

TEXT MESSAGING SERVICE

The Doctors at TRMC have started to use text messaging to deliver information to patients. Once both practice and patient confidence grows in this form of communication, we will look at developing this service further.

If you would like to sign up to receive text messages from the practice, please give verbal consent to a Receptionist or complete the Consent for Text Messaging form available from www.TRMC.co.uk and email it to supervisor.trmc@nhs.net.

We need to stress the importance of ensuring that the practice is kept up to date with any change to mobile numbers, as this will reduce the risk of someone else receiving a message which was meant for you.

- ✓ Appointment information sent
- ✓ Appointment reminders sent
- ✓ Direct link from GP to patient
- ✓ GP can request photographs to be sent
- ✓ Letters, leaflets and questionnaires sent
- ✓ Clinical questionnaires sent

The logo for accuRx, featuring the text 'accuRx.' in white lowercase letters on a teal rectangular background.

If you need this information in another format, or if you need help communicating with us, please let us know. Examples include letters in another language, large print, easy read format or using a British Sign Language interpreter. Also, if your needs change please let us know so that we can update your records.

The GP Partners and staff at TRMC would like to thank all of our patients for supporting us through this very different and challenging time.



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Taunton Road Medical Centre

IMPORTANT PATIENT INFORMATION

During these uncertain times, TRMC have had to change the way we work as we have had to postpone routine appointments. We don't yet know how long our service will be operating like this, so we have introduced a number of new ways of providing our patients the best continuity of care available. We recognise for some this may seem a little daunting, however, for many this is the way forward as there are many benefits for both the patient and the Practice.

- ✓ Same day GP contact
- ✓ No more waiting weeks to speak to your GP
- ✓ Less time attending the surgery/out of work
- ✓ Risk of infection is reduced
- ✓ Your GP can have more information before your consultation which will improve the quality and outcome of your appointment

Most importantly.....

Please remember, don't put off contacting us if you have any health concerns. We are still here for you.



ECONSULT—ONLINE CONSULTATION TOOL

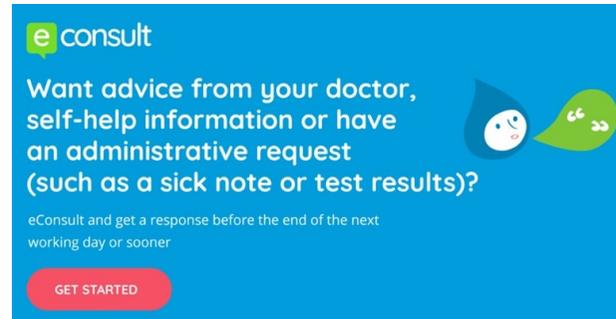
As many of you will know, we are now using an online consulting tool to enable patients to consult with our clinicians. There are many benefits for you as a patient as well as the clinicians in using this and it can be used for many things like medical certificate requests, GP letters, general advice or updating your GP or nurse about an issue. There is 24/7 access, so there is no waiting until the surgery opens or trying to get through on the phone.

By completing the questions asked on the form, the clinician will have prior knowledge of your problem/condition, it also enables us to direct you to the correct person. You will be contacted within 2 working days, with advice, a prescription, an appointment or a video consultation. If you do not have internet access and would like to use eConsult, our Reception team could complete the form on your behalf.

If, from the information you provided, the clinician decides you should be seen, they will offer you an appointment to attend the surgery for a face to face consultation or a video consultation which means you do not have to come to the surgery.

Video consultations mean you don't even have to leave your home. All you need is access to a computer or smart phone and ensure you have a good internet connection. We ask that you do not sit in front of a window or in direct sunlight (as this can obscure our view of you) and please keep background noise to a minimum.

eConsult can be accessed via the banner on our website www.TRMC.co.uk



PATIENT ACCESS

This is an easy way of requesting repeat prescriptions, booking appointments, checking to see when your next appointment is, access to self-referral services, information and much more. You can request a prescription via eConsult or the NHS App, but Patient Access does not require you to complete a form every time you request a repeat prescription.

If you are not already set up on Patient Access you will need to complete a Patient Access Request form available from www.TRMC.co.uk and email it to supervisor.trmc@nhs.net. We will set you up as a user, then you will need to download the Patient Access App from the Google or Apple store.



NHS APP

Items available on the NHS App:

- Information about the Coronavirus
- Manage your repeat prescriptions
- View and manage your appointments
- Check your symptoms
- View your medical record
- Manage your organ donation decision
- Find out how the NHS uses your data

Keeping your data secure

After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery. If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

Get help with the app

If you have any issues using or downloading the app, check the NHS App help and support page.

