



# TRMC NEWSLETTER

## Staff Changes

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. Dr Taylor is hoping to explore some more of the world and spend more time with his family.

We also say goodbye to Dr Caroline Baker who will be leaving us in February, Dr Baker joined Taunton Road Medical Centre as a GP Registrar and stayed on as a salaried GP. Dr Baker has been and will continue to work at St Margaret's Hospice and is looking forward to moving forward with her career.

We welcome a new GP Partner to the Practice Dr Shabbir Akhtar who will be joining us from the middle of January.

We welcome a new Practice Nurse to the Nursing Team, Practice Nurse Chika will be joining us in January.

You may have already noticed that we have three new Receptionists that have joined us, Jo, Hannah and Ben. Thank you for being patient as they learn their new roles.

Public Health England

**EAT WELL**

**MOVE MORE**

**DRINK LESS**

**BE SMOKE FREE**

BECAUSE THERE'S ONLY **ONE YOU**

A healthier you at your fingertips. Search **One You** apps.

**TAKE THE HOW ARE YOU HEALTH QUIZ TODAY**

BECAUSE THERE'S ONLY **ONE YOU**

**FLU VACCINATIONS LAST CHANCE**

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.

## Taunton Road Medical Centre – a Training Practice

Taunton Road Medical Centre are proud to be a training Practice for GP Registrars, Foundation Doctors, student Doctors and student Nurses.

### How it affects you:

- More appointments available to book.
- You may have another medical professional sat in with your clinician. If you do not want this to happen, please ensure that you let the Receptionist or clinician know and we will ensure that this does not happen.
- Occasionally, you may be asked if you are happy to have your consultation videoed for training purposes only. This is completely your choice and you can refuse, however, it is very helpful if you consent.

IF YOU HAVE ANY QUESTIONS AT ALL, PLEASE SPEAK TO A RECEPTIONIST



## 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.

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:

	<b>DECEMBER</b>
<b>GP APPOINTMENTS:</b>	<b>183</b>
<b>NURSE APPOINTMENTS:</b>	<b>319</b>

**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

**CAR PARKING**

Please be aware that the car park is for use by patients while they are in the surgery or visiting the pharmacy only. The car park is now monitored by CCTV.

Please be considerate to other patients arriving for their appointments and vacate the car park as soon as possible. Thank you.

**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)

**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.*

The poster features a logo at the top with a stylized figure and the text 'somerset village & community agents'. Below this is a blue banner with 'Somerset Community Connect'. The main title 'Talking Cafe' is in large, yellow, cursive font. Underneath, it says 'Multi agency information cafe providing free advice and support.' There are three bullet points: '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.', and 'Pop in for a cuppa and a chat - open to any Adult 18+'. The event details are '10am - 1pm Every Thursday' and the location is 'Bridgwater Arts Centre'. At the bottom, it says 'Free Advice' and provides contact information: 'Call 01823 331222 or email info@somersetcc.org.uk www.somersetcc.org.uk/talkingcafe'. Logos for CCS, Lottery Funded, NBS Somerset Clinical Commissioning Group, and Hastoe are at the bottom.

## TRMC News!

The staff at TRMC held a Christmas tombola and hamper raffle to raise money for St Margaret's Hospice, £138.67 was raised.

The GP Partners and staff wish all of our patients a healthy and happy New Year!

## 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)