

Trowbridge Health Centre



Dear Patients

Providing Quality Care in Challenging Times.

You will be aware of the current pressures on the NHS across all services and Trowbridge Health Centre is no exception. We have seen a large increase in demand, and we continue to struggle to meet this. We are aware that sometimes there is a long wait to get through to us on the phone and that getting an appointment can sometimes be an issue. Our teams are always striving to offer the best possible service to all our patients.

To address these issues, we are working “smarter” by:

- Increasing our staffing levels in reception to provide more call handlers and receptionists.
- Sending booking links through text messages to patients for annual monitoring and for vaccination clinics.
- Arranging reviews for patients with long term conditions around the patient’s birth month
- Sending out messages to patients with guidance on medical issues, such as scarlet fever and hay fever.
- Offering an online program (PATCHS) to enable patients to contact us without needing to telephone us.
- Employing a large multidisciplinary team so you can see the most appropriate clinician (eg paramedic, physio, mental health practitioner, social prescriber, pharmacist, alongside our GP’s)

Please remember that our reception staff are working to instructions provided to them from clinicians. They are asking you questions when you speak to them to enable them to signpost you to the most appropriate clinician or service. It may be that seeing a GP is not the most appropriate person to help you: you may be better seeing a different health professional from our team. In recent months we have seen a big increase in the number of patients who are being rude and abusive to our staff, and we cannot accept this. We know that sometimes it can be frustrating if an appointment is not available or a query is taking time to be addressed, but please be courteous to our team, they have a difficult job.

For patients on hospital waiting lists we know that currently waiting times are far more than we would like to see. Whilst it remains a government priority to reduce the waiting times for patients, we will only write letters to expediate your treatment should your symptoms have worsened considerably, however our letters will have no influence if you have just been waiting for some time and we will not write in these circumstances. The pressure on the NHS currently is vast.

The Partners Trowbridge Health Centre

Trowbridge Health Centre



New Phone System

Trowbridge Health Centre have installed a brand-new telephone system that now allows the patient to request a call back. This has reduced the call waiting times considerably and the patient is called back, by our reception call handler, in time order, to ensure that the patient maintains their position in the queue.

Veteran Friendly Practice

THC are now accredited as a veteran friendly practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment. If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

Happy Retirement

THC would like to wish Dr Ann Davis a Happy Retirement. Ann worked at Bradford Road Surgery for many years before joining in the merge to become Trowbridge Health Centre. Thanks to Dr Davis for all your hard work and commitment.

A note from your PPG Committee (Patient Participation Group).

As we move toward the end of 2023, your PPG committee has been working to ensure that we can make effective contact with all of you who have indicated an interest in news from Trowbridge Health Centre (THC) via your PPG. We seek your feedback on services received from THC, and want to hear all you have to say about your use of the many services offered by THC.

To leave your feedback, you have the option to write to us via: Filling in a suggestion form, which can be found on the reception desk at the main THC and Wingfield surgeries, and placing it in the box provided. Writing an email to the PPG committee, using the address ppgenquiries.thc@nhs.net

In the new year, we will be in touch with updates provided by THC, introductions to us individually, and if you have communicated to us recently with any question or suggestion, our acknowledgment of this.

*Best wishes from your PPG Committee,
Norman, Trudy, Gill Danny and Sarah*