



## A Guide To Your Practice

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## Welcome to Brannam Medical Centre

Brannam Medical Centre is situated in modern premises in the centre of Barnstaple. There is an on-site pharmacy which is independent of the Practice.

We currently serve over 14,500 patients who live within some 10 miles of the Centre. We are committed to providing a family service and encourage you to see your own doctor whenever possible. We also believe that prevention is better than cure and so offer a comprehensive prevention and health promotion service.

We welcome new patients and are happy to meet with you to discuss the range of services we provide and to answer any questions.

This booklet is intended to give you information about our Practice, the services that we offer and the ways in which you can access them. We hope you will find it helpful and informative.

### The Doctors

**Dr Louise Bond** MB BS BSc DCH DRCOG DFFP MRCGP (2001)

**Dr Suzanne Smit** MB ChB DRCOG DFFP MRCS MRCGP(1998)

**Dr Tim Chesworth** MB ChB MRCS MRCGP (1998)

**Dr Melanie Deacon** BM DRCOG DFSRH MRCGP (2002)

**Dr Ben Waterfall** BM BS BMedSci DPD MRCGP (2000)

**Dr Oliver Hassall** MB BS MA MPH PhD MRCGP (1996)

**Dr Clare Hollister** MBChB MRCGP DFFP DCH DRCOG (2004)

**Dr Jacqueline Tolhurst** MB ChB DCH MRCGP(1986)

**Dr Anna Marquiss** MBChB BSc(Hons) PG Cert MRCGP (2008)

**Dr Edward Matthews** MB BS BSc MRCGP (2005)

**Dr Iain Stewart** MB ChB DRCOG FRCS MRCGP (1990)

**Dr Peter Taylor** MB BS BSc DCH (1986)

**Dr Fiona Duncan** MBBCh (Hons), DFSRH (2015)

## **SURGERY CONTACT TELEPHONE NUMBERS**

**Phone lines and Reception** are open between **8:30am & 6:00pm** Monday to Friday. There are pre-bookable appointments available Mondays **6:00pm-7.30pm** and from **07:30am** Tuesday to Friday.

### **SURGERY TIMES**

Monday	8.30am - 6:00pm	Thursday	8.30am - 6.00pm
Tuesday	8:30am - 6.00pm	Friday	8:30am - 6.00pm
Wednesday	8.30am - 6.00pm		

**(After a bank holiday Monday, we extend the following Tuesday's surgery to 7.30pm)**

General Enquiries / Appointments: Via your own doctors direct dial number

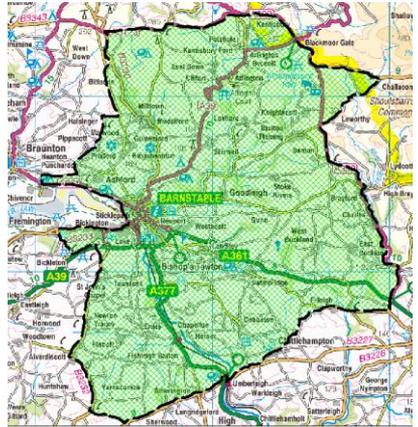
*Please note all calls are recorded*

Dr Louise Bond	Mon (am), Thurs & Fri (all day)	Julie/Trudi	01271 314208
Dr Suzanne Smit	Mon , Tues & Wed (all day)		
Dr Jackie Tolhurst	Mon (all day) Wed(pm), Fri (alternate am/pm)	Amanda	314206
Dr Anna Marquiss	Wed & Thurs (all day)		
Dr Tim Chesworth	Daily (excl Tues pm)	Corinne/ Julia	314205
Dr Melanie Deacon	Mon (pm), Tues & Fri (all day)	Steph/Julia	314201
Dr Ben Waterfall	Mon (am), Weds & Thurs (all day)		
Dr Oliver Hassall	Mon, Wed, Friday (all day) Tues (pm), Thurs (am)	Izzy	314202
Dr Clare Hollister	Thurs & Fri (with some variations)	Susie	314204
Dr Edward Matthews	Daily (excl Tues pm & Thurs pm)	Susie	314204
Dr Iain Stewart	Daily (excl Weds pm & Fri pm)	Rebecca/ Rachel	314209
Dr Peter Taylor	Daily (excl Weds pm & Fri pm)	Sue/Billie- Jo	314207
Dr Fiona Duncan	Weds & Thurs (mat leave)		
Practice Nurses	Daily	Sarah/ Billie-Jo	314236
Clinical Pharmacist	Mon, Weds & Fri (all day)		329004
Care Home Line	(incoming enquiries line only)		314203
NHS 111	24 Hour service helpline for health information		111
	For deaf people or those hard of hearing	Text phone	18001 111
Emergency	Ambulance Service		999

## **NEW PATIENTS**

### **PRACTICE AREA**

We cover a good number of the surrounding villages in our practice area including many of the main locations of North Devon. Existing patients who move outside the practice area are recommended to register with a practice in their new locality. However as of January 2015 there is now facility to register as an 'Out of Area Patient', this does have some constraints on the services we are obliged to offer. (Please see a member of the reception team for fuller explanation).



### **HOW TO REGISTER**

If you wish to join the Practice, please fill in the purple registration form and New Patient Questionnaire within this pack and return them to the surgery.

Please ensure that you bring with you proof of ID, preferably passport or driving licence, and that ALL persons over 16 years of age present in person with the completed paperwork and ID.

You will be informed of who your new doctor is, and be offered a new patient appointment generally within 2-3 weeks. If you take regular medication and you need to be seen sooner, we will do our best to accommodate this. We recommend that you normally see the doctor that you are registered with to ensure continuity and consistency of care. We have recently extended the number of doctor's lists from seven to eight, which should make it easier for you to see your usual doctor. However, if they are fully booked or away and you need to be seen, you will be offered an appointment with another doctor.

All new patients will be offered a review with the GP, our Clinical Pharmacist or our Practice Nurses. This is an opportunity for us to obtain any important background medical history, help identify any current problems and give new patients an opportunity to ask relevant questions.

## **PRACTICE STAFF**

Miss Deirdre Brown, the Practice Manager, deals with the general running of the practice and is available to discuss any queries, comments or suggestions regarding the services provided.

Your doctor is supported by a personal receptionist who you can call directly to make an appointment or for other enquiries. The contact numbers are detailed on page 4 of this booklet.

Our reception team are there to help you and to ensure the Practice runs smoothly. Please try to remember that they have a difficult job dealing with calls and enquiries and trying to fit the maximum number of patients into the working day.

## **PRACTICE NURSING TEAM**

Desri Dyer RGN leads our Practice nursing team of Sandy Norman RGN, Amelia Baker RGN, Andrea Dibble RGN, Lesley Calcutt RGN and Becky Walker RGN. We also have the services of Lynn Hutchens, Philippa Worms and Amy Rodgers, our Health Care Assistants.

## **CLINICAL PHARMACIST**

We have a Clinical Pharmacist, Rachel Nestel, at Brannam who is able to offer valuable advice and support to our patients. She will see patients with long-term health conditions such as diabetes or asthma; provide medicine reviews and other medicines-related support including discussing side effects. She will also help patients with their medicines following a stay in hospital and will see patients in the Rapid Access Clinic.

## **COMMUNITY (DISTRICT) NURSES**

Community (District) Nurses are attached to the surgery; they visit housebound or terminally ill patients and provide general nursing care in the community. To contact them please telephone **01271 322185** or leave a message with reception. Messages are usually collected at 12.00 noon and 3.00pm. Please ring as early in the day as possible to allow them to plan their visits.

## **COMMUNITY MIDWIVES**

The Midwives can be telephoned on **01271 314235**. They normally run clinics at the practice three times a week and share pregnancy care with your own Doctor. If you think you are pregnant you should see your own doctor in the first instance. He or she will then arrange for you to see a midwife.

## **COMMUNITY MENTAL HEALTH TEAM**

Referral to the above team is usually through your doctor.

## **COMMUNITY PHYSIOTHERAPIST**

We have a Community Physiotherapist based at the practice who your doctor will arrange a referral to.

**HEALTH VISITORS (based at Barnstaple Health Centre)**

The Health Visitors are trained in Public Health nursing. They are concerned with the promotion of good health and lifestyle and the prevention of ill health for all age groups. You can contact the Health Visitors on **01271 341500**.

**SCHOOL NURSES (based at Barnstaple Health Centre)**

A School Nurse is a Registered Nurse who has undertaken further study at degree level specialising in public health, aiming to safeguard children from harm, and provide health education. You can contact the team on **01271 341500**.

## **ACCESS TO MEDICAL SERVICES**

### **SELF-CARE**

There are many services that you can call upon when you are unwell, although a well-stocked medicine cabinet and plenty of rest are often the first steps for common everyday complaints such as sore throats, coughs, colds, aches, pains and stomach upsets.

Your local chemist can give you advice on what to take for various illnesses and complaints and can tell you about other local NHS services if you need them. Your symptoms should begin to improve within a couple of days. If your condition suddenly gets worse or your symptoms do not improve, then contact your GP.

### **NHS 111**

If you are unwell and have questions about your health and whether you should see your GP contact NHS 111, who offer confidential health advice and information by telephoning 111 or via their website [www.nhs.uk/111](http://www.nhs.uk/111)

### **ADVICE OVER THE TELEPHONE**

If you think a doctor or nurse can help you with advice over the telephone please speak to the receptionist who will ask for your contact number and a brief message. The doctor or nurse will return your call at the first available opportunity.

### **RAPID ACCESS CLINIC**

A Rapid Access Clinic is run daily for acute conditions that require immediate attention. This is a joint Nurse/Doctor clinic for medical problems that come on suddenly. Please note that if the problem is of a chronic or ongoing nature it may be better to make a routine appointment to see your GP. Some examples of the type of conditions we can treat at the Rapid Access Clinic are shown below:

<b>Injuries</b>	Bumps, Cuts, Bruises & Sprains, incl head injuries & whiplash
<b>Eyes</b>	Sore eyes, Styes, Conjunctivitis
<b>Skin</b>	Rashes, Ringworm, Warts, Cold sores, Herpes, Verrucae, Boils, Bites, Stings, Sunburn, Impetigo, Eczema, Head Lice, Ulcers, Infected Cuts, Shingles, Ingrown toe nail, Mouth problems
<b>Ear, Nose &amp; Throat</b>	Sore throat, Tonsillitis, Earache, Colds & Flu, Sinusitis, Cough, Acute Asthma, Fever, Hay fever, Nosebleeds.
<b>Abdomen</b>	Abdominal Pain, Diarrhoea & Vomiting, UTI, Balanitis, Indigestion, Constipation, Threadworms, Cystitis
<b>Head, Neck &amp; Back</b>	Headache, Dizziness, Neck Pain, Back Pain
<b>Women's Problems</b>	Emergency Oral Contraception, Urgent Pill Questions, Vaginal Discharge, Mastitis in Pregnancy
<b>Mental Health</b>	Panic Attacks, Hyperventilation

## **APPOINTMENTS WITH THE DOCTORS**

Our aim is for patients to have access to advice or to see a health care professional on the day they request. We have an appointment system, which allows pre-bookable and book-on-the-day appointments and the receptionist will aim to give you a convenient appointment with your usual GP. We can pre-book appointments up to 3 months ahead. Appointments can also be made in advance on-line through our Website.

Appointments are normally for 10 minutes per person. You may be asked to make a double appointment for lengthy or complicated problems. If you feel you need a longer appointment please inform your receptionist.

## **APPOINTMENTS WITH THE PRACTICE NURSES**

You can arrange an appointment with the Practice Nurses between 8.30am and 5.30pm Monday to Friday, and they also offer some evening clinics. The Practice Nurse's role has expanded so it is not always necessary to see a Doctor.

They provide a comprehensive range of general nursing services which include dressings, Rapid Access Clinic, cervical smears, family planning, immunisations and advice on healthy living, high blood pressure, foreign travel, smoking cessation and on the long-term management of chronic diseases such as asthma, diabetes and heart disease.

## **APPOINTMENTS WITH THE HEALTH CARE ASSISTANTS**

Our Health Care Assistants undertake much of the routine treatment room work such as blood tests, INR tests, ECG's, spirometry, smoking cessation and they also help assist the Doctors in minor operations. You can arrange an appointment with one of our Health Care Assistants from 8:00am, Monday to Friday, some later evening clinics are available for new patient checks, health checks, blood pressure monitoring and ECG's. Early morning appointments are usually reserved for patients who work, or are at school, but we aim to be flexible.

**If you are unable to attend any appointment, please contact us as soon as possible.**

## **HOME VISITS**

Home visits are reserved only for those patients who, in a doctor's opinion, are unfit to travel to the Surgery. This is because at the Surgery we have access to the full range of equipment to enable us to provide you with the best care.

If you require a home visit *please call the practice before 10:30am* and let us know why a home visit is necessary as this helps the doctor to assess the priority of the visit. Visits are usually done after the morning surgery so if you feel the patient is too ill to wait, please stress this fact to the receptionist when you call.

## **EMERGENCIES**

In an acute emergency or a sudden illness, such as a suspected heart attack or serious accident, it may be more appropriate to telephone **999** for an ambulance.

## **OUT OF HOURS**

Outside of normal surgery hours the Practice uses, and participates in, the Devon Doctors' service. This service has an Out of Hours Treatment Centre where Doctors can see patients in an emergency. Home visits can also be arranged if necessary via this service. They can be contacted via NHS 111.

## **APPOINTMENT GUIDE**

### **1. For sudden or acute illness**

*I need Medical Treatment today*

Ring as soon as you know you need an appointment. You will be offered an appointment with the Rapid Access Clinic or with a doctor (this may not be with your own doctor).

### **2. For planned or follow up appointments**

*My doctor has asked me to come back in 2 weeks*

Make a pre-bookable appointment before you leave the surgery.

*I will be due for a review with my doctor soon*

Make a pre-bookable appointment with your own Doctor. These appointments are available two to three months in advance.

*I will be due a medication review soon*

You can make an appointment with the Clinical Pharmacist for a medication review. These are pre-bookable..

*I will be due for a review of my diabetes, heart problem, high blood pressure within the next month*

Reviews are usually due in the month of your birth. Make an appointment with the Practice Nurse. The receptionist will offer you the next available appointment. If you are housebound and unable to attend the surgery, our clinical pharmacist and one of our nurses will come and perform your review at home. Call reception who will book this in for you.

### **3. How long will my appointment be?**

A routine appointment with the Doctor is 10 minutes.

Medical examinations and minor surgery require 30 minutes.

If you know that you will require a longer appointment, please tell the receptionist when booking.

#### **4. My doctor works part time. Who do I see when he/she is not working?**

Dr Louise Bond and Dr Suzanne Smit job share. If you are registered with Dr Bond and she is not working on the day you want to be seen, ask to see Dr Smit and vice versa.

Dr Ben Waterfall and Dr Melanie Deacon have similar job sharing arrangements, as do Dr Jackie Tolhurst and Dr Anna Marquiss.

#### **REPEAT PRESCRIPTIONS**

Once received at the surgery, then usually by *2 working days* you may collect at reception. If you have nominated a particular pharmacy as your destination then allow 'travelling time', therefore by *3 working days* it should have arrived at its destination. Please also allow the pharmacy time to make up your medication. **In total please allow 5 working days for processing.**

#### **Need a prescription?**

##### **ONLINE**

You can order your prescription via our website by logging in with your pin and ticking the items you require:  
[www.Brannammedicalcentre.com](http://www.Brannammedicalcentre.com)

You will need to set up a personal account at reception before you can do this.

##### **EMAIL**

You can e-mail your prescription request to: [d-ccg.PrescriptionBrannam@nhs.net](mailto:d-ccg.PrescriptionBrannam@nhs.net)  
Please ensure you include your name, date of birth and the items you require.

##### **POST/IN PERSON**

You can post your prescription request to the medical centre or into our prescription box in reception. You can also request your prescription in person at reception.

##### **PHARMACY**

You can order your medication with your local pharmacy. Please allow 5 working days before going to collect your prescription to allow it to be processed and returned to pharmacy.

**Due to the very high volume of prescriptions processed, we are unable to offer prescription ordering over the telephone. Please use one of the above methods.**

*Special arrangements are available for terminally ill or housebound patients.*

In some cases a Doctor may request to see you before your next repeat prescription is issued, please ensure that medication reviews and clinic reviews are kept up to date.

## Batch Prescribing

If you are on stable regular medication we have a service that allows you to order your medication in advance; a pharmacy is allocated to handle all your prescriptions and when you are running out you let the pharmacy know and they will make up your medication for you, so you no longer need to fill out request slips or email us. If you would like to join our Batch Prescribing Service, please speak to the Reception staff.

## Electronic prescriptions

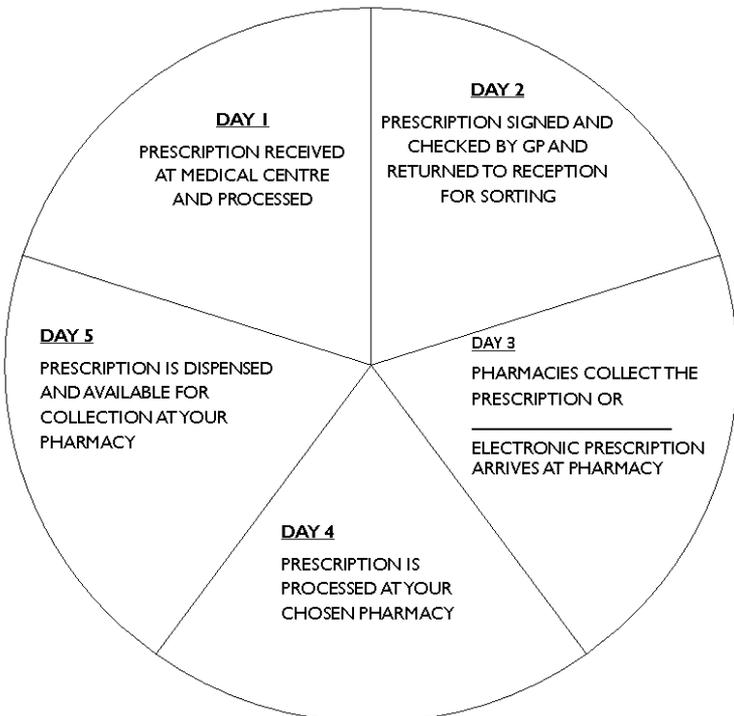
Most prescriptions now reach their destination electronically, saving time and paper. If you normally collect prescriptions from the same place, you could benefit from this service. You can collect repeat prescriptions directly from a pharmacy without visiting your GP, no paper copies which can easily be lost, waiting time in the pharmacy will be reduced and the service is reliable, secure and confidential. Please ask the chemist to look electronically for your prescription. For more information visit:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Pages/eps.aspx>

## REQUESTING A REPEAT PRESCRIPTION



If you have asked for your repeat prescription to be sent to a pharmacy of your choice, please allow 5 working days before collection.



## **SICK CERTIFICATES**

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may ask you to complete a self-certification Form (SC2), which is available from your employer or at the Surgery Reception. For any illness lasting longer than seven days (including Saturday and Sunday) you may need to see your Doctor for a sickness certificate.

## **TEST RESULTS**

Please ring for test results **after 11.00am** as often test results are not received until later in the morning.

## **TRAVEL ADVICE / IMMUNISATION**

As well as routine vaccinations, we specifically deal with holiday immunisations and advice on travelling. Some immunisations take time to work and need a course of treatment.

Please make an appointment to see the Travel Nurse at least 2 months in advance if possible or as soon as your travel arrangements are confirmed. This is because some immunisations have to be given at set intervals. Please note that payment for vaccines is only by cash or cheque, we do not accept cards.

(In most cases if you seek advice / immunisation at the last minute it is very likely that we will be **unable** to help you). Up to date travel and immunisation advice is also available from NHS Choices ([www.nhs.uk](http://www.nhs.uk)) or visit **Fit for Travel** at [www.fitfortravel.scot](http://www.fitfortravel.scot)

## **WOMEN'S HEALTH**

A full range of Women's Health clinics are offered, including family planning, well woman, menopause and HRT. Dr Tolhurst provides a clinic one Monday, every other month from 18:30-19:30.

### **Clinic times are:**

Monday	am - Dr Bond/ Sister Dyer
Wednesday	am - Sister Dibble pm - Dr Smit
Friday	pm - Sister Norman

## **PHYSIOTHERAPY**

We have a Community Physiotherapist based at the practice who your doctor will arrange a referral to.

## **COUNSELLING**

Appointments with a counsellor are usually arranged through your GP. You may also self-refer to the local Depression and Anxiety Service – 01271 335041

## **SEASONAL FLU VACCINATION**

Anyone over 65 years of age, a carer, or anyone who suffers from diabetes, asthma, heart disease, chest problems or renal failure is recommended to be vaccinated each autumn against influenza. There is a new Department of Health program to vaccinate children.

## **PNEUMOCOCCAL VACCINATION**

Everybody aged 65 and over should now be immunised to help protect them against pneumococcal infection which can cause diseases such as pneumonia, septicaemia (blood poisoning) and meningitis. People under the age of 65 who are at a higher risk of infection, such as those with other illnesses and medical conditions, are also recommended to have the vaccine. Most people will only need to have the vaccine once.

## **SHINGLES VACCINATION**

There is now a vaccine to help protect older people against shingles. Anyone 70 years and over will gradually be offered the vaccine as the Department of Health program is rolled out.

## **CHILDREN IMMUNISATIONS**

Routine children's vaccination clinics are held on a Thursday pm. For an up to date list of the vaccination schedule visit:

<https://www.nhs.uk/conditions/vaccinations/pages/childhood-vaccination-schedule.aspx>

## **MINOR SURGERY**

The Doctors provide minor surgery services, e.g. injection of joints, removal of cysts and moles, in-growing toenails and liquid nitrogen treatment of warts and some small blemishes. For an assessment please see your Doctor.

## **BLOOD TESTS**

Blood tests can be booked through your Doctor's Receptionist or the Sisters' Receptionist on **01271 314236**.

## **CERVICAL SMEARS**

Cervical smears are offered every 3 years for women between the ages 25-49 and every 5 years between the ages of 50-64. If you are aged between 25 and 64 you should receive a recall automatically, but if you have not had a smear within the above timescales please make an appointment. A smear is the only way to detect early changes to the neck of the womb and allows treatment to prevent cancer. Our nursing staff carry out most of the smear tests.

## **CONTRACEPTIVE SERVICES & SEXUAL HEALTH**

Doctors and Nurses provide confidential advice or treatment including:

Oral contraception, IUCD (coil fitting service), implants, safe sex, sterilization, teenage sexual health matters, vasectomy and emergency contraception.

## **EMERGENCY CONTRACEPTION**

If you have had sex without using contraception or think your contraception might have failed, arrange to see the nurse or GP as quickly as possible. You should do so within 72 hours of unprotected sex. However, treatment in the first 24 hours is the most effective. It would be helpful if you tell the receptionist you require emergency contraception so that she can arrange an urgent appointment. Our Practice Nurses can also deal with this in the Rapid Access Clinic. As with every medical condition, problems are dealt with complete confidentiality.

Most pharmacies can dispense the emergency contraception pill currently to women up to the age of 19, free and without a Doctor's prescription. The Community Family Planning Clinic also offers this service.

## **MAKING A COMPLAINT**

If you have any complaints or concerns about the service that you have received from the doctors or staff working at this practice, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – as this will enable us to establish what happened more easily.

If it is not possible to do that please let us have details of your complaint within 12 months of the incident that caused the problem or from when the matter came to the attention of the complainant. The Practice Manager, Miss Dee Brown will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly.

You can make your complaint:

**In person** – ask to speak to Miss Dee Brown (01271 314210)

**In writing** – some complaints may be easier to explain in writing - please give as

much information as can, then send your complaint to the practice for the attention of Miss Brown as soon as possible. If you prefer, we can provide you with a form to register your complaint.

### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. We can provide you with a third-party authority form which will need to be signed by the person concerned unless they are incapable (because of illness).

### **WHAT WE WILL DO**

We aim to settle complaints as soon as possible. We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 25 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know and keep you informed as the investigation progresses.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem does not happen again.

When the investigations are complete your complaint will be determined and a final response sent to you. This will include details of the result of your complaint and also your right to pursue the matter further if you remain dissatisfied. (see separate Complaints Leaflet)

## **COMMENTS AND SUGGESTIONS**

We are always interested to know what you think about the services on offer at the surgery. We also understand that people do not like making comments, complaints or suggestions believing this might cause difficulties. However, we positively welcome your views as we want to offer only the best possible service.

If you have a comment or suggestion about the Practice, please address this to the Practice Manager or your GP either by letter, in person or over the telephone. You can also post a comment in our box in the waiting area. Please also see page 24 for more information about Patient Involvement.

### **Please help us get it right**

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

## **PALS**

The **Patient Advice and Liaison Service (PALS)** provide confidential advice and support, helping you to sort out any concerns you may have about other care provided by the NHS and guiding you through the different services available from the NHS.

0300 123 1672/01392 267665 (Advice & Support)

01392 207819 (Complaints)

Or in person at the Patient Advice & Liaison Desk, Level 2 at the North Devon District Hospital.

## **HEALTH ADVICE**

### **ALCOHOL**

The British Medical Association recommends a maximum weekly alcohol intake of 14 units for women and 21 units for men. A unit is one glass of wine, half a pint of beer or a single short measure. Weight, blood pressure and sexual function can all be adversely affected by alcohol.

### **EXERCISE**

As a country we are all exercising less, with the results that weights are going up. The British Medical Association recommends 30 minutes of gentle exercise 4 - 5 times a week. This could be simply going for a walk, walking to work or cycling, swimming or aerobics.

Regular exercise is probably the one thing we can all do to help our own health. It reduces weight; helps reduce blood pressure, heart disease and stroke. It helps to reduce stress and improves sleep patterns. Give it a try, you know it makes sense!

### **HEALTHY DIET**

Each adult should try to eat at least 5 portions of fresh fruit, vegetables or salad every day. On the whole most people in Britain eat too much meat. Having fish twice a week or even one vegetarian option is beneficial to your health.

It has been shown that high fibre foods such as brown bread, vegetables, fruit and bran cereals help reduce blood cholesterol levels, bowel cancer and constipation.

### **OBESITY**

Obesity is a growing problem in all age groups of our population. This can lead to health problems including early onset of diabetes and heart disease. By eating a balanced diet and exercising regularly we can all help ourselves to stay healthy.

If you are concerned about your weight or need dietary advice make an appointment to see one of our Nurses.

### **SMOKING**

All levels of smoking are harmful to your health and those around you. It is also very harmful to your wallet. Think of what you could do with all that money! If you would like help to quit smoking, make an appointment to attend one of our Smoking Cessation clinics.

## **AT THE PRACTICE**

### **DISABLED ACCESS**

The Medical Centre has been designed to allow easy access to the Practice. All patient administration, treatment and consulting rooms are on the ground floor. There is a ground floor toilet specifically designed for disabled access. We have a surgery wheelchair available for transporting patients from their vehicle into the surgery.

The reception team is happy to provide assistance to people with visual or hearing impairment if required. We have a portable induction loop system for use with hearing aids with “loop” facility, during consultations.

Designated parking spaces are available for disabled patients.

### **CAR PARKING**

There is limited car parking at the rear of the Medical Centre and is for the use of patients with a Doctor or Nurse appointment only. Please do not park here if you do not have an appointment or leave your car parked here after your appointment.

There is a large public car park adjacent to the surgery.

### **NON-ENGLISH SPEAKERS**

The Practice has access to a translation service to assist patients whose first language is not English.

### **NAPPY CHANGING**

Nappy changing facilities are available; please ask at Reception to be directed.

### **ABUSIVE AND VIOLENT PATIENTS**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. The Practice operates a “zero tolerance” policy to aggressive and abusive behaviour. This includes any personal, abusive and aggressive gestures. Any incidents of verbal abuse, whether in person or over the telephone will be reported immediately to the Senior Partner, Practice Manager and / or the Police.

Any such behaviour will subsequently be discussed by the Partners, who will agree on an appropriate course of action which may result in the patient(s) removal from our Practice List with immediate effect.

## **MEDICAL INFORMATION & CONFIDENTIALITY**

The Access to Health Records Act (1990) gives you the right to see your medical records. If you would like to have formal access to your records please write to the Practice Manager who will arrange for you to see them. There is a fee for accessing your health records, payable on application. If copies of your health records are required, additional fees will be charged. On receipt of your completed application, the surgery has 40 days in which to respond to your request.

All information concerning you and your health record is confidential. No information will be released without your permission, except to other health care professionals concerned with your treatment. Practice data is governed by the Data Protection Act 1998 of which we are registered members. The processing, access to health records and use of patient information is determined by this Act.

### **PERSONAL DATA**

It is vitally important that we have up to date contact details for all our patients. Please advise Reception of any changes to your name, address, telephone number or next of kin. You can also update your contact details online if you have registered for Patient Access.

### **CALL RECORDING**

Please be aware that all incoming and outgoing telephone calls at the surgery are recorded. All recordings are stored securely and accessed only for patient care and training purposes.

### **RESEARCH**

The Practice sometimes recruits patients for research studies supported by the Primary Care Research Network. All studies have been approved by an NHS Research Ethics Committee. If you are invited to participate in research there is no obligation to do so, and if you decline this will not affect your treatment in any way. Anonymised patient data may be used for research that is in the best interests of patients and the NHS as a whole.

### **PRIMARY CARE CONTRACT**

Our Practice has a contractual agreement with NHS England to provide essential general medical services and additional services and with NEW Devon Clinical Commissioning Group and Devon County Council to provide some enhanced services to our registered patients.

## **SUMMARY CARE RECORD**

There is a Central NHS computer system called the Summary Care Record (SCR). SCR is meant to help emergency doctors and nurses help you when you contact them when the surgery is closed. You can choose whether it contains just your medications and allergies or a more detailed record which includes your significant medical history (including past and present), reason for medications, information about the management of long term conditions, communication preferences, end of life care information and your immunisations. Later on as the central NHS computer system develops, other staff who work in the NHS will be able to access it along with information from hospitals, out of hours services, and specialists letters that may be added as well. Your information will be extracted from practices such as ours and held on central NHS databases.

As with all systems there are pros and cons. When you speak to an emergency doctor they might overlook something that is important and if they have access to your medical record it might avoid mistakes or problems, although even then, you should be asked to give your consent each time a member of NHS Staff wishes to access your record, unless you are medically unable to do so. On the other hand, you may have strong views about sharing your personal information and wish to keep your information at the level of this practice.

We strongly recommend that you make yourself fully aware of the full details surrounding summary care records. Further information and advice is available by phoning: 0845 603 8510 (calls charged at local rate) or visiting the NHS Summary Care Website at: [www.nhscarerecords.nhs.uk/summary](http://www.nhscarerecords.nhs.uk/summary).

## **PERSONAL MEDICAL SERVICES**

Brannam Medical Centre is a PMS Practice.

## **GP TRAINING**

We are an approved training practice and often have GP Registrars working with us who are training to be General Practitioners. They are mentored by Dr Matthews, Dr Waterfall and Dr Stewart.

## **MEDICAL & NURSING STUDENTS**

The Practice is involved in teaching medical students. From time to time they may be present in your consultation. It is an important part of their training but, of course, you may consult in private if you wish.

## **LOCUM DOCTORS**

On occasions such as absences due to holiday, training or sickness, a locum doctor may be employed by the Practice. Locum doctors are fully trained and experienced General Practitioners. The Practice tries to use the same locums so that they get to know our patients and how the Practice operates.

## **ONLINE SERVICES**

We now offer patients the use of a secure online service called Patient Access. The service gives you access to features including:

- Checking, booking and cancelling appointments
- Checking your medication and ordering repeat medication
- Updating your contact information, especially mobile phone and email address

### **HOW DO I REGISTER FOR PATIENT ACCESS?**

There are currently two ways that you can apply for your personal Patient Access account:

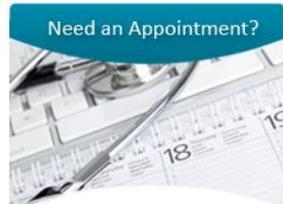
**(1) Online: You can register for a basic Access account online. Visit our practice website, and select *Need an Appointment?* at the bottom of the home page.**



Click **Create an account** and select **No** when asked if you have a PIN and Access ID. You will be guided through setting up a limited access account that allows appointment booking only. When you next visit the practice, take some form of identification to Reception, and you will then be upgraded to a full account.

**(2) Visiting the surgery:** When visiting the practice, please ask Reception about the Patient Access service. They will give you a registration sheet with information that you will need to complete the process.

When you have your registration sheet, come back to our website; select one of the Patient Access: Online Services from the home page (shown below)



At the next screen, click **Create an account** and select **Yes** (the PIN and Access ID are on your registration sheet). You will now be asked to create your account, using the registration codes given to you by the practice.

## REPEAT PRESCRIPTION REQUESTS

If one of our doctors has arranged a repeat prescription for you, and the review date has not expired, then you can use Patient Access to request a repeat. Prescriptions can be collected two full working days after request.

Once you have logged onto Patient Access you can view any medication items by clicking **See your Repeat Prescriptions**. To request items, return to the home page; select **Make a request**, tick the items you require and then click **Submit Request**. There is no need to add a message relating to your request. You will then see a confirmation screen, providing you are happy with the selection you made, click **Confirm**.

### NEED HELP?

If you encounter any problems with setting up your Patient Access account, please contact the administration team on **01271 314227**.

### VIEWING YOUR MEDICAL RECORD ONLINE

As well as booking appointments online, you are now able to view your medical record. For this to happen, you will need to request this on your new patient questionnaire (enclosed) and your doctor will need to authorise your request. After authorisation, you will be able to view certain parts of your medical records.

## **PATIENT INVOLVEMENT**

Are you interested in finding out more about the Practice? Would **YOU** like to influence the activities within the practice?

The Patient Reference Group is a small group of patients who have volunteered to help ensure that Brannam Medical Centre provide the services patients need. Within this forum the Group meet to discuss planned health service developments, health promotion initiatives and have the opportunity to raise any issues which are of concern and/or will help to improve the standard of care offered by the practice. The Group is not a forum for individual complaints, or airing personal issues patients may have.

### **Why do we need a Patient Reference Group?**

- To help identify improvements to practice services
- To agree developments which could enhance the practice
- For the practice to understand the patients' point of view and encourage positive suggestions
- To agree health education activities within the practice
- To encourage self help projects to meet the needs of patients in line with the representative demographic
- To actively encourage and welcome comments, suggestions, and members of the local and wider community



## Patient Forum

Of course, to truly understand our patients' point of view, we also need to know the opinions of a much wider proportion of our patients.

To help us with this we have set up a virtual Patient Participation Group so that you can have your say. We ask the members of this representative group some questions from time to time, such as, what you think about our opening times or the quality of the care or service you received? We will contact you via email and aim to keep our surveys short and to the point so it shouldn't take too much of your time. You decide how often and when you would like to respond. This is your opportunity to have a say in the changes and decisions.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups to ensure we meet the needs of all our patients.

We are always looking for new members so please visit our website, [www.brannammedicalcentre.com](http://www.brannammedicalcentre.com) and click the **Join our Patient Group** tab to get involved and make a difference to Brannam Medical Centre. If you don't have access to the internet, please leave your name and contact details at reception.

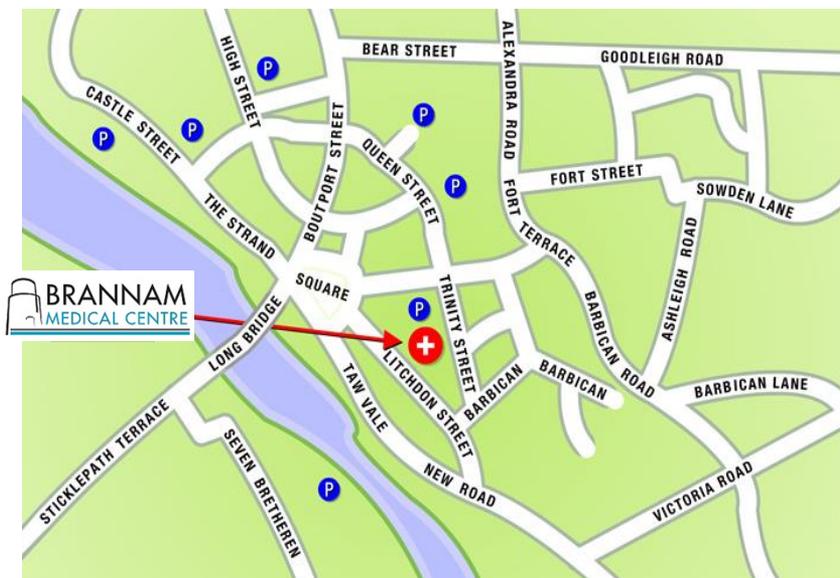


## **DIRECTORY OF USEFUL CONTACTS**

<p>Advocacy Service 07779 571691 or 01271 378530</p>	<p>Support for people experiencing problems with their mental health care and treatment. Call Mon, Tues or Wednesday mornings</p>
<p>Age Concern 01271 324488</p>	<p>Information and advice for the elderly about benefits, care, age discrimination etc. <a href="http://www.ageuk.org.uk/">http://www.ageuk.org.uk/</a></p>
<p>Hospice Care</p>	<p>Children's Hospice South West provides hospice care for children and families in the South West, providing a service from both Little Bridge House in North Devon, Charlton Farm in North Somerset and Little Harbour in Mid Cornwall. <a href="http://www.chsw.org.uk/">http://www.chsw.org.uk/</a> 01271 325 270 North Devon Hospice supports individuals and families who are faced with the impact of a life-limiting illness. <a href="http://www.northdevonhospice.org.uk/">http://www.northdevonhospice.org.uk/</a> 01271 344248</p>
<p>Cancer Care Car 01271 328866</p>	<p>Transports patients from North Devon &amp; Torridge to Exeter; available to those who need to travel 5 days a week for radiotherapy.</p>
<p>Citizens Advice Bureau 01271 377077</p>	<p>Advises on finance, health, family, relationships, benefits, work etc. <a href="http://www.citizensadvice.org.uk/">http://www.citizensadvice.org.uk/</a></p>
<p>Depression &amp; Anxiety Service 01271 335041</p>	<p>For people over 18 years of age who are feeling stressed, anxious, low in mood or depressed.</p>
<p>Devon Doctors On Call Via NHS 111</p>	<p>Devon doctors on call for out of hours assistance. <a href="http://www.devondoctors.co.uk/">http://www.devondoctors.co.uk/</a></p>
<p>Devon Carers 03456 434435</p>	<p>Providing information, support and involvement for carers who either live in the Devon County Council area or are looking after someone living in the Devon County Council area. <a href="http://www.devoncarers.org/">http://www.devoncarers.org/</a></p>

<p>EDP Drug &amp; Alcohol Services (RISE) 01271 859044</p>	<p>EDP works with people across Devon and in Dorset who have, or are affected by, drug and alcohol problems. <a href="http://www.edp.org.uk/">http://www.edp.org.uk/</a></p>
<p>Encompass 01271 371499</p>	<p>Community based charity providing a range of services to people across North Devon experiencing crisis and hardship. <a href="http://www.bpag-encompass.org.uk/">http://www.bpag-encompass.org.uk/</a></p>
<p>My Web, My Way</p>	<p>How to make the internet easier to use so that you can view the web in a more accessible way. Helping those who can't see very well, find the keyboard or mouse difficult to use, making text easier to read etc. <a href="http://www.bbc.co.uk/accessibility/">http://www.bbc.co.uk/accessibility/</a></p>
<p>National Domestic Violence Helpline 0808 2000 247 Freephone 24hr</p>	<p>Helpline for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. 24 hour support, help &amp; information over the phone; All calls completely confidential. <a href="http://www.nationaldomesticviolencehelpline.org.uk/">http://www.nationaldomesticviolencehelpline.org.uk/</a></p>
<p>North Devon District Hospital (NDDH) 01271 322577</p>	<p>Barnstaple <a href="http://www.northdevonhealth.nhs.uk/">http://www.northdevonhealth.nhs.uk/</a></p>
<p>Royal Devon &amp; Exeter Hospital 01392 411611</p>	<p>Exeter <a href="http://www.rdehospital.nhs.uk/">http://www.rdehospital.nhs.uk/</a></p>
<p>Samaritans 116 123</p>	<p>Confidential emotional support 24/7 to those experiencing despair, distress or suicidal feelings. <a href="http://www.samaritans.org/">http://www.samaritans.org/</a></p>
<p>Transport &amp; Mobility 01271 328866</p>	<p>Go&gt;&gt; North Devon Ring &amp; Ride – a door to door minibus service available for anyone who has a mobility problem or cannot use public transport. <a href="http://www.gonorthdevon.co.uk/">http://www.gonorthdevon.co.uk/</a></p>

## Practice Location



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[www.brannammedicalcentre.com](http://www.brannammedicalcentre.com)

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