

# TMC's MONTHLY NEWSLETTER

Trinity Medical Centre

June 2020

**W**elcome to the June edition of the Trinity Medical Centre newsletter.

In this special edition we will focus on the steps we have put in place to adapt to practice life during COVID-19.

The last 3 months have seen the surgery leap forward into a Digital Primary Care future with the introduction of a number of different platforms to ensure we can continue to practice safely and in the most efficient way for our patients. These include:

- @ Online Appointment Requesting
- @ Telephone & Video Appointments
- @ Digital Sick/Fit Notes
- @ Electronic Prescriptions
- @ Increased Email and SMS communication



*What is an online appointment request?  
Why have we made this change?*

**Dr Alisha – GP Partner**

“ By creating an Online Appointment Request we are making it easier for patients to access our services conveniently and efficiently.

When patients complete a request, they can give as much detail as possible in their own time, including pictures, and then a clinician can look at the information in detail before speaking to the patient.

Online Appointment Requests are available 24/7 and you can even specify a preferred call back time. This opens up our phone lines to patients that are unable to use digital platforms. These patients will go through the same request process over the phone and will then be contacted later and offered the care they need.

*To complete an online appointment request visit the TMC website.*

## STAY ALERT > CONTROL THE VIRUS > SAVE LIVES

We have taken a lot of precautions at both sites to make sure it is safe for staff and patients. If you need to contact us please use one of the methods below. **Do not come to surgery unless you are asked to do so by staff.**

**SAME DAY HELP IS AVAILABLE 7 DAYS A WEEK BY CALLING 01924 784100**

### Staff Update

We would like to welcome Rebecca to TMC as our newest Healthcare Assistant. Despite the difficult time we are currently in, she has fit in extremely well and is already a huge asset to the team.

We would also like to wish the best of luck to 2 GP's; Dr Bell and Dr Sanwoolu as they go on maternity leave.

## HOW HAS COVID CHANGED OUR SERVICES?

- We are currently unable to provide some services such as Ear Syringing and Spirometry. We are working towards offering Family Planning and Minor Surgery again when we know we can do so safely.
- Some services have been modified to include telephone assessment and we will only bring you into the surgery for essential face to face examination.
- We are still available for all acute problems, long term condition monitoring and vaccinations. We are able to see patients with COVID-19 symptoms safely in a designated area.

**PLEASE CONTACT US IN ANY OF THE WAYS BELOW WITH ANY QUERIES OR REQUESTS**

**Your Data Matters: NHS National Opt Out**

In May 2018 rules about how your health and care data can and cannot be used were strengthened. Please visit [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters)

Coronavirus Disease 2019 Outbreak  
**COVID-19**

## CONTACT US

TELEPHONE US ON  
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