



Patient Newsletter

Autumn 2024

Flu and Covid Vaccination

We are underway with our flu and Covid vaccinations. Due to this year's high demand the clinics are filling quickly; please make sure you have booked in your appointment.

People who are most at risk from the complications of flu and Covid are recommended to get a vaccine every year. This winter it is especially important with flu and coronavirus both in circulation. Research shows that if you get both at the same time you may be more seriously ill.

Our recent clinics have been a great success, THC has received lots of positive feedback about how efficient and well organized it is this year.



The new online consultation service

eConsult has now gone live here on the Trowbridge Health Centre website and via your NHS app.

To get started [Click here to access eConsult](#).

eConsult replaces our PATCHS system and PATCHS will no longer be working. Please use eConsult instead.

You can click on the link below to watch the YouTube video to learn how to access this service via our website.

[Patient how to guide for submitting eConsults](#)



Patient Newsletter

Autumn 2024



We are currently recruiting for a new Patient Participation Group (PPG)

What is a patient participation group?

The group would be made up of patients from Trowbridge Health Centre.

The PPG would offer advice and support to the practice to help improve services and ensure the patient voice is heard.

Members of the PPG are volunteers and not medical professionals and do not formally represent any group but try and represent the views of patients generally.

What does the PPG do?

The PPG would meet regularly through the year as their own group, but also joint meetings would be attended by a GP partner and some management staff at Trowbridge Health Centre at intervals through the year. The points of these are the opportunity for joint discussions on issues relating to the practice.

The PPG can also talk to patients and provide useful constructive feedback on their contact with the surgery, both good and bad which can lead to changes to improve the patient's experience in the surgery and improve the effectiveness of the services provided.

The PPG can also raise awareness of the services provided by the surgery to the patient base and in previous years members have helped the surgery by providing support at flu clinics/ events etc.

It is important to remember that the PPG is not a forum for complaints, and these must be directed to the practice manager and the PPG is not involved in any medical matters or complaints.

If you are interested in joining a new PPG then please email to following email address: bswicb.ppgenquiries.thc@nhs.net



Patient Newsletter

Autumn 2024

Dr Cookson retirement – end of November 2024

It seems but a few short weeks since I started as a GP partner at the Bradford Road Medical Centre on the 1st July 1998.

Over the subsequent 26 years it has been a pleasure & a privilege to provide general practice services to those people who I have seen. Yesterday's children with a respiratory infection are now today's proud parents with their own children with a respiratory infection. Incredible stuff.

The landscape of general practice has changed beyond all recognition during this time. Many of these changes have brought their challenges, but it's been rewarding working in practices where the partners and our team have worked hard to ensure that we continue to provide the best services we can for our patients. Our patients have been generally understanding and supportive of the situation we find ourselves in, which has further encouraged us to push on and strive for improvements.

The merger to form Trowbridge Health Centre in 2017 was a huge piece of work which initially tested the patience of all those involved (patients & staff). However, the teething problems were worked through, and the larger organisation has helped secure the future of general practice in Trowbridge. The benefits of having a larger more resilient surgery enabled us to provide safe services throughout the pandemic, and The Wingfield Road site served the town incredibly well as a vaccination center from 2021 onwards.

I will miss doing what I have enjoyed doing for so many years. You are being left in excellent hands & I know you will be taken good care of. My plans going forward are some traveling but are otherwise open ended.

With thanks,
Toby Cookson



Patient Newsletter

Autumn 2024

Charity Events

Trowbridge Health Centre staff have been active this year by supporting charity events. We have raised money by holding bake sales and coffee mornings, bike rides and running marathons. Well done to everyone who has taken part.

