

# 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 to meet our practice team.

[www.brannammedicalcentre.com](http://www.brannammedicalcentre.com)

**If you think you have symptoms or been exposed to COVID-19, please DO NOT come to surgery.**  
**Visit NHS 111 online or call NHS 111 for expert advice.**



## COVID-19 VACCINATION CENTRE ON THE MOVE

The vaccination centre at Barnstaple Leisure Centre is moving from its current site to a purpose-built mobile centre in the car park of Barnstaple Tesco Extra from Monday 9 May 2022. Anyone with a booked appointment or those wishing to walk in for their vaccination should now go to the new centre.

To see the full story please visit Royal Devon University Healthcare NHS Foundation Trust website [here](#).

**Face masks must still be worn when attending healthcare settings, unless exempt.**

## PATIENTS COMING TO SURGERY

We ask you not to make any unnecessary trips to the surgery. If you need to come into the surgery for a pre-booked appointment 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-ccg.prescriptionbrannam@nhs.net](mailto:d-ccg.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 we have achieved the highly regarded RCGP Gold Green Impact Award and the RCGP Active Practice Award.

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](#)

## MEN'S GROUP



North Devon Cancer Care Counselling Service invites you to join their new Men's Group on 18<sup>th</sup> May, 15<sup>th</sup> June, 13<sup>th</sup> July 2pm-3.30pm.

This is open to men who have cancer/having treatment or living with and beyond cancer. To provide a supportive and open space for men who have been affected by a cancer diagnosis to express their thoughts and feelings with other men who are going through similar situations.

To find out more and book your space please call the counselling service on **01271 334472** or email [ndht.cancercarecounselling@nhs.net](mailto:ndht.cancercarecounselling@nhs.net)

## FUEL POVERTY GRANTS

Farming people, like many households across the UK are facing the realities of dealing with rising energy costs. With the cost of living soaring to its highest level in a decade, grants of up to £1,500 can be accessed as part of RABI's fuel poverty response.

Farming people across England and Wales can apply to agricultural charity, RABI, for support towards home related energy costs, such as energy bills or for making home energy efficiency improvements.

For more information please click [here](#)

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)



# NHS staff, patients and visitors must continue to wear face coverings in healthcare settings, unless they are exempt



## HOSPITAL VISITING RESTRICTIONS

- Adult inpatients may have **one named visitor** who may visit for one hour between 11am and 7 pm each day, **for the duration of the inpatient stay**. Appointments to visit must be booked in advance by contacting the appropriate ward at least one day prior to visiting.
- If there are **specific reasons of safety** – Dementia or learning disability where anxiety would be increased significantly.
- Inpatients **under the age of 18 years old** – One parent/guardian only (both parents are permitted in the special care baby unit)
- At **outpatient and diagnostic appointments** where a patient may need emotional support they can be accompanied by one person from the same household or support bubble
- A patient receiving **end-of-life care** can receive more than one visitor from the same household or support bubble within a 24 hour period.

For more information and maternity visits please click [here](#).

Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
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.	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.	GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.	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 or 999 are best used in an emergency for serious or life-threatening situations.



**One Small Step** are running face to face /one to one Health Trainer clinics at The Castle Centre, Castle Street in Barnstaple on Fridays 10am-4pm from now until Christmas. Telephone Health Trainer support is still available if you prefer.

### 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](#).

### MINDFULNESS-BASED COGNITIVE THERAPY (MBCT) FOR RECURRENT DEPRESSION

MBCT is for people who have a history of recurrent depression but are currently well.

In person MBCT groups will be returning to the Mood Disorders Centre at the University of Exeter from September 2022. Prior to this they will be offering an online group in July 2022.

To register your interest, please complete a self-referral form and return it to: [accept.clinic@nhs.net](mailto:accept.clinic@nhs.net)

[www.exeter.ac.uk/departments/mooddisorders/acceptclinic/treatments/mbct](http://www.exeter.ac.uk/departments/mooddisorders/acceptclinic/treatments/mbct)

### DEVON RECOVERY LEARNING COMMUNITY

[Devon Recovery Learning Community](#) offers a wide range of free, open access opportunities about mental health and recovery. They provide a unique curriculum of courses delivered online, in person or through a blended approach to learning, designed to increase your knowledge and equip you with the tools to live a meaningful, productive and fulfilling life. For a full calendar of courses please click [here](#).

### HANDI APP

The HANDi app aims to provide advice and support to parents and carers when your child is unwell. The app takes you through a series of questions about the symptoms your child is experiencing and then advises on the best course of action, whether that's to treat at home, to make a GP appointment, or to head to A&E. Download the HANDi app via [Google Play](#) or [iTunes](#).

Not sure what to do when your child is unwell?

Get expert advice for common childhood illnesses.

Download the free HANDi Paediatric app



**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)

**NAVIGATE THE MONEY MAZE**



If you are worried about debt, or how to keep your home warm, or your family well fed, Navigate the Money Maze can help. Navigate is a small, friendly charity, run by and for people in Devon and Somerset. They offer free, practical and interactive workshops to anyone locally who wants to learn how to manage their money better. For more information please visit [Navigate the Money Maze](http://Navigate the Money Maze), call **01823 299050** or email [ntmm@navigatecharity.org.uk](mailto:ntmm@navigatecharity.org.uk)

**LEARNING DISABILITY HELPLINE**

Feel you need some support? Mencap learning disability helpline is open Monday-Friday 10am-3pm, offering free advice for people with a learning disability and their families and carers.

**0808 808 1111** [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk) or complete a form [here](#)

**FREE PARKING AT NDDH**

Royal Devon University Healthcare NHS Foundation Trust are providing free car parking for parents or guardians who are resident at North Devon District Hospital as a result of their child being an inpatient or parents whose baby is being cared for in the Special Care Baby Unit (SCBU).

Please click [here](#) to see full details on their website.

**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. Please visit [www.nhs.uk/opcourage](http://www.nhs.uk/opcourage)

**Balls** ✓

**Boobs** ✓

**Pecs** ✓

**They ALL need a check.**

Knowing your body could save your life, so get hands on & get to know what's normal for you.



The Association was set up in February 2012. It will be closed in February 2020. Organized by a registered charity, CoppaFeel, Orchard and Orchid is a registered charity. Charities & registered charities: 1081046 England

**CHILL SEA SESSIONS NORTH DEVON**

**Chill** are passionate about the benefits cold water swimming brings to people and about the joy and fun to be found spending time in the ocean. Please register your interest for the next courses by visiting [Chill](#) or emailing Mike at [mike@chilluk.org](mailto:mike@chilluk.org)

**FREE TRAINING WORKSHOPS FOR UNPAID CARERS**

Sometimes it's hard, so don't forget to take some time for you. Over the coming months **Devon Carers** are running a number of online and in-person courses designed with you in mind. [Free Online Courses](#)

**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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