

Welcome to the autumn/winter patient newsletter.
It's been a busy October with Flu and Covid vaccination clinics taking place as we prepare for the winter months ahead.

In this edition you'll see staff news, friends and family survey feedback, you and your health, including routine vaccination information for adults and where to go to get the right medical help, and details about how to join our Patient Participation Group.

Keep an eye out on our website and socials in the coming weeks for an exciting update to our appointment booking service, moving from eConsult to SystmConnect. This will improve how you request appointments via our website or your NHS app.

Francine
Patient Services Manager

Appointment information
August-October 2026

* **10,055** GP Appointments booked
* **273** GP appointments missed- 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

Staff news

welcome

New staff members

In August we welcomed six new doctors to the practice team. We'd like to extend a very warm welcome to Dr Precious, Dr Starr, Dr Cross, Dr Boulton, Dr Field & Dr Yogasundram.





Pictured left to right
Dr Cross, Dr Field and Dr Yogasundram

Meet your GP Practice team



Emergency Care Practitioners (ECPs)/ Nurse Practioners
Highly trained clinicians specialising in acute illness and will deal with most patients who need an emergency appointment on any day. They are supported by the duty doctor team and their other GP colleagues.

Nurses & Nurse Associates
Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.



Healthcare Assistants (HCAs)
Heathcare assistants carry out tasks such as phlebotomy (drawing blood), blood pressure measurements, ECGs and health checks.

Clinical Care Co-ordinator
Our Clinical Care Coordinator is a qualified Healthcare Professional who supports our doctors with patients who need care and support as well as those patients that are over 75 and at particular risk of admission to hospital.

Pharmacists
Our Clinical Pharmacists deal with medication queries from patients and the practice team. They also carry out medication reviews and are keen to help patients get the most out of their medicines so that they understand why they take them and know how to take them efficiently. They are also involved in prescription protocols and generally supporting the practice in medication-related issues.



Administrators
Trowbridge Health Centre has an extensive Administration Team which includes Medical Secretaries, Patient Services, Estates, HR, Prescription Clerks, Rota Planning and Non-Clinical Care Co-ordinators. The Administration Team are vital to ensuring the smooth running of the surgery and its services.

Reception
Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the clincial teams.

Family & Friends feedback July-September 2026

3017 responses, 95% postive
- 2544 Very good ratings
- 316 Good ratings

You said,we did...
- The shutter between surgery and boots now open for patients.

Prompt and efficient service with a smile

Good service and good, professional and kind people

First class service, greeted by friendly staff

Follow us on Facebook for the latest surgery updates!

Want to stay informed about what's happening at the practice? Our Facebook page is a quick and easy way to receive:

- ✅ Surgery news and announcements
- ✅ Health advice and seasonal health campaigns
- ✅ Information about clinics and local NHS services
- ✅ Community health events and wellbeing support

Find us on Facebook:
🔍 Search for Trowbridge Health Centre or scan the QR code.

👍 Like and Follow our page today to stay up to date.

Please remember that Facebook should not be used to request appointments, prescriptions, or medical advice. For healthcare needs, please contact the surgery directly.

You and your health



As we approach the festive period it's important to ensure you've ordered your repeat prescriptions in plenty of time.

Did you know you can do this via the NHS app?
Further details available at https://www.nhs.uk/nhs-app/help/prescriptions/

Pharmacy News

Make use of your pharmacy for coughs and colds this winter. Generally, over the count medicines will help ease symptoms of common winter illnesses and many local pharmacies offer late, weekend and bank holiday opening hours.

Winter Health

During the month of October, flu and covid vaccination clinics for eligible patients were held to help with protecting against winter illness. Here is a summary of what was achieved;

- **1,190** flu vaccinations adminstered to patients 18-64 years old
- **2,469** flu vaccinations adminstered to patients over 65 years old
- **151** flu vaccinations delivered to children during September & October
- **1,315** covid vaccinations administered to patients

Thank you to everyone who attended a clinic and to our fantastic staff and volunteers for their support.

NHS

Where to go for the right medical help

nhs.uk Pharmacy GP

Access NHS advice and information at **nhs.uk**

You can contact your pharmacy or GP practice

111 111.nhs.uk

If you need urgent medical help but you're not sure where to go, use **111** to get assessed and directed to the right place for you. Go online at **111.nhs.uk**, call **111** or use the NHS App*

999

Call **999** or go to A&E in an emergency when someone is seriously ill or their life is at risk

*If you need NHS 111 in other languages call **111** and ask for an interpreter. It is also available via the NHS 111 BSL interpreter service at **111.nhs.uk** or text relay by calling **18001 111**.

This leaflet is available in alternative formats at **nhs.uk/StayWell.**
Email **england.campaigns@nhs.net** for braille copies.

Routine vaccinations for adults

NHS

University and college students	MenACWY, MMR, HPV	More than 1 dose may be required
Pregnant women	Whooping cough	From 16 weeks
	RSV	From 28 weeks
	Flu, COVID-19	Seasonal
50 years and over	Shingles	50 years old if immunocompromised or turned 65 on or after 1st September 2023 or 70-79 years old
65 years and over	Pneumococcal, Flu and COVID-19	
75-79 years	RSV	or turned 80 on or after 1st September 2024

If you have missed a vaccine, contact your GP practice to catch up
www.nhs.uk/vaccinations

Community News

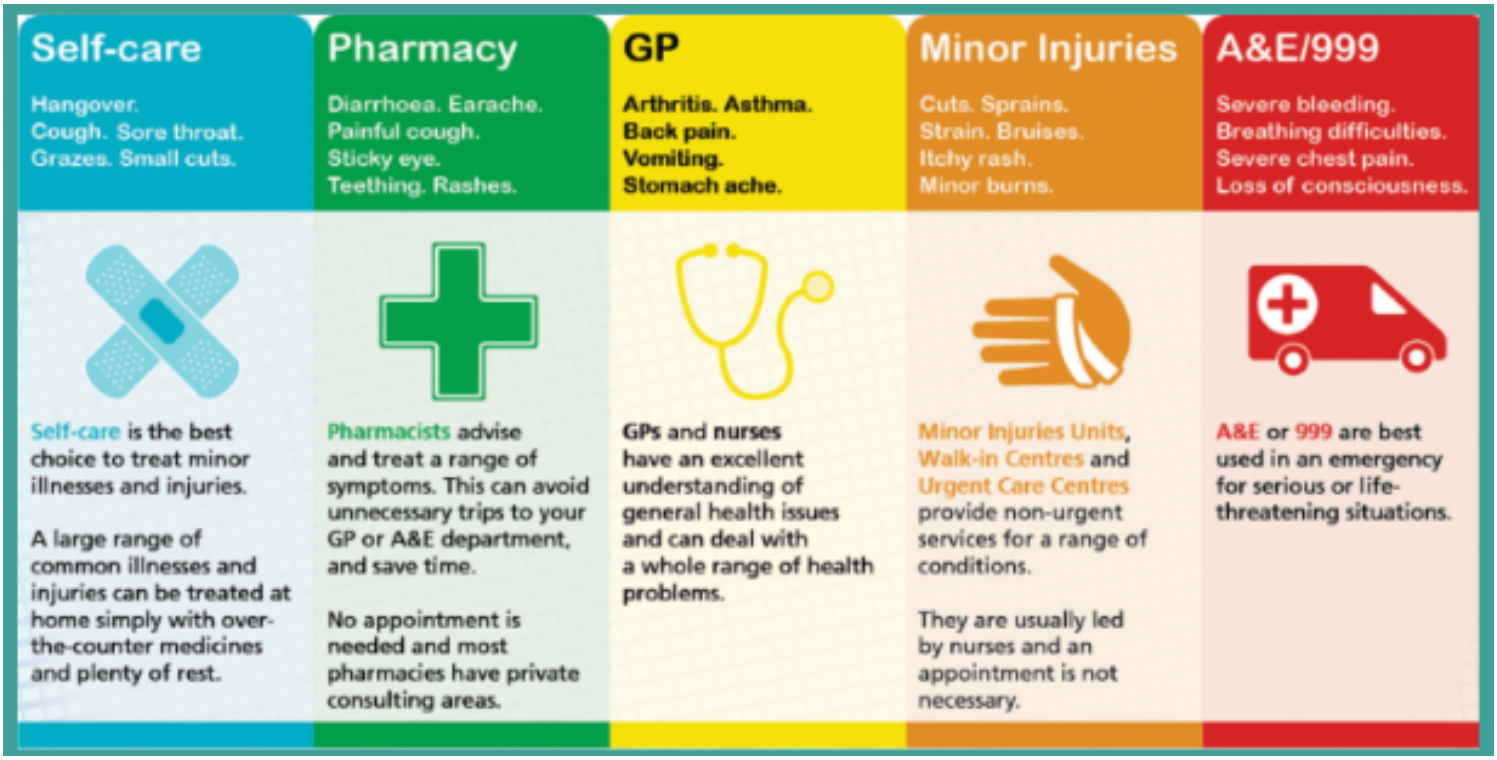
Do you want to help shape the future of your practice? Are you keen to share ideas, suggestions and feedback?
Our Patient Participation Group (PPG) needs you.



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

Our Patient Participation Group (PPG) is actively seeking new members of all ages to join the group. To get involved please email **ppgenquiries.thc@gmail.com**

Suggestions, feedback and ideas can be shared with the PPG via the above email address or by completing a suggestion slip available at reception.



Dates for the diary

- **November 10th, December 8th-** Memory cafe- Florence court, Trowbridge from 2.30pm-4pm.
- **November 4th & December 2nd -** Social prescriber drop in session- Trowbridge library, 9.30am-12.30pm
- **December 10th-** Wiltshire Talking Therapies stand in THC reception 9am-12noon
- **December 25th & 28th** - UK Bank holidays - the health centre will be closed on these days.