

PATIENT INFORMATION



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



Visit our website for access to latest surgery news, online services, practice policies, clinic information, family health, useful local contacts and to meet our team.

www.brannammedicalcentre.co.uk

CONTACTING THE SURGERY

With our new telephone system now in place, please be aware that previous direct lines to your GP's receptionist will no longer function.

Our new telephone system has a 'ring back' feature, this means you can keep your place in the call queue, hang up and continue with your day. When you get to the first caller in the queue the system will call you back and put you through to a receptionist

For **general enquires** please call the surgery on **01271 329004**.

For **appointments** please call the surgery on **01271 329004** or by using [NHSApp/SystemOnline](#).

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

For **non urgent concerns** and **administration queries** including fit notes, test results etc, please use [Patient Triage](#) by visiting our [website](#).

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](#)

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.

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.

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	

PARK YOGA

Park Yoga Barnstaple is BACK for 2024!

The season kicks off on Sunday 5th May, 9.30am - 10.30am and will run every Sunday morning until September 15th in beautiful Rock Park.

No need to book, just turn up by the flagpole near the play area.

STOP SMOKING

Stopping smoking is one of the best things you can do and there's no better time than now to stop!

If you currently smoke, you are eligible for FREE support. It's easy to get started and **StopForLife** will be there throughout your journey to help you stop smoking for good.

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](#)

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

For more information visit steadyonyourfeet.org/start

BEHIND CLOSED DOORS

This new podcast is 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](#)

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.

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](#).

BEREAVEMENT IN FAMILIES

Everyone's experience of bereavement is different and there is never one answer or solution. But there are still certain questions **Families in Grief** are often asked by families - so they've put together a short FAQ leaflet, hoping it helps you and your loved ones if you're going through your own experience of grief.

Download it [here](#).

Contact FiG on info@familiesingrief.org or call 01237 479027 (Mon-Fri)

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 the group is to develop a positive and constructive relationship between patient and the Practice.

If you are interested in a role in the group please contact reception on 01271 329004 and ask to speak to a Reception Supervisor.

NHS PRESCRIPTION CHARGES

From **1 May 2024**, the NHS prescription charge will rise to £9.90. The cost of an NHS Prescription Payment Certificate (PPC) will be:

- £32.05 for three months
- £114.50 for 12 months (patients can spread the cost and pay in 10 monthly instalments)

The cost of an NHS Hormone Replacement Therapy (HRT) PPC will be £19.80.

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.

CHILDHOOD VACCINATIONS

Cases of childhood infections like measles and whooping cough are rising – but they can be prevented. Immunisation is the best defence for children against many common illnesses.

Make sure your child is up to date and book any catch up appointments at the surgery.



SPRING COVID BOOSTER

To find the most up-to-date COVID walk-in clinics please visit the [Royal Devon University Healthcare NHS Foundation Trust](#) vaccination clinic calendar [here](#).

LONELINESS

Young people often experience stigma associated with loneliness, partly because most people associate loneliness only with older, isolated people.

Recent research shows that 16-24 year olds are at higher risk of feeling lonely compared to other age groups, but less likely to seek advice and support.

If you are feeling lonely, or know someone else who is, there are plenty of simple, affordable actions you can take, such as:

- going for a walk with someone;
- inviting someone out for a coffee and a chat;
- finding out about affordable events nearby;
- going along to a gym class or playing in a sports team;
- joining a society or local community group to meet like-minded people; and
- reaching out to those around you so you can both feel the benefits of in-person social connection.

BRIGHTEN UP BRANNAMS

PHOTO COMPETITION



Take part in this competition to raise money for Dementia Support Workers to help our patients, and have your photograph framed and displayed in our waiting rooms!

HOW TO ENTER:

- Donate £2 to the JustGiving page.
- Photograph must be of a North Devon landscape or wild/farm animals.
- No photographs of people.
- Email your photograph to whitney.cullen@nhs.net

Submit before
24
MAY

Please contact Whitney if you have any other questions.



01271 329004 Kin Lane, Barnstaple, EX32 8GP

Take part in our competition to help raise money for Dementia Support Workers who provide care and advice to our patients with dementia and their carers.

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

RCGP ACTIVE PRACTICE

As an RCGP Active Practice we are always looking at improving activity levels in our staff and patients.

Staff from all our departments recently represented Team Brannams. GPs, nurses, reception, pharmacy, admin and management took part in a charity netball tournament at Park School.

For more information on Brannam's efforts in improving activity levels in staff and patients and improving our sustainability and reducing our impact on the environment please visit our [website](#).



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
EX311JH

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

CERVICAL SCREENING DROP-IN

Royal Devon University Healthcare NHS Foundation Trust cervical screening drop-in clinic at NDDH is held every Tuesday 5.30pm-7pm. No need to book an appointment.

Clinics are based in Petter Day Treatment Unit, in the Ladywell Unit at North Devon District Hospital.

DIABETES PREVENTION PROGRAMME

A new group from [National Diabetes Prevention Programme Devon](#) will be starting at Barnstaple library from May 10th 10.15-11.45am

If you would like to take part and know you are eligible you can self-refer [here](#) or you can ask your GP to refer you.

info@preventing-diabetes.co.uk

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

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.

SAVE THE DATE!!



Once again Brannam Medical Centre will be taking over **Barnstaple parkrun**. As a park run practice we will have some very familiar faces volunteering on **Saturday 22nd June** at Rock Park. Please come along to run, jog, walk, volunteer or cheer.

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

