

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.

THE OVER AND ABOVE FERN CENTRE

The Over and Above Fern Centre, North Devon's new Cancer and Wellbeing Centre, is now on an appointment only basis on Tuesdays and Thursdays.

Based at North Devon District Hospital, the Centre supports patients with cancer, as well as their loved ones by providing a dedicated space for treatment, care and advice in a comfortable and welcoming environment.

To book an appointment please contact the Fern Centre on 01271 311855 or email dht.theferncentre@nhs.net

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.



ARE YOU ELIGIBLE FOR A FLU VACCINATION?

We have appointments available for those wishing to have their annual flu vaccination. Please call Reception on 01271 329004 to book your appointment. To see if you are eligible for a free vaccination please visit www.nhs.uk



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DOMESTIC ABUSE



North Devon Against Domestic Abuse - NDADA have developed a Live Text Talk system where users can 'talk' to one of their trained team using a live chat function.

Live Text Talk is a free-to-use and easily accessible service which aims to provide real-time advice and help for those experiencing domestic violence in a discreet way which does not put them at further risk. The service will operate daily between 11am and 1pm, Monday – Friday.

It is not an emergency service and those in danger still need to call 999.

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

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



BREAST FEEDING DROP-IN SESSIONS

Early Nourishment Community Interest Company breast feeding drop-in sessions have returned to Barnstaple Library. Booking is essential, please call 07538 400202 or visit their website for more information.

www.earlynourishment.co.uk

VISTA WELLBEING

Vista Wellbeing is back in Barnstaple with the return of Vista Outdoors. Booking is essential, but easy. You can view and book on to their sessions at www.bookwhen.com/vistawellbeing

For more information on classes please visit www.vistawellbeing.org.uk

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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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.

CARERS BREAK FUND

Devon County Council have made a new Carer Break Fund available to unpaid carers who might not have been able to access funds before. It can help towards activities or items that will give you a break from your caring role. Contact Devon Carers helpline on **03456 434 435**, or chat online by clicking on the 'Ask' button on www.devoncarers.org.uk for more information or to request a Carers Break Fund application form.

MY SUNRISE APP

Is a new free app that Northern Devon Healthcare Trust has developed to help prepare and support patients before, during and after cancer treatment.

MySunrise North Devon provides a complete up-to-date information and reference tool for cancer patients and their families or carers and is complete with a whole range of videos, relevant links, cancer resources and contact information. There are also links to a wealth of information for patients having treatment in Exeter and Plymouth.

Available to download for free from app stores. Visit www.mysunrise.co.uk for more information.



EATING DISORDERS

When you contact BEAT helpline via chat, you'll get through to one of their fantastic Digital Volunteers. Whether you're worried about yourself or someone else, contact them today:

www.beateatingdisorders.org.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)