[Polebarn Circus Trowbridge BA14 7EH](https://www.wessexlmcs.com/zerotolerancenhsprotectpublicationsnhsbusinessserv)



[Telephone: 01225 759850](https://www.wessexlmcs.com/zerotolerancenhsprotectpublicationsnhsbusinessserv)



**KEEP ME SOMEWHERE HANDY!**

**COMMUNICATION UPDATE Spring 2025**

Dear Patients

**Our team are always working hard and we thought it might be helpful to give you some information as some of you might not be familiar with our new systems.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| A blue and white logo  AI-generated content may be incorrect. | | | **PLEASE USE THIS FOR:**  APPOINTMENTS/ADVICE  Adult health problems  Child health problems  Sick notes, test results or admin help  Reviews for long term conditions, medication or contraception | | |
| **Go to our Practice website and start an E-Consult using the picture link.**  **Our clinical team view each request and decide on the most appropriate action. You may not see a GP but another healthcare professional. You will receive an appropriate response promptly after your submission, usually within 2 working days.**  **We encourage all patients to use e-consult as it is quick and convenient, however if you are not able to do this please call reception. There is a call back option if the lines are busy.** | | | | | |
| OR | | **PLEASE USE THIS FOR:**  PRESCRIPTIONS  Ordering your repeat medication  **PLEASE USE THIS FOR:**  TEST RESULTS  Please do not assume we will contact you with test results; we deal with hundreds every week! View your results and any actions from your doctor/nurse. Our team will archive any results with a note “patient informed” when we see that you have looked at these.  **PLEASE USE THIS FOR:**  VIEWING YOUR MEDICAL RECORD  View your allergies, medicines, vaccinations, consultations and events, test results, hospital letters and more  **USE THIS FOR:**  BOOKING SOME ROUTINE APPOINTMENTS  Blood tests/Smears/Asthma | | | |
| **IF YOU ARE UNABLE TO DO ANY OF THIS PLEASE CALL RECEPTION ON THE USUAL NUMBER** | | | | | |
|  | | |  | | |
| **Long Term Condition Reviews**  We are trying to coordinate annual check ups and medication reviews in line with patient’s birth months. Our priority is to keep patient’s well in the community. We may send you questionnaires or booking links so that you can answer questions about your health/medication and/or make an appointment if required. | | | | | |
|  | | | | | |
| **Help Us Keep Your Records Up To Date** | | | | | |
|  | **MEDICATIONS NOT PRESCRIBED BY US**  If you are seeing one of our clinicians, please let them know if you are on any other medication that is not prescribed by us, for example weight loss medication, as this may have a direct impact on your consultation | | | | |
|  | | | | | |
| A close-up of a sign  AI-generated content may be incorrect. | | | | **Are you a Veteran? Do we know?**  If not get in touch; we can better identify and treat Veterans, refer, where appropriate, to dedicated NHS services | |
|  | | | |  | |
|  | | | |  | |
| **Information for new parents:** | | | | | |
|  | | | | | **Speak to someone if you need support such as your family, friends, Midwife, Health Visitor or GP.** |
|  | | | |  | |
| YOU ARE WELCOME TO BREASTFEED AT THE SURGERY | | | | | |

|  |  |
| --- | --- |
| A yellow post it note with black text  AI-generated content may be incorrect. | **Don’t ignore your cervical screening invite and if you missed your last one book an appointment with us now! Appointments are available online or call us. If you are worried about it let us know.** |