

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 2024:

- **35,692** medical requests (about **165 per day**)
- **4,521** admin requests (about **21 per day**)
- **63%** via the website, **16%** through the NHS app, **22%** 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.

PRESCRIPTIONS

For safety reasons, we are unable to accept repeat prescription requests over the telephone.

If you're on regular medication, we strongly recommend using the [NHS App](#) – it's quick, safe, and available 24/7. You can view your repeat medications, request new prescriptions, choose your pharmacy for collection or delivery. Self-register here and take control of your prescriptions with just a few taps!

You can email d-icb.PrescriptionBrannam@nhs.net with your full name, date of birth, medication details (including dose), and your preferred collection point. Please use this email for prescription requests **ONLY** – not general queries.

You can use the right-hand side (counterfoil) of your previous prescription to tick the items you need. Drop it in the wooden box at the Practice entrance.

**** Please allow at least 5 working days** for us to process your prescription. Your chosen pharmacy may need another 5–7 days to prepare your medication, so plan ahead—especially before weekends or bank holidays. ******

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

STAFF UPDATES

We're pleased to welcome several new team members who have recently joined us;

Teresa – Nurse Manager
Olivia – Nurse
Connie – Health Care Assistant
Rachel & Amelie – Phlebotomists
Tameka & Beth – Receptionists

We're excited to have them on board. Please join us in extending a warm welcome to each of them.

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](#).

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](#).



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.

GEORGIE'S YOUTH CLUB

[Georgie's YC](#) is BACK!!! It provides a unique and safe space for young people aged 11 – 19 from across the Barnstaple area. Located on Derby Road, Barnstaple EX32 7EZ. Sessions are £1 – Juniors (Years 6, 7 & 8) is on Mondays 6.30pm-9pm and Seniors (Year 9-19 year olds) is on Thursdays 6.30pm-9pm.

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 50p and designated disabled parking spaces.

Thank you for your cooperation!

EXMOOR PERAMBULATION

Well, they only went and completed the 15 mile Exmoor Perambulation! A huge well done to Team Brannam - Oliver Hassall, Ed Matthews, Tim Chesworth, Sarah Street, Suzanne Smit, Peter Aboulesaad, Susie Wheaton and Sarah Bickley - and an extra special shout out to our amazing Nurse Lucy Foley-Norman, who ran the 30 miles!!!! 🌞💪👏👏

What an incredible achievement and a truly meaningful way to remember and honour Charlie, our First Contact Physio, who sadly passed away in March 2024. In wonderful weather over challenging terrain, the team raised a glass for Charlie and for the excellent volunteers of Exmoor Search & Rescue Team - the organisation Charlie so passionately gave his time to.

These super troopers have already raised a massive £900 in support of Exmoor Search & Rescue Team and every penny goes towards helping them continue their vital work.

Thank you to everyone who donated and supported the team - your generosity means a lot. If you would like to donate please click [here](#).





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 your local pharmacy can help with a range of minor common illness such as coughs, colds, sore throats, earache, cystitis (bladder infection), impetigo (skin infection) and emergency contraception. You can also get advice on prescriptions.

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

HEALTHY RELATIONSHIP SESSIONS

Brave Spaces drop-in sessions for girls (or AFAB) 16-25 years old. Focusing on healthy relationships. Starting Wednesday 4th June 1-3pm until September.

Young Devon Yes Centre, 1-3 Bridge Buildings, The Strand, Barnstaple, EX32 8LW. The YES centre is a safe place to talk, find out about local services that can help, and have fun with creative activities each week!

ROOT CAUSE PROJECT



The Root Cause Project is a non-profit organisation supporting veterans and serving personnel in North Devon to rest, reflect, and enhance their wellbeing and mental health, using the restorative force of nature.

Sometimes, all it takes is reconnecting with your military family to be able to talk through your experiences and memories.

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 that 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

FREE YOGA

You can join **Free Yoga in Barnstaple** at Rock Park every Sunday morning, 9.30am - 10.30am from 4th May - 14th September.

With thanks to **Sport England** who have funded FREE Yoga in Barnstaple through the Movement Fund, there is no payment required - just turn up and join in!

For more information please 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 combine 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](#).

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 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](#).

CHILDHOOD VACCINATIONS

Vaccination is the most important thing we can do to protect ourselves and our children against ill health and stop infections spreading. There are a series of vaccinations that your child needs to keep themselves and others around them healthy. If your child is due a vaccination or has missed a dose, please call reception to book an appointment.

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.

DIVERSITY DANCE CLASSES

Did you know that [Unlimited Dance Company](#) offers diversity dance classes for children with additional needs? This is a dedicated class to support children with additional needs.

They ensure that the students in this class are involved in everything they do within Unlimited Dance including performing in shows, participation in exams, taking part in choreography competitions, summer school and more!

Contact UDC on **01271 268272** or hello@unlimiteddance.co.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](#).

SAMPLE DROP-OFFS

Reception can only accept samples if they've been requested by a clinician. To help us make sure everything is handled safely and correctly, samples must be clearly labelled with the patient's name and date of birth. Samples that don't meet these criteria will not be accepted.

NORTH DEVON BOWEL CANCER SUPPORT GROUP

Would you be interested in joining a patient-led support group in North Devon....if you would like to join please call the Colorectal Nurses on **01271 322464** for more information and details of our next meeting. The purpose of this group is to provide a support network for patients who have had experience of bowel cancer, either currently or in the past.

Alternatively, If you would prefer support from fellow patients you can access the North Devon Bowel Cancer Support Group via their [Facebook Page](#). This is a 'closed group' and can only be accessed by fellow colorectal patients.

MS SOCIETY SOCIAL



Are you affected by MS and looking to meet others in a similar situation?

The [MS Society UK](#) will be hosting a monthly social get-together on the last Friday of every month at Barnstaple Library 10.30am-12pm. Come along with colleagues from the [South West MS Centre](#) and/or the MS Society for an informal chat about anything MS-related, or not!

If you're in North Devon and living with MS- or supporting someone who is- join them for coffee and conversation. For more details please contact Katie Head on **01392 447411** or **07878 294 462** or email katie@southwestmscentre.co.uk

JOIN OUR PATIENT REFERENCE GROUP

Your Voice Matters! We believe that the best care comes from understanding the needs of all patients, which is why we're inviting you to get involved with our Patient Representation Group. This is a unique opportunity to help shape how Brannams provides services for all of its users.

We're especially looking for young adults and families to join us!

Whether you have a lot of time to give or just a little, your input can make a real difference. You can participate in as much or as little as you like—whether that's answering emails, joining online meetings, or attending our face-to-face gatherings. We meet once every two months for an hour, here at the surgery. We also communicate several times a month to canvass opinions and gather feedback on various topics. It's a chance to represent your friends and family and have your voice heard on things that matter to you and your family.

Interested?

Call **01271 329004** and ask for Sarah/Becky for more details on how you can get involved. We'd love to hear from you!

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](https://www.devoncarers.org.uk), 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](https://www.devoncarers.org.uk), email youngcarers@devoncarers.org.uk or contact the Helpline on **03456 434 435**

LONELINESS

Feeling lonely? Everyone feels lonely sometimes and there are things you can do to help. Everyone's experiences of loneliness are different. It's very subjective and personal to us. You should not blame yourself for feeling lonely now or at any other time, and it's also really important to remember that loneliness and difficult feelings can pass. For support and advice search ['loneliness – every mind matters'](#)

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](#)

FIBROMYALGIA SUPPORT CAFÉ

Do you live with fibromyalgia and like to meet other like-minded people? Come along and join the new group in Barnstaple on the first Tuesday of each month 10am-12pm at The Queen Anne's Café, The Strand. For more information, please email fibropeers@mail.com

SKIN
CANCER
SPOT
THE SIGN

CONTACT YOUR GP
IF YOU FIND A NEW OR CHANGING
MOLE OR LESION
FOR MORE INFO MELANOMAFOCUS.ORG

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Registered Charity No. 1126716

CONTACT US TODAY
ON 01271 329004

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TESTICULAR CANCER

Testicular cancer is one of the most treatable cancers, especially when detected early. Awareness and self-checks are vital to spotting any unusual changes. While testicular cancer is more common in younger men, it can affect anyone, so staying informed and knowing what's normal for you can make all the difference.

Take charge of your health, know the signs, and get checked if something doesn't feel right. The earlier you catch it, the easier it is to treat. Learn more and stay informed [here](#).

Possible symptoms for testicular cancer



A lump or swelling in
part of one testicle



A testicle that
gets bigger



Heavy feeling
in scrotum



Discomfort or pain in
your testicle or scrotum

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.

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

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](#).



REGISTER FOR ANTENATAL CARE

Are you living in North Devon and recently found out you are pregnant?

Click [here](#) for the North Devon Maternity Self-Referral to receive your booking appointment.

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](#)
- Instagram: [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

