

Staff News

There has been many changes over the past few months at Brannam Medical Centre.

Welcome to..

Dr Anna Marquiss has joined our team as a salaried GP who job shares alongside Dr Jackie Tolhurst. Dr Jess Lloyd-Jones has started her 6 month registrar placement with us and will be working alongside her trainer, Dr Ed Matthews.

Sara Spearman, Carol Morgan and Lucy Dyer have joined the administration team. Sara has previously worked for the dental side of the NHS.

Carol is our medical summariser and Lucy has joined the team providing maternity cover for our Data Administrator, Heather.

Izzy Samuelson, is our latest apprentice working towards her NVQ level 2 in Business and Administration. Izzy works full time as Dr Hassall's receptionist. Rachel who was Dr Hassall's receptionist is now working alongside Sue Rippon as prescribing co-ordinator.

Our latest nursing student is Georgina, a year 3 student who will be working along side Andrea for 8 weeks to further her knowledge of general practice nursing.

Goodbye to...

Michelle Lane, who originally worked as Dr Chesworth's receptionist before moving upstairs as one of the administrators. Michelle worked for Brannam for 10 years and will be greatly missed by all.

Caroline Bricknell left to start a new journey in the Children's physiotherapy department. Caroline was Dr Matthew's receptionist before moving over to prescriptions. Caroline will be missed by all the practice staff.

Refurbishment

Work has commenced on the old pottery kiln. The weeds will be removed and parts of the kiln will be repointed. There will be scaffolding around the kiln and the main rear entrance will not be available for approximately 1 week whilst the work is carried out.



There will be an alternative entrance via our fire exit for patients with reduced mobility who are using our car park.

Our new front door is due to be fitted in the next 6-8 weeks. This should improve access to the building for wheelchair users as it will have sloped threshold. The front entrance will be out of use for a couple of days whilst the door is replaced.

We apologise in advance for any inconvenience this will cause to our patients.

Blood Pressure Machines

At Brannam, we loan out blood pressure machines at the request of either the doctor or the nurse for patients to record 7 days worth of blood pressure readings. For the hire of this machine there is a **£10** refundable deposit which you will receive on return.

We do have a waiting list which does cause some delay for patients as others do not return them after their 7 days.

After some discussion, changes have been made to the cost of loaning a machine which will now be **£20**. You are able to buy a blood pressure machine from pharmacies for around **£20**.



Day in the Life of...

Amy Rodgers, Healthcare Assistant

On a Monday I start at 8am and finish at 19.30pm. I start off in the morning with a blood clinic and doing INR testing. I assist the doctors with minor surgery, before moving on to annual health checks such as learning disability, hypertension and new patient checks.

The afternoons are always hectic with Doppler testing and ECGs, as well as doing any urgent procedures for the doctors. I often do Carers wellbeing checks in my clinics which are for anyone who is an unpaid carer.

I also give patient flu vaccinations and B12 injections when required and am available to be an extra pair of hands for anyone. In between all of this I check the cupboards for stock so we don't run out of anything!

All our healthcare assistants provide a variety of services which you do not need to see a doctor or nurse for such as: BP clinics, ECGs, assisting with minor surgeries, smoking cessation clinics, INR testing, carers checks, dopplers, spirometry and routine appointments including dressings, removal of stitches and some vaccinations. You can make an appointment to see one of our HCAs by calling the surgery.

All our GP Partners are taking on new patients on a rotational basis apart from Drs Taylor and Stewart whose lists are closed. Please ask at reception for registration forms or you can download these from our website at www.brannammedicalcentre.com

OneSmallStep

This is a service commissioned by Devon County Council. It provides information and advice to help people quit smoking, reduce their alcohol intake and weight management.

You do not need to be referred to this service all you need to do is visit www.onesmallstep.org.uk for more information.

There are some cards available from reception which has all the contact details you may need.

Talking Health—Support for people with Diabetes, COPD and/or Obesity

Talking Health is a team of experienced practitioners who can work with you to help you manage the emotional difficulties that often go hand in hand with experiencing a long term health condition. We work with people using Cognitive Behavioural Therapy (CBT). This approach looks at how thoughts, feelings and behaviours interact. It is proven talking treatment for helping people to make changes to help them feel better. Improving emotional well-being can help people to improve their physical health.

How they can help you

- They offer people an initial assessment where we discuss your difficulties and your options.
- They can offer you one to one appointments either face to face or over the telephone
 - Running courses to teach self-management skills
 - Offer support with online CBT programme.

Interested?

If you have a diagnosis of Diabetes, COPD and/or obesity and would like to discuss how the Talking Health team can help you, or would like to refer yourself contact:

01392 682141 or dpt.talkinghealthDAS@nhs.net

Charity

Every year Brannam chooses two charities to raise money for, one local and one national. Our local charity this year is The Special Olympics North Devon who provide year round sports training and completion programme for all people with learning disabilities. Some of our patients use this service so we felt it would be good to have a charity that benefitted our patients. Our national charity is The Douglas Bader Foundation who provides emotional support but also provides practical support with grants. One of our staff has had a family member undergo amputation so we felt this charity would be beneficial.

This year we have raised **£745.75** for these two charities.

The charity committee would like to thank you for all your support during last year and hope that this will continue in the next year. If you would like any further information regarding our adopted charities please ask at reception.

Last year...

Last year, **2693** patients did not attend booked appointments.

We are using a text messaging service which reminds you of your appointment a week before and the day before. On both these messages it gives you the option to cancel your appointment.

For this to work, we need to have your correct contact details on our system. You can update your details online at www.brannammedicalcentre.com or alternatively you can speak to a member of the reception team who will make the changes for you.

We would be grateful if you could let us know if you are unable to attend your appointment as soon as you can so that we can offer that time to another patient who needs it.

Care Home and Home Visits

Our Clinical Pharmacist, Rachel Nestel, GP Clare Hollister and our nurse Becky Walker, have been visiting local care homes providing our patients with general health checks and chronic disease reviews to ensure all our patients are receiving appropriate care and medications. They ensure our patients are up to date with vaccinations such as seasonal flu, shingles and pneumococcal. They will perform any outstanding blood tests for chronic diseases such as diabetes, coronary heart disease and any others requested by the doctor.

From April, Rachel and Becky will be arranging home visits with patients with long term conditions who are not able to attend the medical centre. Patients are referred by their GP. They will contact you in the near future to arrange an appointment convenient for them to attend.

Friends and Family Test

We would like your feedback on the care or treatment we give you any time you visit your GP or have contact with the Practice. Tell us what is working and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services. To give your feedback, pick up a form from Reception or visit NHS choices. For more information on the Friends and Family test and to leave a review visit www.nhs.uk/friendsandfamily

Did you know ... a summary of the information displayed on the screens and posters at the surgery is now available. Download a copy from the Latest News page of our website www.brannammedicalcentre.com