

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

The Right Care, First time.

In October, Brannams changed how GP appointments are booked to make sure patients see the appropriate clinician at the right time—on the first time.

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 to early December:

- **12,300** medical requests (about **158 per day**)
- **1,444** admin requests (about **19 per day**)
- **53%** via the website, **16%** through the NHS app, **31%** 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](#).

Thank you to everyone who has used the new system, we would love to hear your feedback.

CAR PARKING

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

Due to the dark evenings and winter weather, 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 50p and designated disabled parking spaces.

Thank you for your cooperation!

STAFF UPDATES

This month has been one of both goodbyes and new beginnings. We have had to bid farewell to several valued members of our team, including our Nurses Emily and Amelia, our summariser and exceptional baker Carol, Healthcare Assistants Ruby & Mandy, and Dr. Theon Rogers. We want to wish each of you the best of luck in your new job roles, exciting travel adventures, and well-deserved retirements. You will all be greatly missed, and we are so grateful for the time and dedication you've given to our team.

PARCELS OF MEDICATIONS & EQUIPMENT

In the last year we had to return to the hospital **288** patient parcels of medicines or equipment that weren't collected.

The hospital sends patients specialist medications and equipment via Brannams by courier to reduce the inconvenience for patients, but it makes extra work for us and them when those same patients don't then collect them!

ANTI SOCIAL BEHAVIOUR

In one week, staff at Brannam Medical Centre had to call the Police 3 times to help deal with anti social behaviour either at or next to our premises. Anti-social behaviour puts our staff and patients at risk and wastes precious time that could be used to support patients. We remain committed to trying to make visits to our surgery as comfortable as possible, and we will continue to contact the authorities as required.

FUNDRAISING APPEAL

The four GP practices of the [Barnstaple Alliance Primary Care Network](#) (Brannam, Fremington, Litchdon & Queens Medical Centres) and our Patient Participation Groups launched a dedicated fundraising appeal to help fund at least 50% of our Alzheimer's Society Dementia Support Worker. This vital role provides essential care and advice to patients with dementia and their carers within our catchment areas. As of April 1st, national funding for this role is no longer available.

The Growing Need for Dementia Support

Dementia is a condition that affects 1 in 11 people over the age of 65 in the UK, and this number is steadily increasing. Many individuals and families are impacted by dementia, and having trained, compassionate, and experienced support is essential for their well-being.

Our Dementia Support Worker, Darren, plays an invaluable role in providing support, guidance, and expertise to those affected. The Barnstaple Alliance GP Practices work closely with the Alzheimer's Society to ensure that Darren is highly trained and knowledgeable about all aspects of dementia care.

Fundraising Efforts and How You Can Help

Throughout the year as a Practice we have had cake sales, plant sales, Christmas raffle, dress down days, book sales and a photograph competition. So far we have raised over £2000.

How You Can Support

Your donation can make a meaningful impact, ensuring that our Dementia Support Worker can continue assisting patients and carers every day. Any contribution, large or small, will help sustain this vital service.

To learn more or donate, please visit our [Just Giving page](#) and help spread the word by sharing with your friends, family, and community.

Thank you for your support in helping us provide essential dementia care in Barnstaple.

SELF HELP PODCASTS

If you're looking for a little lift this January, [North Devon Hospice](#) have got 4 easy-listening podcast recommendations to help you feel empowered and hopeful for the year ahead.

1. Life Kit with Marielle Segarra
2. Stompcast with Dr Alex George
3. Help Me Be Me with Sarah May Bates
4. Good Life Project with Jonathan Fields



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.

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](#).

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 an alternative to A&E or a hospital admission.



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	

FIND A PHARMACY

Did you know you can access the contraceptive pill without a prescription at participating pharmacies? It's one of the convenient ways to take control of your reproductive health. Many pharmacies across the UK now offer this service, so you don't need to wait for a doctor's appointment.

Find a pharmacy near you that provides this service and get the advice and support you need [here](#).

SUNFLOWER CARE & COMPANIONSHIP

A new initiative to provide safe, reliable, and inclusive care and companionship services for those in need. Focusing on promoting independence and offering tailored companionship, creating a support system similar to an extended family.

Sunflower Care and Companionship will stay with the client for the duration of their booking, wherever that may be (e.g. at home, shops, appointments, etc).

For more information, please email sunflowercareandcompanion@gmail.com or call Sarah on **07854 274131**

HEALTHY START CARD

Get a healthy start for your family! Are you eligible for the Healthy Start Card? It provides support for buying healthy food, milk, and vitamins for you and your little ones.

Applying is quick and easy! Find out more and check if you qualify [here](#).

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

LIVING WITH DEMENTIA

A structured programme for those living with dementia. Make friends at these FREE monthly meetings, all partners and carers welcome.

Roundswell Community Centre 10.00am – 12pm every third Thursday. For more information, please contact Mike Wilcox on mikeandgailwilcox@googlemail.com or **01271 373688** or **01271 890185**

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

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

MENTAL HEALTH MATTERS

If you're feeling overwhelmed, anxious, or just need someone to talk to, [NHS Talking Therapies](#) can help. It's a free service that offers support for a wide range of mental health concerns, from stress and anxiety to depression. With a variety of therapy options available, you can find the right support to feel better.

You don't have to face it alone—reach out today.

FIND NATURAL ROUTES TO FEELING 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 will launch in March. It will provide 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 will be shared on the [website](#) and social media soon.

WAYMAKERS

[WayMakers](#) support autistic people (aged 14+) to thrive and build accessible lives they love by improving opportunities and outcomes and delivering support to them and those around them.

For more information, please call **07309 563563** or email ask@waymakers.co.uk

MEN'S WOODLAND WELLBEING

[Men's Woodland Wellbeing](#) group is open to any men who feel they would benefit from spending some time in the woods, surrounded by good company. Whether you'd like to lend a hand with one of the ongoing projects, try your hand at whittling or another woodland craft, explore the area, or simply relax by the fire, there's no pressure to do anything beyond what you feel comfortable with.

You can either book through the [bookings page](#) on their website or send a message to let them know you're planning to come along.

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.

COLD DAYS, WARM LIBRARIES

Now that the colder months have arrived, our libraries across Devon are excited to launch [Cold Days, Warm Libraries](#) once again. Everyone is welcome, whether it's to enjoy a cuppa, a good read, or a community activity such as Knit and Natter, bounce and rhyme, breakfast clubs or a scrabble group. Even if it's just for an hour or two, consider using the warm and welcome libraries to reduce your energy consumption this year. [Barnstaple library](#) is also offering warm drinks, soup, a coat rail and much more.

ARMED FORCES COMMUNITY COFFEE MORNING

Last Thursday of every month
1030-1200hrs

*FREE tea, coffee and snacks!
Please join us for some good company and chat. Open to Veterans, Serving Personnel, Spouses, Widows/Widowers and Families.*

The Veterans Depot
Seven Brethren Bank
Barnstaple
EX31 2AS

What3Words:
///class.sketch.places

The Veterans Charity

Registered Charity No.1123149



NORTHERN DEVON COMMUNITY MEDIATION

Do you have a neighbour problem which is getting you down and affecting your health? Our FREE, independent, confidential service can help.

Neighbour dispute resolution is a way of helping people talk through their problems using mediation.

Two trained mediators will visit you and listen to your problems. They will also visit your neighbours. If everyone is willing, we will arrange a meeting in a safe venue. If not, we will continue to work with both of you separately.

If you come to an agreement, it can be written down and signed but it is not legally binding. Contact them on **0800 038 5301** or email info@ndcmmediation.org or visit www.ndcmmediation.org

FAMILIES IN GRIEF



With demand for bereavement support continuing to grow, [Families in Grief](#) leaping into 2025 with three new support groups for bereaved children and young people, starting in February, March and April.

So if you have a bereaved child or young person in your life who you feel would benefit from some support and connecting with others their own age in a similar situation, please get in touch. Two of the groups are also working closely with the fantastic teams at [Skern Lodge](#) and [Wave Project!](#)

- ♥ Children's Group (for five to eleven year olds plus parent(s))
- ♥ Skern Lodge Outdoor Activity Programme (for 11-18 years)
- ♥ Surf therapy programme with The WAVE Project (for 8-18 years)

For details, dates and next steps please click [here](#).

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

DO YOU PROVIDE UNPAID CARE TO SOMEONE?

If you provide unpaid care to someone who is unable to manage without help, then you may have rights as a carer.

In Devon, there are over 74,500 carers, including at least 2,400 young carers (under 18 years old). That's an estimation, because many people providing unpaid care don't recognise themselves as being a carer.

As a carer, you're entitled to a range of support.

For adult carers of other adults, support is available from Devon Carers. For information, advice, and support, visit the [Devon Carers website](#), email info@devoncarers.org.uk or contact the Helpline on **03456 434 435**. The Helpline is available Monday to Fridays from 8am to 6pm (except Bank Holidays) and on Saturday from 9am to 1pm.

For young carers, aged up to 18 years old, support is available from Devon Young Carers. For information, advice, and support, visit the [Devon Young Carers website](#), email youngcarers@devoncarers.org.uk or contact the Helpline on **03456 434 435**

SPARK UK



[Spark Teens](#) are excited to be running free sessions for 11-18 year olds on Self Care at the YES Centre on the corner of The Strand in Barnstaple Mondays 5pm-7pm.

Each session will focus on a different self care act and help you to integrate them into aspects of your life!!

Message them for more info today or just turn up for the session! www.sparkuk.co.uk/contact

PANDAS FOUNDATION



Dads, did you know [Pandas Foundation](#) (Pre And PostNatal Depression Advice and Support) have a closed Facebook group which was developed to support partners and carers affected by perinatal mental illness?

This supportive peer-to-peer group of over 1000 dad's is a safe space to share with other members. It's run by PANDAS Dads volunteers who are on hand to offer support and information 7 days a week. Simply google 'PANDAS Dads Closed Group'.

All of the free services are open to dad's including their email service, bookable call back service and WhatsApp service. However if you'd like to connect with other dad's then please join the Facebook group where you'll find a warm welcome.

UK Health Security Agency

NHS

Help stop infections from spreading by

- **Staying at home** if you feel unwell
- **Washing your hands** regularly
- **Catching coughs and sneezes** in a tissue
- **Opening a window** when meeting others indoors
- If you need to go out, **consider wearing a mask**

VISTA WELLBEING



Vista Wellbeing is a Devon-based community interest company offering specialist and tailored activity programmes for those living with long-term health conditions, disabilities, or who struggle to access mainstream activities and services. For a full programme of the activity sessions offered, please click [here](#).

DEMENTIA SUPPORT CARERS GROUP

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

The drop in runs on the 1st and 3rd Wednesday of each month, 2-4pm in the dining room on level 0.

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

NHS WEIGHT LOSS APP

Taking small steps toward a healthier lifestyle can make a big difference. The NHS Better Health Weight Loss App is here to help you on your journey, offering personalised advice, tips, and support to help you achieve your weight loss goals. Whether it's losing a few pounds or making lasting changes, every step counts!

Start your journey today with the free [NHS Better Health Weight Loss App](#)

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](#).



Tell us what you think about NHS Health Checks

If you're aged 40-74 and have recently been invited to or attended a NHS Health Check, we want to hear your experiences.

Scan the QR code on the right to register.

By taking part you will be eligible for a £30 voucher



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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

