



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

Can another service help you?

Pharmacy

- Common illnesses
- Upset stomach
- Coughs and colds

Minor Injury Unit (MIU)

- Sprains, strains, broken bones, recent accident or injury
- Minor burns, scalds, wound infections
- Insect and animal bites

Acute Community Eye Care Service (ACES)

Recently occurring medical eye conditions such as:

- Sudden or recent reduction in vision, double vision, flashes or floaters, red eye(s) or eye lids
- Pain and/or discomfort in the eyes, around the eye area or temples
- Mild trauma or suspected foreign body
- Significant recent discharge from or watering of the eye

NHS

Your pharmacy team can help you with minor health concerns

We're healthcare experts who can give you clinical advice, right there and then. And if symptoms suggest it's more serious, we'll ensure you get the help you need.

We're here to help you and your family stay well.

STAYWELL

nhs.uk/staywellpharmacy

Prameet Shah, Community Pharmacist

Urgent Matters

If you have a health concern that requires urgent on the day attention, please contact the surgery as early in the day as possible.


Please note: If you contact later in the day or cannot take a call until later in the day, we cannot guarantee that your call will be dealt with. Also, if the Doctor needs to see you, treatment could be delayed.

We do not offer urgent on the day appointments, we offer a telephone assessment with the Duty Doctor and if the Doctor feels that you need to be seen, they will arrange an appointment for you.


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.



Margaret Underwood,
cancer survivor



**1 in 3 women
who get breast
cancer are over 70,
so don't assume
you're past it.**

**BE CLEAR
ON CANCER**

...about breast cancer

Breast cancer is the most common cancer in England with around 44,300 women diagnosed each year. The older you are, the more likely you are to get it – one in three women who get breast cancer are aged 70 and over. If breast cancer is detected early, it is more treatable. Finding it early could save your life.

...about how important it is to see your doctor

If you notice any changes in your breasts, it is important that you contact your doctor straight away. You're not wasting anyone's time and it's much better to be sure, if only to put your mind at rest.

Finding breast cancer early makes it more treatable. A trip to your doctors surgery could save your life. And if a friend or relative says they have any of these symptoms, insist they see their doctor.

...about how to reduce your chances of getting breast cancer

Maintain a healthy weight

Keeping a healthy body weight is a great way to help reduce your risk of cancer.

Cut down on alcohol

Drinking too much alcohol can lead to a number of health problems, including breast cancer. By drinking less, you'll reduce your health risks.

Look after yourself

Keep fit and stay active. Swimming, exercise classes, dancing or even brisk walking – no matter what type of exercise, the more you can do, the better.

**Unclear on anything?
Visit [nhs.uk/breastcancer70](https://www.nhs.uk/breastcancer70)**

If you want to talk in confidence about cancer, call Cancer Research UK's Information nurses on freephone 0800 800 4040

**BE CLEAR
ON CANCER**

This leaflet is also available in alternative formats from the website above or from Public Health England - please email enquiries@phe.gov.uk

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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.

DIABETES PREVENTION WEEK

16-22 APRIL 2018

Changes to your diabetes management from 1st April 2018

In order to improve the service we provide for our patients with diabetes, we have decided to implement some changes to the way we help you manage your diabetes.

We recognise that many of you lead busy lives and as such we are trialing a different approach to your diabetes follow up.

Please continue to book your annual birthday bloods with one of our Health Care Assistants (HCA's), Fran, Teresa or Sue.

Your results will be reviewed by one of our Diabetic Specialist Nurses, Sandra, Helen or Mary who will telephone you within 10 days of your blood test to discuss your results and next steps.

If you or the Diabetic Specialist Nurse feel that you need to be reviewed, a follow up appointment can be arranged to suit your availability.

DON'T FORGET TO BOOK YOUR BIRTHDAY REVIEW WITH ONE OF OUR HEALTH CARE ASSISTANT'S AS YOUR YEARLY CHECK IS VERY IMPORTANT!

For information and support on diabetes, go to www.diabetes.org.uk or call the **Diabetes UK Careline** on 0345 123 2399*, Mon-Fri, 9am-7pm.



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.

TRMC News!

The lighting in the nurse's waiting room, upstairs clinic waiting room and reception foyer has been improved and the security lighting in the car park has been significantly upgraded.

The flooring in the foyer has been replaced and the carpet in the GP waiting room, consulting rooms and corridors is being replaced with hard flooring, this work is almost complete.

We apologise for the disruption and thank you for your patience.

Some members of the Practice team are taking part in the Bridgwater Bolt 10k – we wish them all the best of luck!

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 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.

