

# 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](http://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.**



## COVID-19 VACCINATION

Following extensive trials, the COVID-19 vaccine has been approved in the UK and is now available to anyone aged 18 and over. The vaccinations are taking place at local vaccination centres.

Anyone aged 18 and over are being invited to book their first COVID-19 vaccination. To book your appointment please visit [National Booking Service](#) or call 119.

**Once you have had your vaccine, you still need to;**

- ♦ Wash your hands regularly
- ♦ Cover your face
- ♦ Keep your distance

## PATIENTS COMING TO SURGERY

We ask not to make any unnecessary trips to the surgery and if you need to come into the surgery for a pre-booked appointment to be considerate towards our staff and other patients. We are continuing with a one-way system through our premises with entry through the front door and exit through the rear door. If you have any queries or are required to drop off specimens or other items ring our receptionists and they will arrange this with you. This should help us increase the number of patients we can see face to face without increasing the overall number of patients coming to the surgery, keeping our patients and staff safe.

If you have a prescription query please call **01271 314222**. You can order any medication via email to [d-cg.prescriptionbrannam@nhs.net](mailto:d-cg.prescriptionbrannam@nhs.net) or if you are a [SystemOnline](#) user please access your account.

If you need hearing aid batteries please call audiology at NDDH on **01271 322475** or visit Barnstaple Health Centre at Vicarage Street or call **01271 371761**.

Thank you once again for your co-operation during these busy times, we really do appreciate it!

## GREEN IMPACT AWARD

Brannam Medical Centre is proud to announce that it is working hard to become greener! Our core purpose is to 'support your health', which includes supporting the environment in which we all live and work. Sustainability is one of the core values that we are implementing to achieve this purpose. We are committed to making changes and improvements that will help reduce our carbon footprint, as well as improving health and wellbeing of patients and our own staff. For more information please visit [Brannam Medical Centre](#)

## GP CONTACT DETAILS

Our GPs operate personal lists to ensure continuity of care, and each list is supported by a personal receptionist. You can make an appointment by calling your doctor's receptionist directly:

Dr Bond / Dr Smit	01271 314208
Dr Chesworth	01271 314205
Dr Cormack	01271 314204
Dr Deacon	01271 314201
Dr Hassall	01271 314216
Dr Marquiss / Dr Duncan	01271 314202
Dr Matthews	01271 314204
Dr Parkinson	01271 314207
Dr Stewart / Dr Carlino	01271 314209
Dr Tolhurst / Dr Street	01271 314206

## GET BREASTFEEDING QUESTIONS ANSWERED

If you have any breastfeeding questions, the Start4Life Breastfeeding Friend chatbot form [Start4Life](#) is available 24/7, with lots of useful information and expert advice. All the information provided is NHS approved and based on questions asked by thousands of new mums. Start4Life Breastfeeding Friend is available on Amazon Alexa, Google Home and Facebook Messenger.

For confidential breastfeeding information and support, call the [National Breastfeeding Helpline UK](#) on **0300 100 0212**. Lines are open 9.30am-9.30pm every day.

## NORTHERN DEVON FOODBANK



The [Northern Devon Foodbank](#) is a locally funded charity formed by churches and other organisations working in partnership to end poverty. The foodbank supplies food to anyone in need using a voucher system. Local people have access to cover 200 frontline referral agencies who can issue vouchers for their clients.

You can access Foodbank Centres in Barnstaple, Bideford, Holsworthy, Ilfracombe, South Molton and the Lyn Valley.

Please call or email the foodbank who will put you in touch with a relevant local agency

[admin@northerndevon.foodbank.org.uk](mailto:admin@northerndevon.foodbank.org.uk)

**01237 422243**

## NORTH DEVON SUNRISE



[North Devon Sunrise](#) are offering FREE online English classes. Qualified, experienced and friendly English teachers and volunteers will help you to learn and improve your English skills. For more information please email

[Grace@sunrisediversity.org.uk](mailto:Grace@sunrisediversity.org.uk)

## COVID PASS

You can now get proof of your coronavirus (COVID-19) vaccination details using the NHS COVID Pass service.

If you have full access to the NHS App, and are registered at a GP surgery in England, you can view and share your COVID Pass for event trails and travel abroad. If you do not have full access to the NHS App, you can still get your COVID Pass.

For more information on the NHS COVID Pass service please visit the [NHS COVID Pass for travel and events page](#) on the NHS website.

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

Self-care	Pharmacy	GP	Minor Injuries	A&E/999
<p>Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.</p>	<p>Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.</p>	<p>Arthritis. Asthma. Back pain. Vomiting. Stomach ache.</p>	<p>Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.</p>	<p>Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.</p>
<p><b>Self-care</b> is the best choice to treat minor illnesses and injuries.</p> <p>A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	<p><b>Pharmacists</b> advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&amp;E department, and save time.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	<p>GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.</p>	<p><b>Minor Injuries Units, Walk-in Centres and Urgent Care Centres</b> provide non-urgent services for a range of conditions.</p> <p>They are usually led by nurses and an appointment is not necessary.</p>	<p><b>A&amp;E or 999</b> are best used in an emergency for serious or life-threatening situations.</p>

## RAPID LATERAL FLOW TESTING IN DEVON

Taking a rapid test is fast and convenient – and you can choose how and when to access the tests. The Devon County Council Community Testing Service provides free, rapid lateral flow tests to any adult over the age of sixteen at a range of locations across Devon. Please click here for [site locations and opening times](#). To collect lateral flow test kits to use at home please click [here](#) or to order online to be sent to your home please click [here](#).

## NHS APP

We recommend that patients self-register for the NHS App online (which connects to practice online services), where you can see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to. Please click the link for more details [NHS App](#).

To watch a short video all about NHS login please click the following link [NHS Login - patient journey](#)

## VETERANS MENTAL HEALTH & WELLBEING SERVICE

If you or someone you know is struggling with their mental health or wellbeing, expert help is available from Op COURAGE: The Veterans Mental Health and Wellbeing Service.

If you're due to leave the Armed Forces, just left the Armed Forces or left many years ago, Op COURAGE is here to help.

For more information please visit [www.nhs.uk/opcourage](http://www.nhs.uk/opcourage)

## COVID-19 PRINCIPLE TRIAL

We are taking part in the national PRINCIPLE clinical trial, which aims to find low-risk treatments for older people with COVID-19 that can be taken at home. Taking part is easy. There are no face-to-face visits involved and the trial can be joined online or over the phone from your sofa, with a participant pack couriered directly to you at home.

[www.principletrial.org](http://www.principletrial.org) 0800 138 0880



### Do you have suspected or confirmed COVID-19? Symptoms may include:

- New cough
- High temperature
- Loss or change in smell or taste

### If you are either:

- Aged 65 and above**
- Or** aged 18-64 and experiencing shortness of breath as part of COVID-19 illness
- Or** aged 18-64 with certain underlying health conditions such as:
  - High blood pressure and/or heart disease
  - Stroke or neurological problems
  - Known diabetes
  - Liver disease
  - Asthma or lung disease
  - Obesity or BMI  $\geq 35$  kg/m<sup>2</sup>
  - Weakened immune system due to serious illness or medication

### You could be eligible to join the PRINCIPLE trial and help the fight against COVID-19

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

To find out more or register for the study, please visit [www.principletrial.org](http://www.principletrial.org)

0800 138 0880  
principle@phc.ox.ac.uk



GAMCARE



Has your gambling or the gambling of someone close to you, had a negative effect on your life?

National Gambling Helpline is available 24 hours a day. Call free on **0808 80 20 133** or chat now via [gamcare.org.uk](http://gamcare.org.uk)

## WAYMAKERS

[WayMakers Devon](#) have spaces for eligible adults who like spending time in nature, meeting others and having a go at new activities.

They meet each Monday, 11am -2.30pm for walks, chats, cups of tea around the campfire, lunch and a weekly activity - this might be creative, horticultural, woodland management or bushcraft skills.

Please contact Stuart on **07754 538415** or Alex on **07309 563563**

**GETTING OUT TO GET ON**

**SPACES AVAILABLE!**

a safe space for autistic or anxious adults to access positive and purposeful connections and specialist coaching in a small group context

- Practical skills in woodland crafts
- Specialist coaching to explore next steps in your life
- Social connections in a low pressure environment

*Led by a Forest School Leader and an Autism Specialist Coach.*

£20 per person includes lunch cooked over the campfire  
AT Hakeford Woods, Hakeford, near Barnstaple  
Weekly on Mondays Open to eligible adults aged 18+

**CONTACT:** Stuart 07754 538 415 or Alex 07309 563 563

## MINDFULNESS FOR RECURRENT DEPRESSION

The [AccEPT Clinic](#) is an NHS funded psychological therapies service in Exeter offering Mindfulness-Based Cognitive Therapy (MBCT) for adults who have had depression in the past and are looking for ways to stay well. The service is FREE to all adults in the Devon catchment area and referral can be made by your GP or yourself by clicking [here](#) or email [acceptclinic@nhs.net](mailto:acceptclinic@nhs.net)

## NATIONAL DATA OPT-OUT

As you may be aware there is a lot of media attention and public uncertainty regarding what the National Data Opt-Out is and how you protect your data. We have included the information below to help make an informed choice.

There are 2 key Opt-Out decisions patients need to consider, the first is the Type 1 Opt-Out which is managed via the GP surgeries and the second is the National Type 2 Opt-Out which is managed by NHS Digital.

For more information about General Practice Data for Planning and Research data collection (GPDfPR) please visit [NHS Digital](#).

### What do you need to do?

If you are happy for your data to be shared as above and haven't previously Opt'd out – you do not need to do anything.

**Type 1 OPT-OUT** – to stop sharing your details with NHS digital (or to opt back in if you have previous opt'd out). Complete this [Opt-Out form](#) (or you can complete this to opt back in).

If you are not able to complete this form, call 0300 303 5678 for a form to be posted to you or come into the practice and we can give you a copy to complete.

Then, either;

hand the form to reception; post it to us at: Brannam Medical Centre, Kiln Lane, Barnstaple, Devon EX32 8GP or email it to us at: [d-ccg.EnquiriesBrannam@nhs.net](mailto:d-ccg.EnquiriesBrannam@nhs.net)

**Type 2 OPT-OUT** (Also known as National Data Opt-out) – If you do not want NHS Digital to share your patient data with anyone else for purposes beyond your own care, which has been already shared with them (or to opt back in, if you have previous opt'd out)

You need to, either;

Call 0300 303 5678, complete the online form via **YOUR NHS MATTERS** or, submit your sharing preference on the NHS APP.

NOTE: You can only do this via the following ways – as a GP practice we cannot opt you out of Type 2 (National Data Opt-out)

## HEALTH INFORMATION IN OTHER LANGUAGES

You can translate health information on the NHS website using an online translator. For more information and to find links to health information in other languages please click [the Health information in other languages page](#) on the NHS website.

Additional evening and weekend GP appointments now available

Speak to the practice to find out more

Your NHS, here for you

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