

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, our online services e.g. booking appointments and requesting repeat prescriptions, practice policies, clinics, family health, useful local contacts and meet our practice team.

www.brannammedicalcentre.com

If you think you have symptoms or been exposed to Coronavirus, please DO NOT come to surgery.

Visit NHS 111 online or call NHS 111 for expert advice.

PATIENTS COMING TO SURGERY

It is compulsory that anyone coming into practice will need to wear a face covering in order to help prevent the spread of COVID-19. Face coverings should not be used by children under 3 years or those who may find it difficult to manage them correctly.

Social distancing is still vital, however, face coverings are an added precaution. Patients must enter through the front door, where a queuing system is in place and exit through the back door.

STAY IN TOUCH WITH LOVED ONES

Do you have a relative or friend at NDDH? During this time of restricted visiting, you can send emails, drawings or e-cards to stay in touch with them.

Please email ndht.patientexperience@nhs.net
Subject line: Patient Communication
Include: name of patient, the ward they are on and your message.

The patient experience team will print and hand deliver your message to the ward.

REPEAT PRESCRIPTIONS

The Practice is no longer accepting repeat prescriptions via the telephone or reception.

To order any repeat medication please email the Prescription Team on

d-ccg.PrescriptionBrannam@nhs.net
or order via your SystmOnline account. If you need to set up an account online please ask reception to print your details.



CAR PARKING

Building work on our extension to the medical centre has begun. During this period the car park will be significantly reduced in size to accommodate plant for the builders. It will be closed to all patients for Health and Safety reasons.

Parking will only be available for the doctors in order for them to carry out home visits. There is a large public car park adjacent to the medical centre, you can use the RingGo app to pay or ask at reception if you require change.

We also ask patients not to park on the turning circle in front of the pharmacy as this should be kept free for emergency ambulances.

We apologise for the inconvenience.

CERVICAL SCREENING SERVICE

The drop-in cervical screening service has re-opened at North Devon District Hospital (NDDH), giving women more options for getting this quick and important test done.

Women are able to drop in for their screening (smear test) on Tuesday evenings 5.30pm-7.30pm, at Petter Day Treatment Unit in the Ladywell Unit, NDDH.

eCONSULT

eConsult is a way to contact your own NHS GP practice online, for free, anywhere and anytime you have access to the internet, quickly and safely.

eConsult is easy to use and will give your doctors all the information they need to triage and make sure every patient gets the care they need. For more information please visit www.nhs.uk

CALL FREE ON **0800 328 0006**

Weighed down by

debt?

Free debt counselling in Barnstaple from an award winning charity



christians
against
poverty
CAP
debt help
capdebthelp.org

NORTH DEVON SUNRISE



North Devon Sunrise provides activities, services and events for people living across Northern Devon, including those of diverse identities such as victims of domestic violence, refugees and asylum seekers, as well as elderly BME communities and LGBT communities.

01271 328915

www.northdevonsunrise.org

support@northdevonsunrise.org

Help the fight against COVID-19

Has your doctor or nurse said you are likely to have a COVID-19 infection?

Or do you have these symptoms?



Continuous new or worsening cough



High temperature

And have had them for fewer than 15 days?

Are you aged **65 and above?**

Or aged **50 to 64** with any of these illnesses?



High blood pressure and/or heart disease



Diabetes not treated with insulin



Asthma or lung disease



Stroke or neurological problems



Weakened immune system due to serious illness or medication (e.g. chemotherapy).



Liver disease

Then you could be eligible to join the **PRINCIPLE** trial and help the fight against COVID-19.

The PRINCIPLE trial aims to find treatments that reduce hospital admission and improve symptoms for people with COVID-19.

To find out more, please visit:

www.principletrial.org

Tel: 0800 138 0880

email: principle@phc.ox.ac.uk



GO NORTH DEVON



Providing accessible and affordable services and social opportunities, that will enhance mobility and wellbeing for those in need in the local community.

Shopmobility – offers the use of scooters, manual and powered wheelchairs to those with reduced mobility to enable them to access all the facilities in Barnstaple town centre.

Cancer Care Car – a door to door service for patients needing to travel to NDDH for oncology related appointments or other cancer related appointments at local hospitals.

Ring & Ride – resumes 7th Sept. A regular door to door minibus service into Barnstaple for those who are frail, have a mobility problem, a disability (physical/sensory) or who are isolated within the community.

www.gonorthdevon.co.uk **01271 328866**

HAY FEVER SYMPTOMS

Speak to your local pharmacist about hay fever medicines to help target the specific area that's a problem and avoid contra-indications with other medicines. No appointments or prescriptions are necessary for most hay fever treatments.

Additional evening and weekend GP appointments now available

Speak to the practice to find out more

Your NHS, here for you



Follow us on 

Like us on



Self-care

Hangover.
Cough. Colds.
Grazes. Small cuts.
Sore throat.



Self-care is the best choice to treat minor illnesses and injuries.

A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

Pharmacy

Diarrhoea. Earache.
Painful cough.
Sticky eye.
Teething. Rashes.



Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.

No appointment is needed and most pharmacies have private consulting areas.

GP

Arthritis. Asthma.
Back pain.
Vomiting.
Stomach ache.



GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.

Minor Injuries

Cuts. Sprains.
Strain. Bruises.
Itchy rash.
Minor burns.



Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions.

They are usually led by nurses and an appointment is not necessary.

A&E/999

Severe bleeding.
Breathing difficulties.
Severe chest pain.
Loss of consciousness.



A&E or 999 are best used in an emergency for serious or life-threatening situations.

THE MOORING @ BRADDON HOUSE

Are you feeling distressed, frightened, overwhelmed, or that things are too much for you? Don't know where to turn to get mental health support?

The Mooring offers out of hours mental health support to anyone over 16 years. No appointment or referral needed. Open 6pm-midnight, Thursday to Sunday.

07850927064 devonbarnstaple.mhm@nhs.net

ELECTRONIC REPEAT DISPENSING

In response to coronavirus (COVID-19), GPs and pharmacies are moving suitable patients to electronic Repeat Dispensing (eRD). You might be suitable for eRD if you receive regular or repeat medicines that do not change regularly. Speak to the pharmacist for more information.

DEVON CARERS

Devon Carers summer magazine is now available online. Packed full of the latest news, advice, training courses, carers stories, top tips for carers and how their services have adapted to continue, whilst supporting you in your caring role. To view the magazine please visit www.devoncarers.org.uk

DOMESTIC ABUSE



Is your abusive behaviour damaging your relationship?
Are you worried about the impact on the children?
If you want help to stop your abuse
If you are suffering abuse and want support (male/female)

Contact North Devon Against Domestic Abuse on **01271 321946**

If your parents are fighting and you want support
Contact Childline 0800 1111 or www.thehideout.org.uk

HEALTHY START PROGRAMME

Healthy Start is a programme to help families with young children get free food vouchers to spend on milk, plain fresh and frozen fruit and vegetables and infant formula milk.

You can also get free vitamins for under 4's and vitamins if you are pregnant. For more information please visit www.healthystart.nhs.uk

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-CCG.EnquiriesBrannam@nhs.net
- By telephone: **01271 329004**
- By post: **Brannam Medical Centre, Kiln Lane, Barnstaple, EX32 8GP**
- NHS Home: www.nhs.uk
- Facebook: www.facebook.com/brannammedicalcentre
- Twitter: [@BrannamMedCtr](https://twitter.com/BrannamMedCtr)