

# 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](http://www.brannammedicalcentre.co.uk)

## CONTACTING THE SURGERY

### The Right Care, First time.

Brannams updated its GP appointment process in October 2024 to help patients see the right clinician on the first attempt.

Now, every medical request is checked by a GP within 24 hours. Patients (or carers) are then contacted to book the right appointment. This means faster care, fairer bookings, and no more rushing to get a slot.

### How It's Going

From October 2024:

- **60,164** medical requests (about **143 per day**)
- **7,900** admin requests (about **19 per day**)
- **59%** via the website, **16%** through the NHS app, **25%** by Reception

Patients now get seen within **two weeks**, much faster than before! Fewer people miss appointments, and GPs find online forms help patients explain their issues better.

If you need help using the system, our friendly reception team is always here to assist. You can call us on: **01271 329004** or review the [FAQ](#) here or on our [website](#).

As demand increases over the winter months, we appreciate your patience while we work hard to meet your needs.

## CAR PARKING

Please use **the main entrance only** when coming to or leaving the surgery.

We advise against walking through or using the car park for your safety. The surgery car park is strictly reserved for Brannam Medical staff and emergency vehicles only.

However, parking is available at **Belle Meadow**, located next to the surgery. This area includes spaces with a half-hour charge for 60p and designated disabled parking spaces. Thank you for your cooperation!

## HELP US STOP THE SPREAD

If you have any symptoms of COVID or other respiratory infections, please **do not** visit the surgery. If you need to speak to a member of staff please call reception or complete an [online form](#).

## PATIENT REFERENCE GROUP

A message from two of our PRG members....

### WE NEED YOU

Brannam's Patient Reference Group (PRG) is made up of volunteer patients and staff who work together to help the medical centre continue to meet the needs of its patients.

With more than 19,500 patients registered at the surgery we aim for the group to reflect the full diversity of our patient population. Currently our patient volunteers are mostly over 50, so we're especially keen to welcome a few younger members (16 years and up) to join us.

We meet at Brannam Medical Centre every other month for one hour at 6pm. That's only 6 hours per year and no worries if you cannot get to all the meetings. It's all very flexible.

Hearing your thoughts on services provided or hearing your views on things you'd perhaps like to see change or develop in the centre is so valuable. You'll also get to know about new changes coming up both in the practice and the wider NHS and be able to give your opinion on them. It's a great way to learn how things work behind the scenes and to ask any questions you may have.

Why not give it a try?

Please contact reception on **01271 329004** and ask to speak to a Reception Supervisor.

## NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by [logging in through the NHS website](#).

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about [who can use the NHS App](#).




## CHRISTMAS & NEW YEAR OPENING HOURS

We will be closed over the Christmas period on;

- Thursday 25<sup>th</sup> December 2025
- Friday 26<sup>th</sup> December 2025
- Thursday 1<sup>st</sup> January 2026

## KEEPING CHILDREN SAFE

The NSPCC is a charity that helps keep children safe from harm. They listen to kids and help them when they feel scared or worried. The NSPCC runs a helpline called Childline, where children can talk to someone who understands. They also work to make sure everyone knows how to protect children and keep them safe 

To learn more, visit the [NSPCC](#) website.



## COMMUNITY PANTRY

Did you know there's a new food and kids clothes pantry open in Barnstaple?

Run by the wonderful OneLife church community, the pantry is open every Saturday from 10am - 2pm in what used to be Chaos nightclub (next to Watergate pub in the Strand).


If you or someone you know is in need don't feel afraid to pop along! You'll meet friendly faces who won't turn you away.



## EMERGENCY PRESCRIPTION

Need an emergency prescription? NHS 111 can help!

If you find yourself without essential medication and it's outside pharmacy hours, don't worry! You can get help through NHS 111.

 How it Works:

1. Call **NHS 111** or visit the [NHS 111](#) website.
2. Speak to a trained advisor who can assess your situation.
3. If needed, they can arrange an emergency prescription for you.

**Remember:** Always keep your regular prescriptions topped up and know your local pharmacy hours. For immediate assistance, rely on **NHS 111**.

## RENOVATION WORK

Our Practice will soon be undergoing renovation and structural improvements. During this period, there may be some on-site disruption.

Please be assured that our team will continue to operate as normal, and all services will remain available throughout the works.

We will provide further updates as the project progresses. These improvements are part of our commitment to enhancing patient experience and supporting high-quality care in the future.

Thank you for your understanding.

## NEED HELP GETTING AROUND BARNSTAPLE?

[Age Concern North Devon](#) offers Shopmobility scooter and wheelchair hire. Helping you stay mobile, independent and confident. Please book in advance to ensure availability.

[leon@ageconcernnorthdevon.org.uk](mailto:leon@ageconcernnorthdevon.org.uk) or call **01271 445130**

## BARNSTAPLE IN BLOOM

Thank you to the amazing and wonderful team at [Barnstaple in Bloom](#) for making our main entrance weed free and so much more brighter. You have done a fantastic job 🌞🍷

## BEREAVEMENT CAFÉ



[Families in Grief](#) are introducing their new bereavement café, a warm and welcoming space for families to meet and chat with FiG staff, volunteers, and other families also experiencing bereavement, it's an opportunity to share memories, talk openly about loss, or simply listen.

There will be free tea, coffee, and cake, as well as a separate space for children to play and take part in craft activities.

We don't talk enough about grief. At FiG we want to break the silence, one honest conversation at a time.

To find out more please contact [etelka@familiesingrief.org](mailto:etelka@familiesingrief.org)

## Think Pharmacy First



If needed, your pharmacist can now provide some prescription medicine, without seeing a GP. Seven common conditions now treated by your pharmacist.



**Insect Bite • Sinusitis • UTI • Shingles  
Impetigo • Earache • Sore Throat**



Your health matters  
Help us help you

[nhs.uk/thinkpharmacyfirst](https://nhs.uk/thinkpharmacyfirst)

## ENOUGH

It's time to speak out, raise awareness, and support those impacted by sexual assault. We need to end the silence and empower survivors with the resources they need to heal and seek justice.

Key facts about sexual assault:

- ◆ 1 in 5 women and 1 in 20 men experience sexual assault.
- ◆ Many survivors don't report the crime due to fear or shame.
- ◆ Support and resources are available for anyone affected.

If you or someone you know needs help, visit the [Enough Campaign](#) for information and support.

## COLD DAYS, WARM LIBRARIES



The days are getting shorter, the weather colder, it can only mean one thing... [Barnstaple Library](#) are serving free hot soup again!

Every Wednesday from 12pm in the library foyer until the end of February. Everyone welcome. All made possible thanks to the support of [Barnstaple Town Council](#).

## PARKINSON'S UK BOXING CLASS

Empowering Lives through Movement and Support. Join North Devon Parkinson's and [Barum Boxing Club](#) and discover the power of community and movement in managing Parkinson's disease. The dedicated sessions offer a supportive environment for individuals facing Parkinson's, providing expert guidance and camaraderie.

These FREE sessions run every Monday from 3–4pm at Barum Boxing Club, Rolle Quay.



## ACCESSING PHARMACY SERVICES

Some local pharmacies may have different opening hours over the festive period.

Search '[find a pharmacy NHS](#)' to find an open pharmacy near you on the day you need access.

## CHARITY EVENTS

We are raising money this year to help fund the installation of permanent free phones on both the Taw Bridge in Barnstaple and the Torridge Bridge in Bideford. The campaign also seeks to introduce CCTV for suicide prevention, which organisers say could serve as a last attempt to save a life.

Thank you to everyone who has already contributed at our cake sales, book sales, and flu clinics—every donation truly makes a difference. Please keep an eye out for future charity events at the surgery. If you would like to donate, you can do so via the [GoFundMe](#) page.

## KNOW YOUR SH\*T

Diarrhoea, abdominal pain, or blood in your poo?

If you or a member of your family are experiencing these symptoms, request a free testing kit to check for inflammatory bowel disease. Open to anyone aged 16-49 and living in the EX postcode area. Learn more about the study led by Royal Devon and the University of Exeter [here](#).

## COPING AT CHRISTMAS

The added pressures of Christmas can be tough, but it's important to know there's always someone you can talk to.....

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The Added Pressures of Christmas can be Tough, but it's Important to know there's always Someone you can Talk to...



Call 111 & select option 2 to speak to the NHS Mental Health Crisis Response Service 24/7

[Nhs.uk/mental-health](https://www.nhs.uk/mental-health)



Under 35s can Call 0800 068 4141, Text: 88247 or Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) 24/7

[Papyrus-uk.org](https://www.papyrus-uk.org)



Call 116 123 to talk to Samaritans, or email: [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours

[Samaritans.org](https://www.samaritans.org)



Call MIND's Mental Health Helpline 9am to 6pm, Monday to Friday on 0300 102 1234

[Mind.org.uk](https://www.mind.org.uk)



Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19

[Giveushout.org](https://www.giveushout.org)



Mental Health Forum & Chat for Men from 5pm - midnight every day Call or Whatsapp 0800 585858

[Thecalzone.net](https://www.thecalzone.net)

## DRINK FREE DAYS

Looking after your health can be as simple as taking regular drink-free days! Here's why it matters:



💡 Reset your body – Taking breaks from alcohol gives your body time to recover.

💪 Feel more energised – Fewer drinks = better sleep, improved mood, and more energy.

🧠 Boost mental clarity – Drink-free days can help reduce anxiety and improve focus.

❤️ Support your long-term health – Cutting down reduces the risk of serious conditions like liver disease and cancer.

It's never too late to start! Find out how drink-free days can make a difference at [Alcohol Change UK](#)

## FREE BLOOD PRESSURE CHECKS

Find a pharmacy that offers free blood pressure checks. If you are aged 40 or over, you can get your blood pressure checked at a pharmacy for FREE without seeing a GP.

You cannot get a free blood pressure check if you: already have high blood pressure OR have had your blood pressure checked by a healthcare professional in the past 6 months.

If you're registered with a GP surgery, your blood pressure reading will be added to your GP health record. It will not be shared with anyone unless your blood pressure is very high or very low and you need urgent medical help.

To find your nearest pharmacy click [here](#).

## CONTRACEPTION SERVICES

Contraception services are free and confidential on the NHS – including for people under the age of 16.

- You do not need a prescription to get contraception.
- You can get condoms from pharmacies, supermarkets, sexual health clinics, your GP or online.
- Some pharmacists now offer the combined pill (the pill) for free without a prescription.
- You can get the progesterone-only pill (mini pill) from some pharmacies.
- You can get the emergency contraceptive pill (morning after pill) from your GP, pharmacies or sexual health clinics.

See where you can find different forms of contraception available to you [here](#).

## CALLING ALL CARERS

Did you know that you can access the [Carers UK](#) Digital Resource platform which is packed with e-learning, guides and tools to help you manage your caring responsibilities alongside work and family responsibilities?

Funded by Devon County Council it includes lots of different resources including financial planning and well-being, to technology and more!

Set up a FREE account by clicking the link below and enter code **DGTL8827** when requested  
<https://carersdigital.org/login/>

## FIND NATURAL ROUTES TO FEEL GOOD



Spending time outdoors in nature offers numerous health benefits, such as improved mood, reduced stress, better brain function, lower blood pressure, better sleep, and boosted immune systems.

Living in North Devon, there's easy access to natural spaces to enjoy these benefits. However, barriers like time pressures, uncertainty about activities, lack of local information, and lack of motivation can make it difficult to get outside.

To help overcome these challenges, a new program called Pathway Prescriptions has launched offering 1-2-1 coaching, a directory of local outdoor activities, educational resources on nature's health benefits, and walking routes starting from Brannam Medical Centre.

More details about the Pathway Prescriptions programme is available on the [website](#).

**NHS**  
South Western  
Ambulance Service  
NHS Foundation Trust

# IF YOU'RE WAITING FOR AN AMBULANCE

- If it's dark outside, please turn on as many lights as you can, especially outside the property
- Please ask somebody to go outside and flag us down, if it's safe to do so
- Please gather all your medication together, in case you're taken to hospital
- Please put all pets in a separate room, if possible

#HELPUSTOHELPUYOU

## STAY HEALTHY

Washing your hands is one of the simplest ways to prevent the spread of illness. Proper handwashing removes germs that can cause infections like colds, flu, and more. 🧼

Follow these steps:

1. Wet hands with water.
2. Apply soap and scrub all parts, including between fingers and under nails, for at least 20 seconds.
3. Rinse thoroughly and dry with a clean towel.

Learn more here on the [NHS website](#).

## DEVON DOMESTIC ABUSE ALLIANCE



At the [Devon Domestic Abuse Alliance](#) (DDAA), they are here for anyone affected by domestic abuse.

Domestic abuse can happen to anyone — it does not discriminate. It can affect people of any age, gender, sexuality, background, or circumstance. Abuse is not always physical; it can also be emotional, psychological, financial, sexual, or controlling.

DDAA offer support not only to survivors but to whole families and individuals who want to change their behaviour.

## THINK HOME FIRST

It's much better for a patient's physical and mental wellbeing to leave hospital as soon as they are medically fit for discharge.

You can support your loved ones to get home as soon as they're ready by doing a few simple things;

- Bring clean, comfortable clothes for them
- Arrange transport to take them home
- Make sure their home is warm enough
- Stock up on essentials – eg. food, drink and medicines

Find out more about being discharged from North Devon District Hospital [here](#).

## HANDI APP

The [HANDi Paediatric app](#) provides quick, up-to-date advice on common childhood illnesses and how to manage them.

Developed by NHS teams in Devon, it's free to download on [Apple](#) and [Android](#) devices.



## PANCREATIC CANCER

Pancreatic cancer is cancer that starts in the pancreas. The pancreas is a gland that produces digestive juices and hormones. Around 10,500 people are diagnosed with pancreatic cancer in the UK each year. It is the 10th most common cancer in the UK. Pancreatic cancer often doesn't cause symptoms in the early stages. The symptoms may not be specific to pancreatic cancer and they may come and go to begin with. This can make pancreatic cancer hard to diagnose. Take charge of your health, know the signs, and get checked if something doesn't feel right. Learn more and stay informed [here](#).



Indigestion



Tummy / back pain



Changes to poo



Unexplained weight loss



Losing appetite



Jaundice

## YOUR CHOICES IN THE NHS

The NHS gives you the freedom to choose your healthcare options, from choosing your GP or specialist to deciding where and when you receive treatment. Empowering you to make informed decisions about your health ensures you get the care that's right for you.

Whether it's selecting a hospital or choosing the best treatment plan, your choice matters. The NHS is here to support you every step of the way!

Learn more about your rights and options [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](#).



## LOVE YOUR CERVIX

Cervical screening, often known as a smear test, is a simple yet vital health check for women.

Been invited for cervical screening? Put your health at the top of your to-do list and book your appointment as soon as you can. Cervical screening saves around 5000 lives in the UK every year.

Please call reception on **01271 329004** to book an appointment. If you have any questions or concerns, we can make you an appointment to discuss these with the Nurse beforehand.

## 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](mailto:d-icb.PrescriptionBrannam@nhs.net)

If you are out of medicine and it's an emergency. You can call or visit **NHS111** for help with repeat prescriptions.

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](https://www.facebook.com/brannammedicalcentre)
- X: [@BrannamMedCtr](https://twitter.com/BrannamMedCtr)
- Instagram: [brannammedicalcentre](https://www.instagram.com/brannammedicalcentre)
- Website: [www.brannammedicalcentre.co.uk](https://www.brannammedicalcentre.co.uk)
- NHS Home: [www.nhs.uk](https://www.nhs.uk)

Additional evening and weekend GP appointments now available  
Speak to the practice to find out more  
Your NHS, here for you

