

Building Works/Car Park Closure

Building work on our extension to the medical centre will begin on 3rd February and continue through until October. During this period the car park will be significantly reduced in size to accommodate plant for the builders. Therefore, it will be **closed** to **ALL** patients for Health and Safety reasons. Some of the current patient spaces will be reserved for the doctors doing home visits.

There is a large public car park adjacent to the medical centre. Please **do not park on the turning circle** in front of the pharmacy as this should be kept free for emergency ambulances.

We apologise for the inconvenience.

Patient Participation Group

The PPGs from the Barnstaple Alliance held a joint meeting in January hosted by Fremington Medical Centre. There were various speakers including:

- ◆ Catherine Allen from NDHCT who spoke about working more closely with RD&E.
- ◆ Petroc College spoke about the changes to nurse training in North Devon

There was also a discussion on Where Patients Go for Treatment in North Devon - how to inform patients of the best options and what is available at medical centres e.g. physiotherapist, social prescriber, advance care practitioners etc. and not merely GPs.

NHS APP

The NHS App is the new, simple and secure way to access a range of NHS services on your smartphone or tablet. Use it to:

- ◆ Check your symptoms
- ◆ Find out what to do when you need help urgently
- ◆ Book and manage appointments
- ◆ Order repeat prescriptions
- ◆ View your GP medical record securely
- ◆ Register to be an organ donor
- ◆ Choose how the NHS uses your data



Joiners and Leavers

Sarah Bickley has been appointed to a new post as Patient Liaison Manager. She will organise and manage the day to day delivery of services to our patients including the reception area. She will be involved with improving access for patients, acting on feedback from patients and staff training and development amongst other roles. Sarah has a background as a dental practice manager.

Rene has been appointed as receptionist to Dr Marquiss and her job share partner Dr Duncan. If you wish to speak to Rene dial 01271 314216.

Kelly is helping Sarah with administration in the treatment room and they are on 01271 314236.

Steph Furse, who is a qualified pharmacy technician, has moved from Lloyds Pharmacy to us and is now part of our prescribing team. Steph will work with our clinical pharmacist to improve the efficiency and effectiveness of our repeat prescribing system. She can carry out medication reviews and give advice to patients. Steph will shortly be starting work on a project in reception to try and reduce the number of prescription queries and request that come through reception.

Amy our HCA returned from maternity leave just before Christmas and is now working Tuesday, Thursday and Friday.

Izzy, Dr Hassall's receptionist has moved on to work in the physio department at NDDH. We are currently recruiting for this post.

Dr Ollie Shaw completes his registrar training this month and will be moving to South Molton Health Centre whilst Dr Pippa Wright is also leaving to continue her registrar training in the Obs and Gynae department at NDDH.

Flu Campaign 2019/20

Vaccination is offered to all patients over the age of 65, and patients from age 6 months to 64 years who are in "at risk" groups. This covers patients with immunosuppression, chronic respiratory disease, chronic heart disease, chronic neurological disorders such as stroke, chronic liver or kidney disease, diabetes, carers and pregnant women. We are also able to vaccinate patients who work in care homes or for care agencies.

We still have flu vaccinations available for all age groups and at risk patients. If you are in one of the above groups there is still time to get yourself protected.

If you are unsure whether you qualify for a free vaccination then please contact Reception.

**STAYWELL
THISWINTER**

If you were rushed into hospital, how much would the doctor know about you?



Enhanced Summary Care Record

Ask today about adding information to your Summary Care Record.

Adding more information means health and care staff can make better decisions about you.



Your Summary Care Record is particularly useful for people with complex or long-term conditions.

Doctors and nurses treating you will ask if they can look at your SCR to help them treat you quickly and safely.

You can choose to have other useful information added to your SCR including:

- ◆ Your illnesses and any health problems
- ◆ Operations and vaccinations you have had in the past
- ◆ How you would like to be treated - such as where you would prefer to receive care
- ◆ What support you might need
- ◆ Who should be contacted for more information about you

If you think you want to add other useful information to your SCR, please let us know. It will be added to your SCR and kept up-to-date for you. Also, if there is information you would like removed or do not want to be added again let us know.

Improved Access at Brannam MC

We have GP, Nurse and Health Care Assistant appointments available in February on the 14th, 15th and 16th and in March on the 13th, 14th and 15th.

If you find it difficult to get to see a clinician during the week then try booking in to our weekend appointments. Cervical screening appointments will be available on some days as well as chronic disease clinics such as diabetes. We would like to encourage all ladies between 25—64 to attend for screening, particularly those between 25—29 where the risk of cervical cancer is increasing. We also offer the HPV vaccination to those who missed having it done at school.

1st Contact Physiotherapist

Charlie Wilkins our 1st contact physiotherapist is now available to see patients, aged 16 years and over, with musculoskeletal problems directly without needing to see a GP first. He is at Brannam all day on a Monday and also on a Thursday afternoon. Charlie can see patients with non-acute soft tissue injuries, sprains, strains, sports injuries, arthritis, possible problems with muscles, ligaments, tendons or bone e.g. tennis elbow, carpal tunnel, ankle sprains, back pain, mobility changes, post-orthopaedic surgery.

Our receptionists can give you more guidance or Charlie can ring you direct.

Barnstaple Alliance Primary Care Network

We already have a few of our joint posts up and running including:

- ◆ Social Prescriber
- ◆ 2nd Clinical Pharmacist
- ◆ 1st Contact Physiotherapist

We are also involved in a number of projects with the Alliance centred around the following areas:

- ◆ Care homes and Housebound - regular visits from a GP and nurse.
- ◆ Homeless and Rough Sleepers - to improve health care for this vulnerable group.
- ◆ Working with multiple agencies on a regular basis to support patients with complex needs.



Charity News



Last year we raised £972 which will be split equally between our two chosen charities, Clarity and Age Concern.

This year we have chosen to support Families in Grief. Families in Grief supports children, young people and their families who have experienced the death of someone close to them. We are having a new charity collection box which will be located in Reception, please pop in your spare change.

Training

Our Health Care Assistant Billie-Jo is training as a Nursing Associate through Exeter University whilst continuing to work at Brannams. She needs to have placements in order to gain experience in other health care settings and to support this she will be absent from the practice one day each week.

One of our previous student nurses, Emily, is now working with us at Brannams again. Emily is being supported by the practice on her Practice Nurse Foundation Course as she learns skills specific to practice nursing such as taking cervical smears.

Becky Walker is undertaking an Advanced Clinical Practitioner course via Plymouth University to further her skills and expertise in this area.

Poppy is our new HCA Apprentice and is doing her training through Petroc Academy.

Chris has completed his IT Apprenticeship and continues to be an IT Administrator at Brannam MC.

Whitney has now completed her Business Administrator Apprenticeship and is working as Dr Parkinson's receptionist.