

# TAUNTON ROAD MEDICAL CENTRE

12/16 Taunton Road,  
Bridgwater,  
Somerset TA6 3LS  
Telephone: 01278 720000



## *Patient Handbook*

*June 2020 (11<sup>th</sup> Edition)*

## **WELCOME TO TAUNTON ROAD MEDICAL CENTRE**

Our aim is to provide first class, comprehensive healthcare covering both treatment and prevention of illness.

The Practice has been on this site since 1962. The buildings have been extended on several occasions and we have now developed an extensive and modern Medical Centre. Neighbouring properties have been purchased to allow additional space to accommodate other complimentary therapists and a pharmacy.

We are proud to be able to offer a variety of clinical expertise and we provide a wide range of patient services. We employ Nurse Specialists and have an extensive nursing team providing joint medical care together with the Doctors. In addition, Community Nurses, Midwives, Health Visitors, Audiologists, Counsellors and Therapists, are all linked to the Practice and work with us as part of our multi-disciplinary team. We have dedicated management and administration teams all working to provide the best service we can for our patients.

### **Confidentiality and Medical Records**

Your medical record is held with TRMC. If you move to another area your medical records are sent to your new Practice via a secured service through NHS England either electronically or by courier

We ask you for personal information so that you can receive appropriate care and treatment. This information is stored on a central computer system, which is governed by the Data Protection Act/GDPR. Some anonymous patient information is shared for the purpose of collecting important health and social information but the Practice will ensure that patient confidentiality is maintained at all times. If you do not wish your data to be shared please write to the surgery.

#### **\*\*IMPORTANT CHANGES TO HOW WE HANDLE YOUR PERSONAL DATA\*\***

Your GP will soon be required to supply your personal and confidential medical Information to the Health and Social Care Information Centre and NHS England.

However, individual patients can instruct their Practice to stop the transfer of their data. For more information on how to opt out of sending your confidential information, please ask the receptionist for a leaflet.

#### **Privacy Notice – Direct Care, (routine care and referrals)**

##### **The records we keep to enable us to look after you**

This practice keeps data on you relating to who you are, where you live, what you do, your family, possibly your friends, your employers, your habits, your problems and diagnoses, the reasons you seek help, your appointments, where you are seen and when you are seen, who by, referrals to specialists and other healthcare providers, tests carried out here and in other places, investigations and scans, treatments and outcomes of treatments, your treatment history, the observations and opinions of other healthcare workers, within and without the NHS as well as comments and aide memoires reasonably made by healthcare professionals in this practice who are appropriately involved in your health care.

When registering for NHS care, all patients who receive NHS care are registered on a national database, the database is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS Information.

GPs have always delegated tasks and responsibilities to others that work with them in their surgeries, on average an NHS GP has between 1,500 to 2,500 patients for whom he or she is accountable. It is not possible for the GP to provide hands on personal care for each and every one of those patients in those circumstances, for this reason GPs share your care with others, predominantly within the surgery but occasionally with outside organisations.

If your health needs require care from others elsewhere outside this practice we will exchange with them whatever information about you that is necessary for them to provide that care. When you make contact with healthcare providers outside the practice but within the NHS it is usual for them to send us information relating to that encounter. We will retain part or all of those reports. Normally we will receive equivalent reports of contacts you have with non NHS services but this is not always the case.

Your consent to this sharing of data, within the practice and with those others outside the practice is assumed and is allowed by the Law.

People who have access to your information will only normally have access to that which they need to fulfil their roles, for instance admin staff will normally only see your name, address, contact details, appointment history and registration details in order to book appointments, the practice nurses will normally have access to your immunisation, treatment, significant active and important past histories, your allergies and relevant recent contacts whilst the GP you see or speak to will normally have access to everything in your record.

You have the right to object to our sharing your data in these circumstances but we have an overriding responsibility to do what is in your best interests. Please see below.

We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

1) <b>Data Controller</b> contact details	Taunton Road Medical Centre, 12 Taunton Road, Bridgwater, Somerset TA6 3LS
2) <b>Data Protection Officer</b> contact details	Somerset Clinical Commissioning Group (Somerset CCG)
3) <b>Purpose</b> of the processing	Direct Care is care delivered to the individual alone, most of which is provided in the surgery. After a patient agrees to a referral for direct care elsewhere, such as a referral to a specialist in a hospital, necessary and relevant information about the patient, their circumstances and their problem will need to be shared with the other healthcare workers, such as specialist, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care.
4) <b>Lawful basis</b> for	The processing of personal data in the delivery of direct care and for providers' administrative purposes in this surgery and in support of

processing	<p>direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR:</p> <p><i>Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’.</i></p> <p><i>Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...’</i></p> <p>Organisations and their employees will also respect and comply with their obligations under the common law duty of confidence</p>
5) <b>Recipient or categories of recipients</b> of the processed data	The data will be shared with Health and care professionals and support staff in this surgery and at hospitals, diagnostic and treatment centres who contribute to your personal care. [if possible list actual named sites such as local hospital)(s) name]
6) <b>Rights to object</b>	You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the practice. You should be aware that this is a right to raise an objection, that is not the same as having an absolute right to have your wishes granted in every circumstance
7) <b>Right to access and correct</b>	You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) <b>Retention period</b>	The data will be retained in line with the law and national guidance. <a href="https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016">https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016</a> or speak to the practice.
9) <b>Right to Complain.</b>	<p>You have the right to complain to the Information Commissioner’s Office, you can use this link <a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a></p> <p>or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website: <a href="https://ico.org.uk/">https://ico.org.uk/</a>)</p>

# COVID-19 and Your Information

## Supplementary privacy note on Covid-19 for Patients

*(04.05.2020)*

This notice describes how we may use your information to protect you and others during the Covid-19 outbreak. It supplements our main Privacy Notice which is available within the practice and on the practice website.

The health and social care system is facing significant pressures due to the Covid-19 outbreak. Health and care information is essential to deliver care to individuals, to support health and social care services and to protect public health. Information will also be vital in researching, monitoring, tracking and managing the outbreak. In the current emergency it has become even more important to share health and care information across relevant organisations.

Existing law which allows confidential patient information to be used and shared appropriately and lawfully in a public health emergency is being used during this outbreak. Using this law the Secretary of State has required NHS Digital; NHS England and Improvement; Arm's Length Bodies (such as Public Health England); local authorities; health organisations and GPs to share confidential patient information to respond to the Covid-19 outbreak. Any information used or shared during the Covid-19 outbreak will be limited to the period of the outbreak unless there is another legal basis to use the data. Further information and FAQ's on this law are available on [www.gov.uk](http://www.gov.uk)

During this period of emergency, opt-outs will not generally apply to the data used to support the Covid-19 outbreak, due to the public interest in sharing information. This includes National Data Opt-outs <https://digital.nhs.uk/services/national-data-opt-out> . However in relation to the Summary Care Record, existing choices will be respected. Where data is used and shared under these laws your right to have personal data erased will also not apply. It may also take us longer to respond to Subject Access requests, Freedom of Information requests and new opt-out requests whilst we focus our efforts on responding to the outbreak.

In order to look after your health and care needs we may share your confidential patient information including health and care records with clinical and non-clinical staff in other health and care providers, for example neighbouring GP practices, hospitals and NHS 111. We may also use the details we have to send public health messages to you, either by phone, text or email.

During this period of emergency we may offer you a consultation via telephone or videoconferencing. By accepting the invitation and entering the consultation you are consenting to this. Your personal/confidential patient information will be safeguarded in the same way it would with any other consultation.

We will also be required to share personal/confidential patient information with health and care organisations and other bodies engaged in disease surveillance for the purposes of protecting public health, providing healthcare services to the public and monitoring and managing the outbreak. Further information about how health and care data is being used and shared by other NHS and social care organisations in a variety of ways to support the Covid-19 response is [here](#).

NHS England and Improvement and NHSX (NHS User Experience) have developed a single, secure store to gather data from across the health and care system to inform the Covid-19 response. This includes data already collected by NHS England, NHS Improvement, Public Health England and NHS Digital. New data will include 999 call data, data about hospital occupancy and A&E capacity data as well as data provided by patients themselves. All the data held in the platform is subject to strict controls that meet the requirements of data protection legislation.

In such circumstances where you tell us you're experiencing Covid-19 symptoms we may need to collect specific health data about you. Where we need to do so, we will not collect more information than we require and we will ensure that any information collected is treated with the appropriate safeguards.

For further information please go to:

<https://digital.nhs.uk/services/summary-care-records-scr/scr-coronavirus-covid-19-supplementary-privacy-notice>

We may amend this privacy notice at any time so please review it frequently. The date at the top of this page will be amended each time this notice is updated.

## Care Quality Commission (CQC)

The Practice is registered with the CQC. This involves demonstrating compliance in a number of outcomes involving patient care and the management of the Surgery. From the 1st April 2013 we can also expect inspections during which they will be particularly keen to speak to patients, their families and carers. The practice had a routine inspection in January 2020. The surgery was rated as 'Good Overall'.

## Taunton Road Medical Centre Contact Numbers

Appointments and Enquiries	01278 720000
Appointment Cancellation line	01278 720015
Prescription line (limited hours 10am-12.30pm and 1.30pm-4pm)	01278 720005
Medical Secretaries	01278 720011
Community Nurses	03003 230021
Health Visitors	03003 230116
Midwives	01278 436773
NHS 111	111
TRMC website	<a href="http://www.trmc.co.uk">www.trmc.co.uk</a>

You can use our automated telephone appointment booking and cancellation system, anytime of day or night, by dial 01278 720000: select option 1 and follow the instructions. You can also check your existing appointment details by using this system.

## Normal Surgery Opening Hours

### **Surgery Opening Hours - Monday - Friday**

Main Doors are open from 8am to 6.00 pm

Telephone calls are answered from 8.30 am to 12.30 pm & 1.30 pm to 6.00 pm

The Duty Team is available all day from 8.00 am to 6.30 pm

Improved Access appointments are available Monday to Friday 6.30 pm to 8 pm and Saturday mornings. These are provided on a rota basis across all practices within the Bridgwater Bay Primary Care Network. Please ask at Reception if you require an appointment. When the main doors are closed access will be via the side door.

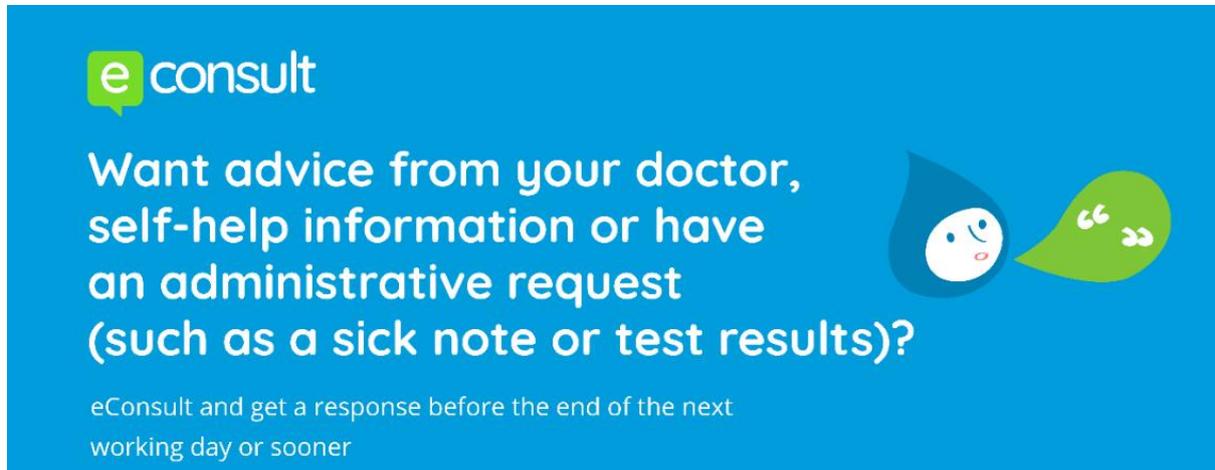
**When the Surgery is Closed = after 6.30pm and before 8.00 am Monday to Friday and at Weekends please telephone:**

Dial; 111

**In Case of a Medical Emergency: Dial 999**

# What's New?

## eConsult

A blue banner with the eConsult logo on the left. The logo consists of a green speech bubble containing a white 'e' followed by the word 'consult' in white. To the right of the logo is a white cartoon character with a smiling face, a blue teardrop-shaped head, and a green speech bubble containing white quotation marks. The main text in the banner is white and asks if the user wants advice from their doctor, self-help information, or an administrative request. Below this is a smaller line of white text.

**e consult**

Want advice from your doctor,  
self-help information or have  
an administrative request  
(such as a sick note or test results)?

eConsult and get a response before the end of the next  
working day or sooner

To get started, please visit our website: [trmc.co.uk](http://trmc.co.uk). On the home page, simply click on the **Get Started** button.

## Text Messaging Service



The practice has now implemented SMS (text) messaging. It is therefore vitally important that we have an up to date mobile phone number. If you would like to sign up to receive text messages from the practice, please go to our website [trmc.co.uk](http://trmc.co.uk), select the News tab complete and return the **SMS Consent Form**. By completing this form, you are agreeing to notify us of any change to your mobile numbers to avoid any possible breaches in patient confidentiality

## NHSApp

Download from your App Store

## The Team

**The Doctors - The Practice has five male and four female Partners who own the Practice.**

**Dr Elleke Morton**

*Special interests:*

MB BS  
Registered 1990, London  
*Family planning,*

**Dr Harry Smallwood**

*Special interests:*

MB ChB MRCGP  
Registered 2005 Bristol  
*GP Trainer.*

**Dr Richard Potts**

*Special interests:*

BSc MSc BMBS MRCGP  
Registered 2007 Nottingham  
*Minor surgery, GP Trainer*

**Dr Kathleen Speller**

:

MBBS MRCGP  
Registered 2004 London

**Dr Rebecca Cutlan**

*Special interests:*

MBChB MRCGP DRCOG  
Registered 2008 Birmingham  
*GP Trainer*

**Dr Claire Skeates**

MBBS BSc MRCGP DFFP  
Registered 2002 London

**Dr Mark Howell**

*Specialist interest:*

MBChB BSc MRCGP DCH  
Registered 1996 Birmingham  
*GP Trainer*

**Dr Shabbir Akhtar**

MBBS DCH MRCPCH MRCGP  
Registered 1988 Calcutta

**Dr Alka Patel**

*Specialist interest*

MRCGP BM Hons) FDSRCS BDS  
Registered 2002 Southampton

## REGISTERED GP

If you are unsure who your Registered GP is, please ask a Receptionist. Here at TRMC patients are able to see the GP of their choice, subject to availability, not just their Registered GP.

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Morton	✓	✓	✓*	✓*	✓			✓		
Dr Smallwood	✓	✓			✓	✓	✓	✓	✓	✓
Dr Potts	✓	✓	✓	✓	✓				✓	✓
Dr Speller	✓	✓	✓	✓			✓	✓		
Dr Cutlan	✓	✓	✓	✓					✓	✓
Dr Skeates	✓	✓			✓	✓			✓	✓
Dr M Howell	✓	✓	✓	✓	✓	✓	✓	✓		
Dr S Akhtar	✓	✓	✓	✓			✓	✓	✓	✓
Dr A Patel	✓	✓	✓	✓	✓	✓				
Dr L Bell	✓	✓					✓	✓		
Dr C Morris	✓	✓					✓	✓	✓	✓
Dr J Clark	✓	✓								

*At times there may be changes to the above*

- *Dr Morton works alternative Tuesday mornings and afternoons*

## Salaried GPs:

**Dr Lucinda Bell**  
MBBS BMEDSa

**Dr Claire Morris**  
MBChB MRCP

## Retainer GP

**Dr Jo Clark**  
BMBS BMedSci MRCP MRCOG  
DFSRH LoC IUT LoC SDI

## GP Registrars

Taunton Road Medical Centre is approved for post-graduate training of doctors in General Practice (called Registrars). GP Registrars are attached to the Practice for periods of either six months or one year. They are fully qualified, experienced doctors who are able to deal with your clinical problems and have the benefit of recent hospital experience. They are with us to gain additional knowledge of family medicine before becoming registered General Practitioners.

As we are a training Practice you may be asked to allow your consultation with a doctor to be video-recorded. This is done solely for training purposes; the tapes remain confidential and will be destroyed after use. You have the right to refuse either before, during or after your consultation.

## Nurse Specialists

Nurse Specialists (also known as Nurse Practitioners) have completed extensive specialist training in diagnosis, examination, disease management and prescribing to enable them to see and treat many patients. Some Practice Nurses and Nurse Specialists have a role in the management of asthma, chronic obstructive airways disease (COPD), diabetes, coronary heart disease (CHD), family planning and kidney disease.

If you require an appointment for any of the following; sore throats, ear infections, conjunctivitis, asthma, chest infection, urine infections, vaginal infections, rashes or other common ailments or you need a prescription you can be seen by our Nurse Specialists in preference to a doctor.

Thus, when requesting an appointment you will routinely be asked if your problem is something the Nurse Specialists can help with. Please help the receptionists to suggest the most appropriate appointment for you by giving them a little bit of information regarding your problem. This will help us to help you.

## Practice Nurses

We have a team of Practice Nurses some of whom are also specialists in certain areas such as asthma, COPD, anti-coagulation and heart disease. They provide a wide range of services such as blood tests, dressings, blood pressure monitoring, ear syringing, ECGs, immunisations, family planning advice, cervical smears, menopause checks, coil checks, asthma checks, diabetes, heart disease, leg ulcer management and anti-coagulation monitoring.

They also offer advice on a wide range of health related matters including, diet, alcohol intake, flu vaccinations and travel advice. Practice nurses wear navy blue uniforms,

We have two Practice Nurses who have completed their training to become **Nurse Prescribers** and they wear lilac uniforms.

## **Healthcare Assistants (HCA's) and Phlebotomists**

Our trained healthcare assistants and phlebotomists are a valuable addition to the nursing team and carry out blood pressure checks, take blood and carry out many other routine tests. They also assist the GPs with minor operations and are there to help and support patients and relatives. HCA's and Phlebotomists wear pale green striped tunics.

## **Receptionists and their Role**

The reception staff play a key role in ensuring you receive the best service from the Practice. They are there to help you to arrange appointments, deal with all your requests, and arrange telephone consultations or home visits.

When you request an appointment, a telephone consultation or a home visit the receptionists have been directed by the GPs to ask you a few questions relating to your medical condition, in order to make the most appropriate appointment, so please help them to help you by giving them some information. The receptionists are trained to act on the information you give them in a discreet and confidential manner. This is essential to help the GPs, nursing staff and you, this enables the Receptionists to process your request appropriately and to allocate you the most appropriate appointment.

You will always be treated with respect and the information you provide will be treated in the strictest confidence, as all staff are bound by the same codes of conduct as the GPs.

Occasionally things can happen to cause delays which are not the fault of the receptionist, so please treat them with respect and consideration.

## **The Management Team**

The Practice Manager Mrs T Pike has the overall responsibility for the Practice however she is supported by a team of experienced Managers each with their own role and expertise.

## **Administrative Staff**

We have other administrative staff who undertake vital roles within the Practice. They will often be seen in the reception area but don't work in reception. They process patient referrals, maintain records, liaise with various authorities and deal with day-to-day administration.

## **Secretarial Team**

Our medical secretaries are there to help and support the doctors and patients. They can help with enquiries regarding hospital referrals and using the Choose and Book referral system as well as dealing with a range of other queries.

## **Community and District Nursing Team**

The Community and District Nursing Team provide nursing care in the patient's own home. They are not employed by the Practice but work closely with us to provide support for families and carers, pre and post-operative care, health education, incontinence help, leg ulcer assessment and advice. Patients may be referred to the service via the Surgery, hospital or other appropriate agencies.

## **Health Visitors**

Health Visitors are also not employed by the Practice, however they work closely with the GPs, midwives and nursing team and provide confidential and supportive home visiting and support in the Surgery. They also provide shared services to other practices in the area.

They offer counselling and advice on healthcare-related topics including post-natal depression, domestic violence, parenting issues and minor parent and child ailments. They are interested and involved in the health of your family as a whole.

## **Midwives**

Midwives are based at the at Bridgwater Community Hospital. They are available for antenatal and early postnatal care, and provide advice on all aspects of maternity care.

If you know or think you are pregnant, you do not need to make an appointment with a GP unless you are concerned about your pregnancy. You can self-refer to the midwife, please ask for a self-referral form from Reception.

## **Registering with Taunton Road Medical Centre (TRMC)**

You can register at TRMC if you live within the designated inner boundary which is approximately a 6.5 miles from the Surgery. If you move outside the boundary you may still be able to remain registered with us, please contact the Practice Manager if this is the case so we can consider your registration. A map of the surgery and the practice boundary can be found at the back of the leaflet.

You will need to complete an 'application to register form' which is available at reception. You will normally be required to bring with you a photo form of identification e.g. passport or driver's license and a current utility bill for proof of your address. In the case of a child or young adult this will not be required, although you may be asked for specific information if the child is adopted or fostered

If you are accepted, you will be asked to attend the practice to have a New Patient Health Check with a Health Care Assistant.

NB. In rare cases you may not be accepted and the reasons will be explained to you.

When you are registered you will be assigned to a specific doctor who will then be known as your “registered GP”. However the practice does not run personalised lists so you will have the choice to see any of the doctors in the surgery.

### **Information We Require When You Register**

We ask you to complete a series of questions when you register; some may seem unnecessary to you, but we wish to assure you that all the information is required for a reason. It is very important therefore that you complete ALL sections of the registration form. In particular we need to know your personal details, ethnicity and the name of the doctor and surgery where you were previously registered. If we do not have this information we will be required by the Health Authority to request it from you.

### **Additional Information**

It is also helpful to know if you have any specific needs in order for us to provide the care you require.

**Carers** - if you have an illness or disability and have a carer, we would like to know so that we can share information with them to help you. We also need to know if you care for another person with an illness or disability. We can refer you or the person you care for to the Carer Support Worker and there is a range of help and services available to you or someone you care for.

**Military Veterans** - we are required to set up a register of patients who are military veterans so please would you inform the surgery if you have served in the armed forces for at least one day so that you can benefit from priority treatment if applicable.

## **Our Surgeries and Appointments System**

### **General Information**

We aim to meet the needs of all our patients and therefore have a variety of appointment slots in order to accommodate as many patients’ needs as possible.

**e.Consult:** If you would like advice from your GP, self-help information or have an administrative request (such as a sick note or test results), you can use e.Consult – go to [TRMC.co.uk](http://TRMC.co.uk) and click on the eConsult Get Started button – you will get a response to your query the next working day or sooner.

Appointments can be made in person or by telephoning the Surgery during normal opening hours, also by using our automated telephone system (this system enables you to make appointments anytime day or night 14/7) which is also on: **01278 720000**.

**Online Access or NHSApp:** Alternatively, sign up to Appointments Online (or use the NHSApp), please see our website [www.trmc.co.uk](http://www.trmc.co.uk) for further information and instructions on how to sign up.

Monday is our busiest day and we would be grateful if you could avoid telephoning before 10.30 am on a Monday morning unless your call is urgent. We only have a limited number of telephone lines and although we staff them according to demand throughout the day, the high demand on a Monday morning is likely to cause a delay for you. Calls may be answered quicker during the rest of the week so please help us to help you.

## **Surgery Types**

### **Morning Surgeries:**

Most of the morning surgeries start at 08.30 am and run until 11.30 am. The GPs then go out on visits.

### **Afternoon Surgeries:**

The majority of our afternoon surgeries begin 2.30 pm.

### **Duty Team Surgery:**

The Duty Team consists of GPs, a Nurse Practitioner and Practice Nurse and operates throughout the working day. Patients are triaged by GPs and the patient is consulted by the most appropriate clinician – this can be undertaken as a video consultation, telephone consultation or a face to face consultation

### **Improved Access Appointments**

We have a number of GP telephone or face to face appointments outside of normal opening hours. If you find it difficult to attend during our normal surgery times please ask the receptionist and you may be able to take advantage of this service.

### **Birthday Reviews**

We have changed the way we monitor our patient's with long term conditions e.g. diabetes, high blood pressure, asthma, COPD. We are now offering patients a Birthday Review in the month of their birthday. Prior to the patients birthday month, the patient will receive a telephone call or letter asking him/her to make an appointment to monitor their long term condition(s). The reason for introducing the new Birthday Reviews is to try to cut down the number of appointments patients have to attend for long term conditions. Patients do not have to wait for their letter or telephone call to book their birthday review appointment

## Requesting an Appointment

**New Patient Health Checks (NPHC) are offered to all newly registered patients.**

**First Appointment as a New Patient** - When making your first appointment as a new patient please ask the receptionist to book a double appointment slot as the first consultation will take longer than usual.

**Information we Need from You** - The aim of the Practice is to provide all patients with timely and appropriate access to healthcare. In order to do this we ask that you give us as much information as you can so that we can determine the most appropriate type of appointment or service you need and when.

It would help us if you can say:

- **when** you need to be seen - please think about the urgency of your condition and whether it is essential to be seen on the day.
- **what** it is for - please allow the reception staff to have a little information about your problem so they can suggest the most appropriate appointment to meet your needs.
- **why** you are asking for an appointment - please say why you are asking for an appointment. If it is for a result or for a repeat medical certificate you may not need to come to the surgery at all.

Please do not be offended when asked for information as all we are aiming to do is provide the most appropriate care for you and your family

## Booking an Appointment in advance

You should be able to book an appointment up to 6 weeks in advance providing the doctors are available.

## Booking Appointments Online

You can sign up to Patient Online Access or the NHS App, in order to make, cancel and check appointments online (also order you repeat medication). Please ask at reception for further details.

**e.Consult:** If you would like advice from your GP, self-help information or have an administrative request (such as a sick note or test results), you can use e.Consult – go to [TRMC.co.uk](http://TRMC.co.uk) and click on the eConsult Get Started button – you will get a response to your query the next working day or sooner.

## **Patient Partner Automated Telephone System**

You can now use your telephone to book, cancel and check your appointments any time of day or night, 24/7. You do not need to sign up for this service just follow the instructions. If you do not want to use the automated appointment system, just hold the line and the option to speak to a Receptionist will be offered during working hours.

## **Doctor of Choice / Preferred GP**

The GPs are trying to improve continuity of care, and we would like to encourage you to see same GP, as far as it is possible, as this provides benefits to both you and the GP, therefore resulting in more personalised care

The name of your Registered GP appears on the right hand side of your repeat prescriptions

## **Telephone Consultations**

You can request a telephone consultation for non-urgent medical problems. This may be more appropriate and convenient than coming to the surgery or requesting a visit. For an emergency consultation there is always a Duty Team

## **MAMA Clinic - Maternity and Mum Advice Clinic**

This is a specific clinic for new mothers and their babies to attend for their post-natal 8 week checkup and child immunisations. The clinic is run by a nurse and a GP together with health visitor and midwife. Once we are notified of a birth we will contact you and invite you to register your baby here if you wish to and then you will be offered an appointment to attend the clinic. When attending the clinic please bring your red book with you.

## **Physiotherapy**

If it is recommended that you see a physiotherapy, the nurse specialist or GP will give you the relevant number to call in order to make an appointment with the Physiotherapy service. Please note, this can now be sent via text to you

## Cancelling Appointments

### Appointment Cancellation Line

**You can cancel your appointment by telephone using our new cancellation number 01278 720015.** If you just wish to cancel your appointment, but not re book another one please use the cancellation line. The cancellation line is available 24 hours day, as it is an answerphone system. Alternatively, please use automated appointment system, dial 720000 and listen to the options.

You can also cancel unwanted appointments via Patient Access online or by using the Patient Partner Automated telephone system. If you wish to cancel and re-book your appointment please call the main Surgery number.

Approximately 300 appointments are wasted each month by patients failing to attend. PLEASE inform us as soon as possible if you are unable to keep your appointment so that we can offer it to someone else.

### Missed Appointments

We accept that you may not always be able to attend your appointment, and events happen which mean you may forget or have a problem where you are not able to notify the Surgery in time. However should you persistently miss appointments without giving a valid reason, we may have to consider asking you to register elsewhere.

## On Arrival at the Surgery

### Car Parking

**NB: Please do not stop or park in the entrance drive to the Surgery, Duty Doctor space and Ambulance space as this can interfere with emergency access.**

There is a car park adjacent to the building and access is via the drive between the Surgery and the pharmacy. Please approach with caution, and be aware there is a **5 mile** an hour speed limit as you enter the Surgery premises. Parking is very limited but we do have some dedicated spaces for disabled drivers. The car park is often full and we ask that you do not to leave your car here whilst shopping.

The Practice cannot take responsibility for loss of property or damage to your vehicle whilst on the premises.

### No Smoking

The Surgery has a No Smoking Policy and this extends to patients and visitors. It is against the law to smoke inside the building or directly outside the entrance. Please respect this rule and the rights of others; if you wish to smoke please move to an area outside the premises.

### Facilities for the Disabled

Most of the rooms and facilities are located on the ground floor but there are four clinic rooms on the first floor. We try to ensure appropriate access to our services

whatever a person's disability. A wheelchair is available for use on the premises by patients who have difficulty walking and there is a lift for access to the first floor rooms. Please let us know if you need any assistance.

### **For help with Language, Hearing Difficulties or Visual Impairment**

We can arrange for you to speak to an interpreter on the telephone or book an appointment for you with a translator if needed. We also have a hearing loop installed and can arrange for someone to help with sign language. If you require any help please ask at Reception.

If you would like any written information/literature in a larger font, we will endeavour to provide this service for you. Please speak to a Receptionist.

### **Booking In**

For your **first appointment** as a new patient please **report to Reception**  
For **existing** patients you can book in using the touch screen self-check-in system unless directed otherwise.

### **Waiting Areas**

When you have booked in please note we have **three** waiting areas.

1. **The Doctors** waiting room is to the left as you enter the Surgery on the ground floor
2. **The Nurses** waiting area is to the right as you enter the Surgery. Please proceed along the green-floored corridor. You will see a list of Treatment rooms labeled 1-9.
3. **The Upstairs Clinic Rooms A-D** are through the nurses waiting area on the first floor of the new extension. Please proceed down the green-floored corridor through the nurse waiting room, through the door and up the stairs. Alternatively use the lift located at the entrance to the Nurse waiting area.

If you are unsure where you should wait please check with Reception.

## Chaperones

If you would like a chaperone, please ask at the time of booking your appointment as it is easier to arrange one in advance than on the day. However should you feel you would like a chaperone present during an examination, once the consultation has started, you must mention this to the doctor or nurse.

NB Chaperones are not possible during extended hours' appointments so your examination may be postponed.

## Referral to a Consultant - “Choose and Book”

If your GP or Specialist Nurse thinks you need to be referred to a Consultant, you will be referred through the Referral Management ‘Choose and Book’ system. This gives you a choice of hospital to attend and the opportunity to book an appointment that suits you.

Your GP or Specialist Nurse will discuss the options with you at the time of your consultation. You will then be given a leaflet to take home with you. Within approximately 10 days you will be sent a letter from the Surgery giving details of the hospital choices available to you and instructions about how to book your appointment. The letter will contain your password and a unique booking number for you to quote when booking your appointment.

If you have difficulties with this system please do not hesitate to contact the secretaries at the Surgery on 01278 720011 between 9.00 am and 5.00 pm Monday - Friday.

## Getting your Results

### Test Results

When you are sent for a test by your GP, please ask him/her at the time when you should contact the Surgery for the results. It may not always be necessary for you to make an appointment to receive the results so your GP will advise you. Please be aware it can take up to 5 working days, or longer, for results to be returned to the practice, therefore please do not contact the surgery before the 5 days have passed. The GP may contact you earlier if necessary.

Test results are also available via Patient Online Services and NHS App, providing you have signed up to the relevant service. You can also request your results via e.Consult

If you are asked to telephone the receptionist for your results, once again please wait 5 working days before calling the surgery. Please ensure you telephone after 2.00 pm as this avoids the busy period in the morning when patients are calling for appointments. If you wish to make an appointment to know the results of a test please let the receptionist know this is the reason for your appointment at the time of booking to ensure your results are back.

Please be aware, in order to maintain confidentiality we can only give results to patients themselves, or to the parents/ guardians of children.

**Hospital Test Results: If you would like the results of a test that has been taken in a hospital, please telephone the relevant hospital department for the result, as the Surgery may not receive them for some considerable time.**

## The Prescription Service

The Prescription service is run by a dedicated team of Prescription Clerks who are there to help you. They deal with the day to day running of the prescription service, issue medication, update patients' medical records, remind patients of medication reviews, monitor drug shortages / delays, and deal with queries regarding medication issues and prescription destinations.

Demand for repeat medication is extremely high so we ask you to help us to help you. Please do not blame the Prescription Clerks if you are not able to get through on the telephone. This service is intended for those who cannot access the surgery by any other means and we encourage patients to not use the telephone line. Other methods of ordering repeat prescriptions are detailed below.

### Ordering a New Prescription

If you require a **new** prescription please first contact the Prescription Clerks or ask at Reception. You may not necessarily have to see a doctor in order to obtain one. Explain it is for new medication.

Electronic Prescribing: The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

If you normally collect your repeat prescriptions from your GP you will now not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the Pharmacy you choose, saving you time.

For more information visit [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients) or your pharmacy

### Ordering Repeat Prescriptions

**Do not leave ordering your repeat medication until you run out. Please order it well before you are due to run out, as it will take 48 hours to process your prescription request and a further 24 hours if you ask for the pharmacy to collect it before the medication can be dispensed.**

You can order a repeat prescription by using one of the following methods: -

- Online Patient services (you will need to be signed up for this service, you will need to collect the form for this in person from the surgery and will be required to show a form of photo ID).
- The NHS App
- **In person** or by post
- **Telephone Line** If you have no other method of accessing the surgery. Lines are open from 10.00 am -12.30 pm and 1.30 pm – 4.00 pm (01278 720005)

## Collecting Your Prescription

**NB. IMPORTANT INFORMATION:** If you have signed up for prescriptions to be sent to a pharmacy of your choice you must allow 3 days before it can be collected from the pharmacy. It may then take a further day to dispense the medication.

If you choose to collect your prescription from TRMC please note the collection times as follows:

### Ordered

Monday before 4.00 pm  
Tuesday before 4.00 pm  
Wednesday before 4.00 pm  
Thursday before 4.00 pm  
Friday before 4.00 pm  
Saturday/Sunday before 4.00 pm

### Ready for collection

Wednesday after 2.00 pm  
Thursday after 2.00 pm  
Friday after 2.00 pm  
Monday after 2.00 pm  
Tuesday after 2.00 pm  
Wednesday after 2.00 pm

Reminder: when the staff tell you the prescription is ready for collection this does not mean the medication will have been dispensed. Please check with the pharmacy when your medication will be ready for you to collect. This often causes confusion and frustration so it is important to understand the process.

## Emergency Prescriptions

Emergency prescriptions should only be requested if you have run out of important medication and you are unable to wait until the next day. It will be up to the GP to decide if he/she will issue an emergency prescription and not the reception staff.

**An emergency prescription, if issued, will not be ready for collection until 9am the next morning.**

## Disposal of Sharps and Sharps Bins

Please be aware that from 1<sup>st</sup> July 2013, due to local legislation, we will no longer accept sharps bins from our patients for disposal. Please telephone Sedgemoor District Council on: **01278 435435** to arrange the collection of your full sharps bin and the delivery of a replacement bin.

If you are ordering a sharps box for the first time, for example, if you are a newly diagnosed Type One diabetic, you will be prescribed your FIRST sharps box by the surgery, but thereafter you must make arrangements via Sedgemoor District Council.

## **Medical Certificates - Fit Note**

Illnesses, which last less than seven days, do not need a medical certificate from your doctor. You will need to complete a Self-certificate (SC2) form, which is available from reception or from your employer. If you are ill for more than seven days (including Saturday and Sunday) you will need to see a doctor for a medical certificate. These are now known as "Fit Notes" (Med3).

If you are not fit to return to work and need an extension to your certificate you can request this via e.Consult and may not necessarily need an appointment.

NB. There may be a charge for lost or replaced certificates.

## **Medical Examinations and Reports**

There are charges for examinations and reports that are not covered by the NHS. Examples of such items are: -

- Insurance and life assurance policy reports
- Examinations and certificates for sporting activities
- Fitness to travel certificates
- Fitness to attend school
- Holiday cancellation claim forms
- Sickness/accident insurance benefit claim forms
- Diet club forms

Current fees are on display in reception. You have to pay in advance for certain reports so please check with reception.

## Other Services

### Mental Health & Wellbeing

The Practice is supported by the Somerset Partnership Talking Therapies Service. You can self-refer or your GP can give you a leaflet.

### Carer Support Worker

Help us to help you - We need to know if you are a Carer or if you have someone who looks after you who is a Carer. Please complete a form at reception or let us know by telephone.

The Surgery can refer you to Somerset Carers Service. They provide information, support and advice about facilities, aids, finances, and respite care to carers.

If you need support please call Somerset Direct on 0300 123 2224.

## Patients Charter

We aim to provide patients with the best quality care available. Our charter is a statement of what you can expect from the Practice and what we feel we can expect from our patients.

### What you can expect from us: -

- All members of the Practice team will greet you in a polite manner at all times.
- The Surgery will be clean and comfortable as far as our facilities allow.
- You have the right to confidentiality at all times.
- The Doctors and Nurses aim to see patients on time. Because of the nature of our work, appointments can over-run, but we will always try to see you within 30 minutes of your appointment time. If there is likely to be a delay, you will be informed by the receptionist.
- You may be able to see your medical records subject to limitations of the law
- You may request a health check with one of the Practice Nurses if you have not seen your GP within three years.
- We will aim to accommodate your special needs, please let us know if we fail so that we can try to improve our service.

### What we expect from you: -

We expect to be treated with the same courtesy we give to our patients. Action may be taken if a patient is violent or abusive to staff GPs and other persons present on

the premises including the car park. Patient will be removed from the list if they are violent or threatening, or if there is a complete breakdown of the Doctor to Patient relationship.

Thus we expect patients and visitors:

- To treat all staff with the same courtesy you expect of them.
- To ensure that you attend your appointment on time.
- To cancel your appointment, giving as much notice as possible.
- To not request a home visit if you are fit to travel to the Surgery. All home visits are at the doctor's discretion.
- To keep us informed of a change of address, telephone number or name.
- To help your GP if you have been discharged from hospital, by ensuring that your discharge note is received by the Surgery as soon as possible.
- To allow **at least 48 hours** when ordering repeat prescriptions.
- To be understanding if we keep you waiting - we try not to, but emergencies do arise and have to be given priority. We would hope that in this event, you will be understanding, and if you are unable to wait we will be happy to rearrange your appointment.
- To be understanding in times of sickness and staff shortages. It is not always possible to predict these circumstances and every effort will be made to maintain a full patient service.

## **Patient Participation and Feedback**

**Your views about our service are important to us. Please join our Patient Focus Group**

If you would like to be a member of our Patient Focus Group please contact the Surgery or visit our website [www.trmc.co.uk](http://www.trmc.co.uk)

### **Compliments**

If you are impressed with any aspect of our service or a member of staff, please let us know. Positive feedback is always appreciated and helps to motivate staff.

### **Complaint Procedure**

We always try to do our very best but sometimes things go wrong. If you feel the need to complain about any aspect of your experience or you have a suggestion as to how we could improve our service, please contact the Practice Manager. We have produced a leaflet to help you through the complaint procedure, please ask Reception for a copy.

## NOTES

## ~ Useful Telephone Numbers ~

<b>Taunton Road Medical Centre</b>	01278 720000
<b>Cancellation Line</b>	01278 720015
<b>NHS 111 /Out Of Hours Service</b>	111
<b>Emergencies Services</b>	999
<b>Dental Helpline</b>	0300 123 7691

### **Hospitals**

Musgrove Park Hospital	01823 333444
Bridgwater Hospital	01278 436555
Nuffield Hospital	01823 286991
St Margaret's Hospice	0845 0708910

### **Pharmacies**

ASDA	01278 720410
Boots	01278 422011
Cranleigh Gardens MC	01278 433335
Lloyds 14 Taunton Road	01278 444756
Lloyds North Petherton	01278 662288
Rowlands	01278 423015
Lloyds Redgate	01278 445333
Jhoots Somerset Bridge	01278 447152
Sainsburys	01278 422108
Stockmoor	01278 429255
Superdrug	01278 423055
Jhoots Victoria Park	01278 429813

Health Visitors	03003 230116
Community Nurses	03003 230021
Midwives	01278 436774
Carer Support Worker : (Somerset Direct)	08453459133
Police	101
Crime Stoppers	0800 555 111
Social Worker	01278 431111
The Samaritans	116 123
RELATE	0300 772 9681
Child Line	0800 1111
SWISH (STIs Helpline)	0300 124 5010
NHS Smokefree Helpline	0300 123 1044

