

Summer/Autumn Newsletter

Trowbridge Health Centre

July 2026



Welcome to our Summer/Autumn Patient Newsletter

Meet the new Patient Services Manager...

Hello! My name is Francine, and I'm the Patient Services Manager. I joined the team a couple of months ago and am delighted to be part of the practice.

My role involves supporting the patient services team, helping to improve the way we deliver services, and addressing any patient concerns or feedback. I bring many years of customer service experience and look forward to using those skills to support our patients and the practice.

I'm looking forward to sharing helpful information with you through our patient newsletter and social media platforms, and I hope you'll find it informative and useful.



What to expect in this newsletter;

- Staff news
- Friends & Family feedback
- You & your health
- Community news
- Dates for the diary

Appointment information June 2026

3604 GP Appointments booked

108 GP appointments patient did not attend

If you're unable to attend an appointment, please let us know in one of the following ways;

- Call us on 01225 435757 and select option 2
- Use the link provided in your SMS appointment reminder
- Use your NHS account via the app or NHS website

Trowbridge Health Centre, Hammersmith Fields, Trowbridge, BA14 8LW

☎ 01225 435757 🌐 trowbridgehealthcentre.co.uk 📘 @trowbridge.healthcentre

Opening hours: Monday to Friday, 8.00am - 6.00pm



Trowbridge Health Centre

Staff news

Meet the team...

Get to know our Emergency Care Practitioners and the amazing work they do



Our team is made up of experienced clinicians, many of whom have previously worked in the Ambulance Service. Our background means we're experienced in assessing and treating a wide range of health conditions, from urgent illnesses and injuries to acute flare-ups of long-term conditions.

One of the things we value most is taking the time to understand how your health affects your everyday life. Our experience of caring for people has given us a real appreciation of the challenges illness can bring, and we aim to provide care that is not only clinically effective but also compassionate and centred around you.

Many of us are independent prescribers, which means we can assess, diagnose, prescribe medication, and manage many conditions without you needing to see a GP. Of course, we work closely with the GPs and the wider practice team, so support is always available whenever it's needed.

We're delighted to be part of your practice team and look forward to caring for you and your family.

Friends & Family feedback

January-June 26

6210 responses, 96% positive

- 5285 Very good ratings
- 672 Good ratings



You said...

I could not see a sign for waiting room 3, had to ask

We did...

New signage installed in waiting room 3 and directions from waiting room 1 & 2

You said...

Put cold water cooler in reception

We did...

Cold water is available to patients, please ask a member of the receptionist team

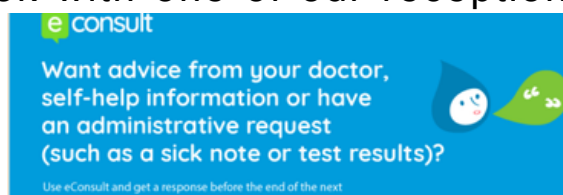
You and your health

Booking an appointment with the surgery

eConsult- available via the Trowbridge Health Centre website or your NHS app. Provide details about your symptoms and we'll provide the best advice for resolving them.

Via telephone- speak to a member of our friendly receptionist team- our phone lines are open Monday-Friday 8am- 6.30pm

Visit the Health Centre- come in and book with one of our receptionist team Monday- Friday 8am-6.30pm



Who is eligible to have their MenB vaccines?



Find out more:

You can read the leaflet here:
qrco.de/havemenb



- young adults in the school year 13 age group (born between 1 September 2007 and 31 August 2008)
- young people born on or after 21 July 2001 and starting as undergraduates at university for the first time in autumn 2026
- young people born on or after 21 July 2001 living in further education accommodation or halls of residence for the first time in autumn 2026

Please visit this link to find out where to have your MenB vaccinations: nhs.uk/book-menb



Stay well this autumn/winter

From 1st October those patients who are eligible will be able to get their Flu and COVID vaccines.

Our clinics start in October and patients will be contacted to arrange appointments. If we have your mobile number, you'll get a text with a booking link. If we don't have your mobile number or you don't hear from us by 1st September please call us to arrange an appointment.

Please ensure your contact details are up to date.

For the latest details on COVID and Flu vaccinations, please visit the NHS website



Community news

Getting to know your Patient Participation Group (PPG)

The PPG is an independent group of volunteers formed to listen to patient ideas and suggestions. The PPG is available for all patients who use the Trowbridge Health Centre. We regularly consult with management staff to respond to your ideas and suggestions.

Our PPG is run by volunteer patients to help strengthen the relationship between the practice and you.

Meet some of our current members;

- David- has a varied background in military service, project management and community involvement as well as project management for an IT company. He views his participation in the PPG as a way to assist with improving community health services at the health centre with PPG at the centre.
- Jackie- worked in Pharmaceutical industry for 25 years, with her roles ranging from research scientist to head of medical information and drug safety. She also has many skills and experiences with change management.
- John- has a career marked by variety and dedication to helping others. Since 2018 he has been with Age UK Wiltshire, helping older clients filling out forms and understanding the care system.
- Lesley- trained as a secretary before moving to Trowbridge in the 80's. Before she retired she worked as part of the reception team at Adcroft Surgery which then combined with Wingfield and Bradford Road to form Trowbridge Health Centre.



Join our Patient Participation Group (PPG)

Our PPG is run by volunteer patients
to help strengthen the relationship
between the practice and you

Share your
ideas!

Get involved!

Help us
improve!

To join or find out more email
ppgenquiries.thc@gmail.com



Dates for the diary

- Every Wednesday- Senior sips at Boswells Cafe, Trowbridge from 2pm
- August 11th, September 8th & October 13th-Memory cafe- Florence court, Trowbridge from 2.30pm-4pm.
- August 31st- UK Bank holiday- health centre will be closed on this day, back open on 1st September. Ensure you order your prescriptions early to avoid delays
- August 5th, September 2nd & October 7th -Social prescriber drop in session- Trowbridge library, 9.30am-12.30pm