarantee, Registered in England & Wales No. 352276, and is a Registered Charity No. 109920

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.

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

	Sept	Oct
GP APPOINTMENTS:	173	230
NURSE APPOINTMENTS:	338	345

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

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

Fax:
01278 423691

Prescription Line:
01278 720005

Cancellation Line:
01278 720015
or via 01278 720000
or via online access

Website:
www.trmc.co.uk