



Reception



In order to accommodate the recent growth in our patient list we have had to make a few changes in Reception. Not only have we taken on two new members of staff, we have also provided a quiet working area to enable the receptionists to take time away from the telephones so that they can deal with the administrative side of their job. The girls now have about 2 hours each day working in our "Quiet Room". Inevitably this may mean that if a patient has a query or needs to speak to their own Doctor's receptionist they may be asked to leave a contact number and the receptionist will contact them in due course. We will ensure that there are enough receptionists to deal with all patient queries both on the phone and at our front desk and that the quiet time does not impact negatively on our patient service.



Charity News



This year Brannam has been raising money for "Go North Devon" and "The Freedom Centre". Both of these charities are local to Barnstaple and can be accessed by our patients. We have organised a Table Top Sale and our Book Table in Reception for our Patients to contribute and the staff have had a few fund raising events too including a Raffle. So far we have raised around £1384. We will keep going until the end of December and then we will nominate two new charities for next year.



Community Connector



Brannam now has a Community Connector. Their role has been to create a directory of local community sector services and they are able to use this knowledge to help signpost patients to non-clinical areas of support.

What does this mean for you?

If you would like to find groups and services that might help you to improve your health and well-being then contact a member of staff or speak to your GP or one of our health professionals and they will pass on your details.



Joiners and Leavers



We welcome Dr. Amy Parkinson as a new partner in the practice from October. Amy, who did part of her GP training in the practice, has taken on Dr. Peter Taylor's list of patients. She is working 8 sessions per week:

All day—Monday, Tuesday, Friday and Mornings—Wednesday, Thursday.

Dr. Taylor, who left at the end of July, will be back to do locum work in the New Year.

GP Registrars: Dr. Stephen Jubb, Dr. Elly Lessor and Dr. Nicki Thornton all joined us in August. All three are experienced doctors in their final year of GP training. Stephen is working alongside Dr. Stewart, Elly with Dr. Waterfall and Nicki with Dr. Matthews. Nicki and Stephen are both currently doing a GP Educational Scholarship.

Dr. Peter Figg has left his salaried position with us to work as a GP in the Accident and Emergency Department at NDDH. He has been replaced by Dr. Zoe Carlino. Dr. Carlino trained in North Devon and has moved to us from Caen Surgery in Braunton where she completed her GP training. She will be doing surgeries for our GPs when they are on holiday or on study leave.

Apprentices: In October we took on three apprentices.

Danielle and Whitney have joined the Reception team to help with the ever increasing workload. They are doing a Business Administrator Level 3 apprenticeship through Education and Training Skills, an independent training provider based in Exeter. Chris has joined the Admin team is undertaking a Level 3 Advanced Apprenticeship in IT Application.

Whitney has come to us straight from college whilst Danielle and Chris have changed jobs to further their careers. It is great having enthusiastic learners in the practice.

Health Care Assistant Amy is now on maternity leave having had a baby boy in early November. Billie-Jo and Lucy will take on Amy's clinics whilst she is absent.

Christmas Opening

The practice will be closed on **25th and 26th December and 1st January**.

If you require a prescription then please order it in plenty of time.

We wish you all a healthy holiday season.



“Hello, my name is....”

In recognition of the importance of timely and effective communication between patients and staff the practice is purchasing name badges.

The “hello my name is” campaign was initiated by Dr Kate Granger who was an NHS doctor and cancer patient, who sadly died of her illness in July 2016. She firmly believed that a simple introduction is the first step on the ladder of a good therapeutic relationship. A proportion of the cost of the badges goes to supporting hospice and cancer care.

Parkrun Practice

We are proud to have signed up as a Parkrun Practice to promote our local park runs.

Barnstaple Parkrun and Barnstaple Junior Parkrun

Parkrun is a FREE weekly timed event: 5k every Saturday 9am Rock Park

2k every Sunday 9am Rock Park (Ages 4 to 14)

Walk, Jog, Run, Volunteer

<http://www.parkrun.org.uk/barnstaple/>



Walking For Health

Walking for health run a weekly walking group for ALL abilities from Litchdon Medical Centre on Thursdays at 12.30pm. There is a 30 minute walk and a 60 minute option.

We are looking for volunteer walk leaders to help us set up a group from Brannam (training can be arranged). Please contact our managers, Dee or Susie, or Dr Elly if you are interested.

<https://www.walkingforhealth.org.uk/>

<https://www.facebook.com/barnstaplewalkingforhealth>



Red Box Project



We are pleased to be a collection point for the Red Box Project North Devon. The red box can be found in our waiting room and we would be grateful for donations of tampons, sanitary pads and towels and pants. All of these will be donated to local schools.

<http://redboxproject.org/>

<https://www.facebook.com/redboxprojectnorthdevon/>



Wi-Fi for Patients



Patients are now able to use the surgery Wi-Fi whilst waiting for appointments.

Wi-Fi has been installed nationally by NHS England.

We will be helping patients to use this to sign up for online access.

Switch on Wi-Fi on your device.

Look for "NHS Wi-Fi" on the list of available networks and select it.

A welcome message will be displayed. This includes terms and conditions of use.

Read the message and "Continue to the Internet"

This will take you to an NHS web site, select "Done" and you will be connected.

This remains active for 2 hours.

You may, on occasion, experience a slower service due to high demand or connectivity.

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www.brannammedicalcentre.com

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Flu Campaign 2018/19

The start of the flu season varies but is usually from December onwards. There is still time to be vaccinated as it takes about two weeks to develop an immune response to the vaccination. Vaccination is offered to all patients over the age of 65, and patients from age 6 months to 64 years who are in "at risk" groups. This covers patients with immunosuppression, chronic respiratory disease, chronic heart disease, chronic neurological disorders such as stroke, chronic liver or kidney disease, diabetes, carers and pregnant women. We are also able to vaccinate patients who work in care homes or for care agencies.

This year NHS England have recommended use of a new vaccine for patients age 65 years before 31/03/19.

The Aduvanted Trivalent Influenza Vaccine (aTIV) Fluad has been licensed in some European countries since 1997 and the USA from 2015. Published data indicated Fluad has a higher effectiveness for patients in this age group.

There has been a delay in the surgery receiving its full supply of aTIV with our largest delivery arriving in November. However, we should have enough vaccine for all of our patients in this group.

For patients in the under 65 years in clinical "at risk" groups the Quadrivalent Influenza Vaccine (QIV) which protects against four strains of flue has been available since October.

Children age 2 and 3 years, plus those aged 6 months to 17 years in an "at risk" group should book for the nasal Fluenz Tetra or QIV. Children aged 4 to 9 years will be offered vaccination at school.

Improved Access

New evening and weekend GP services

Additional Primary Care appointments are now available in North Devon practices and at some local pharmacies. We offer early morning appointments Tuesday to Friday with GPs and Health Care Assistants as well as on a Monday evening. We are also in a rota for weekend opening. You will be able to pre-book an appointment with a GP, Practice Nurse or Health Care Assistant on a Friday evening, Saturday morning and Sunday morning. ***Speak to our receptionists for more information.***

Our surgery will be open on the weekend of 7th/8th/9th December when Dr. Hassall and Dr. Parkinson will be providing routine appointments alongside members of our nursing team.

The two pharmacies supporting this initiative are:

Tesco Barnstaple Retail Park

Lloyds in Sainsbury's Roundswell.