



TRMC NEWSLETTER

Thank You

All the staff at TRMC would like to thank our patients for their support to the Practice.

I am sure many of you are aware of the demands being placed on the NHS including General Practice.

We would like to remind patients that if you are expecting a telephone call from the Duty Doctor that you stay by your phone and are in a situation where you can talk to the Duty Doctor. The Duty Doctor can lose time when patients are not available or do not answer the telephone call, this increases the GP workload.

The GP will aim to try to call twice, however when demand is extremely high the GP may only call once.

Tips for Coping in Hot Weather

- Keep windows that are exposed to the sun closed during the day and open windows at night when the temperature has dropped
- Avoid the heat: stay out of the sun between 11am and 3pm
- Wear light, loose-fitting cotton clothes
- Keep rooms cool by using shades or reflective material outside the windows. If this is not possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter)
- If possible, move into a cooler room, especially for sleeping
- Have cool baths or showers and splash yourself with cool water
- Drink plenty of fluids and avoid excess alcohol. Water, lower-fat milks and tea and coffee are good options
- If you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat and light scarf
- Check up on friends, relatives and neighbours who may be less able to look after themselves



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

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!

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

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.

Flu vaccines help protect against the main types of flu virus circulating

Ask at Reception for more information!

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.



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.



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.

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.

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 more control of your health and care Get the NHS App

- Book and manage appointments at your GP practice
- Securely view your GP medical record
- Order your repeat prescriptions
- Check your symptoms, get instant advice, and more

www.nhs.uk/nhsapp



MEASLES

Don't let your child catch it
- get them vaccinated with the MMR vaccine



- Measles is in the news again. There have been serious outbreaks in Wales and England and the number of children catching measles is rising.
- Measles can be a very serious disease, leading to ear and chest infections, fits, diarrhoea, and damage to the brain. Measles can kill.
- Your child is at risk of measles if he or she hasn't had the MMR vaccination.
- Two doses of MMR vaccine are needed to get the best protection.
- If your child is due to have had two doses of MMR but has not yet received them, no matter what age they are, you should contact your GP to get them vaccinated as soon as possible.*
- If you can't remember if your child has had any, one or two doses of MMR vaccine, check his or her personal child health record (the Red Book). If this doesn't help, speak to your GP.
- If you don't know how many doses your child has had, it's better to have two doses of MMR vaccine now rather than risk leaving them unprotected.

*In response to a local outbreak then the two doses can be given one month apart from the age of 18 months.

Answers to some common questions about measles and the MMR vaccine

Why are we seeing these outbreaks of measles?

Measles is a highly infectious disease, spreading quickly from person to person, especially in schools. A child with measles will infect almost all unprotected children they have contact with. Since the end of 2017 there has been an increase in measles globally which has affected the UK. This has resulted in some spread into wider communities, in particular in undervaccinated groups.

When are the MMR vaccinations usually given?

The best times are between 12 and 13 months of age and again at three years and four months, with one dose on each occasion. But, if your child wasn't vaccinated then, they can be vaccinated at any age with two doses one month apart.

Will there be any side effects to the vaccination?

Your child may get the symptoms of measles, mumps and rubella for up to six weeks after the vaccination but in a very much milder form. This proves that the vaccine is working and your child is building up resistance to future contact with the viruses that cause the three diseases. Not all children show these symptoms but that doesn't mean the vaccine isn't working.

Should parents in outbreak areas get vaccinated against measles?

As with many diseases, once you have had measles, you don't catch it again because you have built up a natural resistance to it. So, if you've had measles two doses of MMR vaccine you do not need to get vaccinated now.

For more information about measles and MMR go to www.nhs.uk/conditions/measles/



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

THE APPOINTMENTS THAT WERE WASTED IN:

	May	June
GP APPOINTMENTS:	187	182
NURSE APPOINTMENTS:	385	341

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