

# PATIENT INFORMATION



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

## FLU VACCINATION

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 31<sup>st</sup> March 2024)
- 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

For more information, please visit [nhs.uk](https://www.nhs.uk)

We would like to say a very special **'thank you'** to [Barnstaple Lions Club](#) for all the help and support they provide us on our flu clinics.

**'JUST' THE FLU?**  
There's no 'just' about it

## COVID-19 VACCINES

Across our services and communities, we are seeing an increase in the number of COVID-19 cases with some very poorly patients needing care in our hospitals. Please help us to help you and your loved ones by not visiting hospital settings if you are showing any symptoms of respiratory disease (including COVID-19 and flu).

If you think you have symptoms or been exposed to COVID-19, please do not come to surgery. If you have an outpatient appointment please call the number at the top of your appointment letter.

If you are in any of these groups you can book you COVID booster through the [National Booking Service](#):

- aged 65+
- aged 6-64 years in a clinical risk group
- frontline health and social care workers
- aged 12-64 years who are household contacts of people with immunosuppression
- carers aged 16-64 and staff working in care homes for older adults

**PLEASE DO NOT CONTACT THE SURGERY ABOUT YOUR COVID-19 VACCINATION.**

### 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 Lloyds Pharmacy to please use the car park at Belle Meadow (next to the surgery).

Thank you for your co-operation and understanding.

### IN HOUSE COUNSELLING

At Brannams, we have an in-house counselling service that allows GPs and the Wellbeing Team to refer any patient over the age of 18 to our waiting list for in-house counsellors. The counsellors themselves are volunteers who are completing between 100-200 hours to finish their level 4 qualifications.

We offer patients 6 sessions in total with their counsellors, this is an hour a week consecutively. After this point if patients require any further support, their GP can assess and signpost the patient to the best route of care moving forwards. If you are interested in this service, please speak to your GP.

### THE SPARK PROJECT

Are you a woman who is struggling, feeling lost and confused and wanting support to get out of the situation you're in? Facilitated by women who believe in the individuals they support, the project provides a safe environment to help women take back control and to make positive, informed and supported choices.

Visit the female only weekly drop in service on Tuesdays 2pm-4pm at The Voice radio station, Barnstaple Bus Station.

### THE CARERS BREAK FUND



The Carers Break Fund is available again to adult carers of people 18yrs+ who haven't already received a Carers Break Fund in the last two years.

Need a break? Apply for the fund to help contribute towards a night away, a hobby, or an exercise class. However you choose to take time for yourself, **Devon Carers** could help.

Contact them to apply or for more info please visit [Devon Carers](#)

### ORDERING YOUR PRESCRIPTIONS

Turnaround for ordering prescriptions is now **5 working days**. Unfortunately, we have had to extend this from 3 working days due to extra workload and staffing.

### DEVON SEXUAL HEALTH SERVICES

All Devon Sexual Health services are free, completely confidential and non-judgemental and are raising awareness of sexual health to help empower everyone to make informed choices about contraception, consent and relationships.

For Information on all the services offered, including weekly drop-in clinics for young people, see <https://www.devonsexualhealth.nhs.uk/>

### BLADDER CANCER SUPPORT GROUP

Have you or a partner/friend been diagnosed with bladder cancer?

The support group has been set up by the urology specialist nurse team for patients and partners of bladder cancer sufferers. Situated in The Fern Centre group room (opposite the Ladywell Unit NDDH) Monday 8<sup>th</sup> January 2024 & Monday 11<sup>th</sup> March 2024 11am-1pm. Just drop-in or contact your urology nurse for more details **01271 311881**

### FAMILIES IN GRIEF



After many years, the **Families in Grief** team has said a sad farewell to their office in Bideford and can now be found at Castle Lodge, North Walk, Barnstaple EX31 1DF - **01271 447960**.

In the meantime – please rest assured - they may have moved their FiG HQ but their commitment to supporting bereaved families right across North Devon and the Torridge area remains unchanged.

Come and visit them at Castle Lodge!

### TALKWORKS

If you are a member of the Deaf community and are living in Devon, you can access support from **TALKWORKS - NHS**. Find out more about the support they can offer to the Deaf community over on their website [here](#).

## FRAME RUNNING CLUB

[The Penguin Sports Foundation](#) weekly frame running club is happening every Thursday 5.00 - 6.30pm. To find out more, please send them an email [info@thepenguinsportsfoundation.co.uk](mailto:info@thepenguinsportsfoundation.co.uk)

Frame Running (formerly known as RaceRunning) is an adapted sport for individuals who cannot functionally run and rely on sports aids for mobility and balance.



# The Penguin Sports Foundation

## RECYCLING YOUR OLD MEDICATION

Did you know.....

You can take any used/out of date inhalers back to the dispensing pharmacy for recycling instead of disposing of them in your general waste.

Superdrug in Barnstaple will recycle your medicine blister packs. No bulk drop offs please. There is no collection box in store, but you can hand them over to their staff on the tills.



## DEMENTIA SUPPORT CAFÉ

The dementia support café at North Devon District Hospital is back.

The café runs on the first and third Wednesday of each month, 2-4pm in the Raleigh Galley Restaurant on level 0.

Anyone is welcome to attend, and you can drop in at any time. Tea, coffee and cake is provided.

The café offers a place where people living with dementia, their carers and relatives can socialise with others in similar circumstances, and learn more about dementia and the local services available from an Admiral nursing team.



NHS

Don't carry the worry of cancer with you

If something in your body doesn't feel right, talk to us. Tests could put your mind at rest. Until you find out, you can't rule it out. Contact your GP practice.

Clear on cancer Help us help you

## BARNSTAPLE ELDER DAY

Elder Day is a day when Barnstaple takes extra care of our older residents on the **1<sup>st</sup> Wednesday** of each month. You might want to visit the Age Concern and North Devon Council Pop-Up Help Desk in Green Lanes Shopping Centre. The Help Desk will offer help with benefit applications, attendance allowance forms, blue badge parking applications, housing, energy and council tax.

Elder Day Support includes:

- A waiting room with free refreshments and accessible toilets at Barnstaple Bus Station located at The Voice Radio Station. Escorts from the bus station to the town centre are available here. Help on and off buses and help with shopping, please just let them know what you want.
- A free community café at The Shambles Community Room (on the High Street next to the Pannier Market) Help with shopping, escorts around town and to the Bus Station are available.
- Barnstaple Library Wellness café (10am-12noon) with wellbeing support, free refreshments and accessible toilets. Help with library and audio books and information about library activities. Escorts to the town centre and the bus station are available.
- Free electric scooters and manual wheelchairs are available from Age Concern. If you need someone to help with your wheelchair, please let them know.
- Elder Day helpers will be wearing bright yellow Elder Day tops, ask any of them for help.

If you need any help to plan your Elder Day, please phone Age Concern on **01271 445135** 9.30am-3.30pm Monday-Friday.

## 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](#)

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](http://steadyonyourfeet.org/start)




## SIGNS OF SEPSIS


Sepsis is a life-threatening reaction to an infection. It happens when the immune system overreacts to an infection and starts to damage the body's own tissues and organs. It can be hard to spot, so get clued up on the symptoms. If you spot any signs of sepsis, call 999 or got to A&E.

**NHS**


### SEPSIS IN ADULTS




Blue, pale or blotchy skin, lips or tongue



A rash that does not fade when you roll a glass over it



Difficulty breathing, breathlessness or breathing very fast



Acting confused, slurred speech or not making sense

On brown or black skin, blueness may be easier to see on the lips, tongue or gums, under the nails or around the eyes

**NHS**

### SEPSIS IN CHILDREN



Blue, pale or blotchy skin, lips or tongue



A rash that does not fade when you roll a glass over it



Difficulty breathing, breathlessness or breathing very fast



A weak, high-pitched cry that's not like their normal cry



Less responsive or uninterested in normal activities



Being sleepier than normal or difficult to wake

### DONATE A COAT

As the colder days are approaching [Barnstaple Library](#) have reinstated their [Julian House Devon](#) coat rail. If you have any clean and good conditions coats you no longer require, please think about donating them to us.

If you know of anyone in need of a warm coat, please let them know about the rail which is situated on the second floor lobby of the library, they can just help themselves, no questions asked.

### NORTH DEVON DIABETES SUPPORT GROUP

Monthly meetings at Roundswell Community Hall (next to Barnstaple Sainsbury's) at 10.30am on 16<sup>th</sup> October 20<sup>th</sup> November & 28<sup>th</sup> December.

Coffee mornings at St Johns, Newport, Barnstaple at 10.30am on 2<sup>nd</sup> October 6<sup>th</sup> November, 4<sup>th</sup> December.

For more information on these free groups please contact **Rose 01271 371072** or **Lyn 07530326206**

### MINOR ILLNESS

You can contact or visit your local pharmacy for help and support from a qualified healthcare professional for minor illnesses. To find your local pharmacy please visit [Find a Pharmacy](#)

### PROTECT OTHERS FROM NOROVIRUS

Protect others from norovirus – wash your hands regularly with soap and warm water after going to the toilet and before you prepare any food.

Alcohol gels won't kill norovirus, so make sure you keep washing your hands!

More info please visit [nhs.uk](#)

UK Health Security Agency

### Norovirus

If you catch it, stay home for **48 hours** after your symptoms clear.

**DO**

- Wash clothes and bedding at 60°C
- Wash hands with soap, clean surfaces with bleach-based disinfectants

**DON'T**

- Go to work or school, visit care homes or hospitals
- Prepare food for others



## WINTER PRESSURES

In preparation for the winter season, we are focused on effective teamwork and delivering compassionate, timely, and cost-effective care. Our Duty Team (Advanced Nurses and Paramedics) has been striving to make the team more efficient in providing our 'On The Day' service, which includes urgent presentations such as fever, infection, flu and new severe pain. One of the aims is for each of the team members to be able to sign prescriptions, which inevitably means patients can receive their acute medications in a timely manner from the pharmacy following their consultation with the Duty Team.

Support from other Allied Health Professionals (First Contact Physiotherapists, the Wellbeing Team and Prescribing Team) is vital. Non-clinical staff have received additional training in areas such as emergency triage and red flag identification. They are also empowered to provide immediate advice to patients and make appropriate referrals to community services, including pharmacists for minor illnesses and services such as [Talkworks](#) (mental health and anxiety support) and [Together](#) (drug and alcohol service).

## PATIENT REFERENCE GROUP

The practice is committed to improving the services we provide to our patients. The PRG is a small group of patients who volunteer to help ensure that Brannam Medical Centre provides the services patients need. The overall aim of our group is to develop a positive and constructive relationship between patients and the practice.

If you are interested in a role in the group please contact Sarah at [d-icb.EnquiriesBrannam@nhs.net](mailto:d-icb.EnquiriesBrannam@nhs.net)

## 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](#).

## WAYS OF CONTACTING PATIENTS

Please be aware we may contact some of our patients via text message using a service called AccuRx. Through this, we may ask you to book various appointments via an attached link or ask you to complete some questions through a 'Florey' to help us monitor, manage and update your medical records.

To send these messages we ask that you ensure we have your current contact details. If you prefer for us not to send you any text messages please contact Reception.

## SAFE SPACES LOCATIONS

If you are experiencing domestic abuse, it can be isolating and difficult to find support or think about your options. [UK SAYS NO MORE](#) is working with pharmacies, banks and selected jobcentres across the UK to provide Safe Spaces in their consultation rooms for people experiencing domestic abuse.

Click [here](#) for more information and to find the Safe Spaces in and around Barnstaple.

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

Additional evening and weekend GP appointments now available

Speak to the practice to find out more

Your NHS, here for you

