

PATIENT INFORMATION



A summary of the key information displayed in the surgery, including posters, screen and leaflets

From 2nd October a new way to contact the surgery

Right person, right time, first time!

We are changing the way that patients contact the surgery.

We have listened to our patients and want to make sure you can see a GP when you need to. Here's how we are improving our service:

1. Same-Day Medical Request Screening

- Every medical request will be looked at and handled by a **doctor** on the same day you submit it. This means quicker responses and better care for everyone.

2. Improved Patient Access: Right Care, Right Time, First Time

- Our aim is to make sure you get the right medical care at the right time, the first time you contact us.

3. No More First Come, First Serve

- Appointments will no longer be a first come, first serve basis. Instead, everyone will get the care they need, regardless of how or when they contact us.

This new system ensures that all patients receive timely and appropriate care based on their medical needs.

What is changing?

Starting from October 2nd, we are changing how you contact and get help from the surgery. From this date, all requests for a GP appointment, as well as questions about administration will need to be submitted through a special form. You can find this form on our surgery website, by calling us, or by visiting the surgery in person.

The form will help us understand your medical issue or question. A GP or a team member will look at your form within one working day, and if it's urgent, it will be looked at first. For medical requests, a GP will either contact you directly, ask the reception team to book an appointment, or give you advice in the way you prefer.

We suggest you use the online form on the surgery website [here](#) or via the [NHS App](#). If you can't do this on your own, you can call us, and the reception team will help you fill out the form. If you prefer to visit the surgery, our receptionist can help you with the form, or you can use a tablet at the surgery to fill it out yourself.

Why are we making this change?

NHS England is asking all GP surgeries to make it easier for patients to get appointments online, by phone, or through other digital methods. The goal is to improve your care and make sure patients see the same doctor when needed. Our surgery team is working hard to meet these goals. By using the request form to collect important information from each patient, the GP and team can decide on the best care for you. All the information you provide will be kept private.

This system will help us:

- Understand what each patient needs by gathering information.
- Make sure everyone gets the right care, fairly and safely.
- Offer easy and inclusive ways to book appointments online or by phone.
- Make the best use of our doctors and other health professionals.
- Improve how we work and avoid doing the same things twice.

What is not changing?

Patients:

- Can still book appointments with nurses, healthcare assistants, and for blood tests by calling the surgery.
- Can still book with the Wellbeing Team and First Contact Physios.
- Can still get urgent same-day GP appointments if needed.
- Will stay with their registered GP to keep continuity of care.

Here to help!

We are here to support you with these changes. If you need help filling out the request form, just ask, and a member of the reception team will be happy to assist. Please be patient as we all adjust to this new system. Thank you for your understanding and support.

[Frequently Asked Questions \(FAQs\)](#)

AUTUMN 2024 VACCINATIONS

FLU VACCINE

All eligible patients will be contacted via text message or letter with details on how to book your annual vaccination appointment. There is no need to contact the surgery about your flu vaccination, as we will contact all eligible patients.

You should have the flu vaccine if you:

- are 65 years of age and over (including those who will be 65 by 31st March 2025)
- have certain health conditions
- are pregnant
- are in long-term residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis

Frontline health and social care workers can also get a flu vaccine through their employer. For more information please click [here](#).

COVID-19 VACCINE

Who is eligible for COVID-19 vaccine this autumn?

- adults aged 65 years and over
- residents in care home for older adults
- individuals aged 6 months to 64 years who have certain long-term health conditions
- frontline NHS and social care workers, and those working in care homes for older people

The vaccine should usually be offered no earlier than around 6 months after the last vaccine dose. If you are eligible, you can get protection from an autumn COVID-19 vaccination even if you have not taken up a COVID-19 vaccine offer in the past. For more information about the COVID-19 vaccine please click [here](#).

RSV VACCINE

From 1st September, the NHS is introducing a new Respiratory Syncytial Virus (RSV) vaccination programme which will be offered at the practice to eligible patients.

RSV is a common respiratory virus. Cases peak each winter, although can occur at any time of the year. It can be more serious for people aged 75 and over, and babies under 6 months old.

Everyone turning 75 years old on or after 1st September 2024, up to and including 31st August 2025, will be offered the RSV vaccine this year. Pregnant patients at 28 weeks or more will be also offered the vaccine, to help protect their baby for the first few months after birth (offered through maternity services). For the first year of the programme, the vaccine will also be offered to those who are already aged 75 to 79 years on 1st September 2024, and patients who will turn 80 years old before 31st August 2025.

PLEASE DO NOT CONTACT THE PRACTICE ABOUT THESE VACCINATIONS AS YOU WILL BE CONTACTED TO BOOK AN APPOINTMENT.

For more information on the autumn vaccinations, please visit www.brannammedicalcentre.co.uk





HM Government **NHS**

PHARMACY FIRST

services available without a prescription

For patients in eligible age ranges

Earache 1 to 17 years	Sinusitis 12 years and over
Impetigo 1 year and over	Sore throat 5 years and over
Infected insect bites 1 year and over	Uncomplicated urinary tract infections Women 16-64 years
Shingles 18 years and over	

MENTAL HEALTH NHS 111

Millions of patients experiencing a mental health crisis can now benefit from support through 111. People of all ages, including children, who are in crisis or concerned family and loved ones can now call 111, select the mental health option and speak to a trained mental health professional. NHS staff can guide callers with next steps such as organising face-to-face community support or facilitating access to alternative services, such as crisis cafes or safe havens which provide a pace for people to stay as alternative to A&E or a hospital admission.

WINTER FUEL PAYMENTS

Do you, or someone you know, need more information about the Winter Fuel Payments? Please contact [Age Concern Barnstaple and North Devon](#) for more information and support on **01271 445131** or email tina@ageconcernnorthdevon.org.uk



Barnstaple & North Devon | Supporting Independent Living

FLOURISH CAFÉ

New Flourish recovery café in Barnstaple.

Peer to peer recovery support, for people in recovery by people in recovery. [EDP Drug & Alcohol Services](#) have meditation, art activities and non-judgemental support and advice from their volunteers with lived experience, which goes nicely while having the obligatory tea or coffee and a biscuit.

Every Tuesday 12.30-2.30pm at Riverside Court, Barnstaple EX31 1DR

DIABETES MEET & GREET GROUP

Are you living with Diabetes? You are not on your own.

Come along to Diabetes UK Barnstaple support group. You'll have the chance to chat, ask questions and find out how the meetings and activities can help you to live well with your diabetes.


St John's Garden Centre, Barnstaple at 10.30am on the first Monday of each month and a speaker on the third Monday of each month at Roundswell Community Centre (next to Sainsbury's).

Please contact Lyn on **07530 326206** or email lhill118@btinternet.com for more information.

BEHIND CLOSED DOORS

The podcast is back for series 2! Designed to look behind the doors of [North Devon Against Domestic Abuse](#), an organisation that supports survivors of domestic abuse. Throughout each episode, you will get to know members of the team and find out more about the work that they do. You will hear survivor stories from those who have accessed support through the organisation and interviews other local organisations to find out about what they do and how they work to address the issue of domestic abuse.

The podcast is available to listen to through; [Spotify](#), [Amazon music](#) and [Audible](#)



Behind Closed Doors: the Domestic Abuse Podcast
By: North Devon Against Domestic Abuse Podcast

FUNDRAISING LAUNCH

The four GP practices of the Barnstaple Alliance Primary Care Network (Brannam, Fremington, Litchdon & Queens Medical Centres) and our Patient Participation Groups are launching a brand new fundraising appeal to help fund at least 50% of their dedicated Alzheimer's Society Dementia Support Worker who provides care and advice to their patients with dementia and their carers. From 1st April there will no longer be any national funding for this role so the Practices are doing all they can to retain the service for their patients.

1 in 11 people aged over 65 have dementia in the UK and the number is increasing. So many of you may be affected by this condition or know someone who is.

What's one of the most important things when supporting both those who have dementia and their families? Consistency of person and place around them. Having understanding carers and trained experienced support over a number of years is essential. This gives the patient who has dementia and their families the opportunity to make a very strong therapeutic bond. This is something that all patients who have dementia and their families and care givers feel is the most important factor to their care. This is what Dementia Support Workers help with and are an invaluable part of the care that the GP Practices provide. The Practices work with the Alzheimer's Society to ensure the Dementia Support Worker is highly skilled and knowledgeable about all aspects of dementia.

If you can help support their work with a donation of whatever size it will be gratefully received and enable the Dementia Support Worker to help more patients and carers every day.

Find out more on our [Just Giving page](#) and please share widely.



[The Gardeners Collective](#) is a community project founded in North Devon, encouraging the connection with nature through exploitation of the garden. As a Community Interest Company, they are able to access grant funding enabling the variety of fully funded or subsidised workshops, making learning to grow and connect with the outdoors accessible for all.

Their mission is to give people of all ages the opportunities and confidence to give growing a go, inspiring a love of the natural environment whilst reaping the physical and mental benefits of engaging with the outdoors.

hello@thegardenerscollective.co.uk

FUNKY FITNESS

[Funky Fitness](#) is a way for adults and young people with learning disabilities to keep fit and active without any pressure. It provides a casual atmosphere and the opportunity to take part in lots of different sports and activities, like football, basketball, circuits, badminton and dance.

Every Tuesday 10.15-11.30am at Tarka Leisure Centre £8 (carers free). For more information please call **01271 344176**.

THE VIBE

[The Vibe](#) provides adults and young people with learning disabilities the opportunity to socialise in a safe and fun environment. There is lots to do including arts & crafts, karaoke, games, colouring, disco and drama sessions.

Every Monday & Thursday 10am-3pm £25 full day (carers free & £15 half day (carers free))

Mondays @ Barnstaple Rugby Club
Thursdays @ Summer Club Hall, 2 Charles Dart Crescent. For more information please call **01271 344176**.

WELLBEING TEAM

Did you know you can refer yourself to our Wellbeing Team?

There are things in life that can have a big impact on our health and wellbeing, but medicine just can't help. Our Wellbeing Team will work with you to provide you with the support and tools needed to move forward and enjoy the things in life that matter to you the most.

To refer yourself please click [here](#).

THE WELLBEING TEAM

By giving you the time to focus on what matters to you we can support you with any of the following:

- Discovering local groups and services
- Loneliness and isolation
- Accessing work, training or volunteering
- Financial concerns
- Housing difficulties
- Healthy lifestyle choices
- Living with a long-term condition
- Carers support
- Bereavement
- Support for new parents

The graphic features a light blue background with abstract shapes in darker blue and orange. The text is enclosed in a rounded rectangular frame.

British Association of Dermatologists

THE ABCDEASY WAY TO CHECK

MOLES

There are two main kinds of skin cancer: melanoma and non-melanoma skin and each looks different. This leaflet deals specifically with melanoma, the less common but more deadly type of skin cancer.

Melanomas can develop from existing moles, but they can also appear as new 'mole-like' marks on normal skin.

This guide tells you a few of the signs that might indicate a melanoma. You should tell your doctor about any changes to your moles or skin, even if they are not the same as those described here.



ASYMMETRY

The two halves of the mole may differ in their shape and not match.



BORDER

The outside edges of the mole or area may be blurred, and sometimes show notches or look 'ragged'.



COLOUR

This may be uneven and patchy. Notice new colours appearing. Different shades of black, brown, pink and even purple may be seen.



DIAMETER

Melanomas will progressively change. If you see any mole, or 'mole-like' mark getting bigger over a period of weeks to months, tell your doctor.



EXPERT

Look out for change, and if in doubt, get it checked out by your doctor. If your doctor thinks you have a melanoma or is not sure, they can refer you for free through the NHS to see a skin cancer specialist, usually a Consultant Dermatologist, who is an expert in diagnosing and treating skin cancer.

IS YOUR MOLE CHANGING? IF IN DOUBT, CHECK IT OUT!

LA ROCHE-POSAY
LABORATOIRE DERMATOLOGIQUE
Sole Sun Protection
Brand Partner of

SUN SAFETY PROGRAMME 2016
British Association
of Dermatologists

www.bad.org.uk | 020 7383 0266
Registered Charity No: 258474

STEADY ON YOUR FEET

Make your home a fall free zone. Find simple tips and guidance to stay active, independent and safe during everyday activities. For more information, please visit [Steady On Your Feet](http://steadyonyourfeet.org)

STEADY ON
YOUR FEET

MAKE YOUR HOME A FALL FREE ZONE

Find simple tips and guidance to stay active, independent and safe during everyday activities.

For more information visit
steadyonyourfeet.org/start



THE CARENTS ROOM

THE
CARENTS
ROOM

[The Carents Room](#) is a safe and trusted space for anyone supporting ageing parents. Dedicated to equipping you with the necessary information and giving you the support you need to confidently do the very best you can, in an even more positive, healthy and fulfilling way to help you care for your loved ones.

MAN DOWN



[Man down](#) are back for their free to attend, non judgemental, peer to peer drop in group for men 18+ with health

concerns. Offering the chance to speak and listen to others, together breaking down the stigma associated with talking about our emotions.

Taking place from 7pm every Monday at Meddard House, Barnstaple. Please feel free to arrive from 6.45pm to make a cuppa before the group starts. They also offer social meet ups and an online peer support group for those that have attended a face-to-face talking group meeting.



Stopping smoking is one of the best things you can do and there's no better time than now to stop! Stop smoking for the 28 days of Stoptober and you're five times more likely to quit for good.

If you currently smoke, you are eligible for FREE support. It's easy to get started and [StopForLife](#) and [NHS Better Health](#) will be there throughout your journey to help you stop smoking for good.

DEVON DIABETIC EYE SCREENING

[Devon Diabetic Eye Screening Programme](#) have 42 venues across Devon all located on a bus route and with disabled access.

It is important to attend your eye screening appointment, if the date, time or location of your appointment is not suitable, please contact them and they will do their best to rearrange a more suitable appointment. **01392 241000**

A downloadable list of venues is available [here](#). To find your closest venue click [here](#) for the interactive map.

INHEALTH INTELLIGENCE
MAKING HEALTHCARE BETTER

NHS
Devon Diabetic Eye Screening Programme



PARKING AT THE SURGERY

Unfortunately, we have had numerous occasions where ambulances have been unable to gain access to the surgery for emergencies due to cars blocking the roads outside the building.

Can we kindly ask everyone coming into the Surgery or to Brannams Pharmacy to please use the car park at Belle Meadow (next to the surgery), where an option for half hour parking has been added.

Thank you for your co-operation and understanding.

DEVON SEXUAL HEALTH CLINICS

[Devon Sexual Health](#) clinics are free, confidential and non-judgemental.

Want to book a routine appointment for contraception or STI testing? You can now book appointments for the Barnstaple clinic online [here](#).

If you're a young person needing sexual health advice, there are also weekly clinics without appointment: Under 21s - Weds 3.30 - 5.30pm, Sexual Health Clinic, 1st Floor, Barnstaple Health Centre, Vicarage St.

GP APPOINTMENTS

GP teams delivered more than 28.7 million appointments in June 2024 – up one fifth on the same period pre-pandemic, new figures published last week show.

Excluding vaccinations, this means practices are delivering a fifth more appointments than in June 2019, when 22.8 million appointments took place.

NHS services have provided 372.3 million appointments, which is up 65 million compared to pre-pandemic levels or an increase of 70.6 million including the additional covid-19 vaccinations now taking place in general practice.

The figures also show around 7 in 10 appointments take place within seven days of booking, with the vast majority taking place face to face.

The rates of patients not attending appointments were down 0.3% compared with May, however more than 1.2 million appointments were not attended in June alone.



PURPLE PALS

Purple Pals is a group for women aged 55+ who find it more challenging in their later years to make friends and socialise because of a lifetime of complicated personal relationships (from partner, ex-partner, children or siblings).

Wednesday fortnightly 11am-12.30pm at Queen Anne's Café

To find out more, please contact Beth by email on purplepals60@gmail.com (contact must be made prior to attending the group)

PRESCRIPTIONS

For repeat **prescription** requests or enquiries please use [NHSApp](#) or drop your prescription counterfoil into the box at the surgery entrance or email d-icb.PrescriptionBrannam@nhs.net

HELP FOR HEROES CAFE

A great chance to connect with others who understand your background and have shared your life experiences. Sometimes it's hard to reach out to others. [Help For Heroes](#) get it. But you aren't alone, they're here for you and so are the rest of the Armed Forces Community.

This is a way to dip your toes back into the water and feel like part of a community again.

TOGETHER
WE SUPPORT
OUR VETERANS

HELP for
HEROES



HELP FOR HEROES CAFÉ
2ND THURS OF THE MONTH | 1030-1230
BARNSTAPLE RUGBY CLUB
EX31 1JH

Come join us at our free Café session!

- Connect with other Veterans and families
- Meet our team and find out more about the support, services and events we offer
- No questions asked, no obligation to sign up for anything.
- For Veterans (Regular or Reserve) and their loved ones

NOT THE RIGHT TIME?

To find alternative times, dates and more information regarding Help for Heroes Café drop in sessions around the UK, please scan the QR Code



saf.west@helpforheroes.org.uk

SAF

DEMENTIA SUPPORT CARERS GROUP

If you're supporting someone living with dementia, the Admiral Dementia Nurses at NDDH are here to listen, advise and support.

The drop in runs on the last Wednesday of each month, 6-8pm-4pm in the Raleigh Galley Restaurant on level 0.

Anyone is welcome to attend, and you can drop in at any time.

FREE PARKING AT HOSPITALS

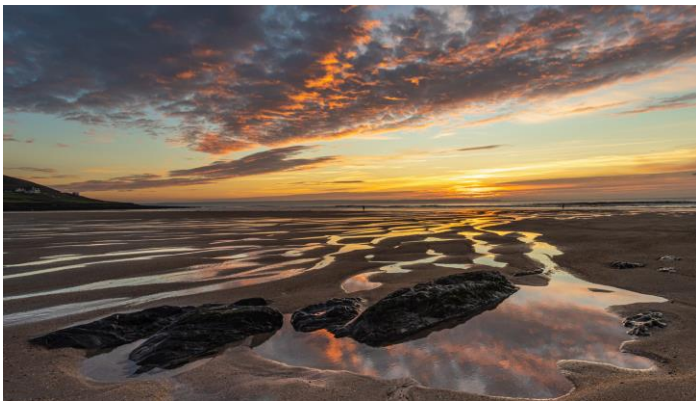
Are you entitled to free parking at hospitals?

Visit the '[Our sites](#)' section on [Royal Devon University Healthcare NHS Foundation Trust](#) website to see the full list of parking exemptions and how to access them.

PHOTO COMPETITION

A huge thank you to all our photo competition entries, who also raised money by entering for our Dementia Support Worker to help our patients.

The winning photograph will be framed and displayed in our waiting room.....



SAVE MONEY ON YOUR PRESCRIPTIONS

If you are on a low income, or pay for more than three prescription items in three months, or 11 items in 12 months, you could save money on your prescriptions.

- A Prescription Prepayment Certificate covers all NHS prescriptions for a set pre-paid price, or spread over 10 direct debit payments.
- People on a low income could be entitled to help with costs or free prescriptions through the low income scheme, depending on your circumstances.

You can check if you're eligible for free prescriptions [here](#) or find out more about the Prescription Prepayment Certificates [here](#).

REGISTER WITH BRANNAM MEDICAL CENTRE

We have launched a new automated registration service. This will be an easy process for all those new patients wanting to join our practice. You don't need proof of address or immigration status, ID or an NHS number to fill out the form. You will be registered within 48 hours. This service is part of the NHS, so your personal information will be kept safe.

Please scan the QR code to register. More information is available on our website [here](#).



We are always seeking to enhance our service and welcome suggestions for improvement of the practice. We offer a variety of different methods to provide feedback to us here:

- By telephone: **01271 329004**
- By post: **Brannam Medical Centre, Kiln Lane, Barnstaple, EX32 8GP**
- Facebook: www.facebook.com/brannammedicalcentre
- X: [@BrannamMedCtr](https://twitter.com/BrannamMedCtr)
- Instagram: [brannammedicalcentre](https://www.instagram.com/brannammedicalcentre)
- Website: www.brannammedicalcentre.co.uk
- NHS Home: www.nhs.uk

Additional evening and weekend GP appointments now available

Speak to the practice to find out more

Your NHS, here for you

