

**WELCOME TO ALL OF OUR PATIENTS, OLD AND NEW!**

At Brannam, staff are encouraged to develop and pursue routes in their careers which they wish to fulfil. Pip, who started as one of our prescribing co-ordinators and later became a Healthcare Assistant has left Brannam after 10 years to pursue her career in Nursing. We wish her all the best; she will be missed greatly by all the team and hopefully, during her holidays, she will be back providing cover.

Amy, another of our HCAs is now offering routine appointments including vitamin B12 and Pneumococcal injections and simple dressings. Amy already carries out ear syringing, hypertension monitoring, carer's and other health checks, smoking cessation advice along with phlebotomy. She will be available full time and appointments can be booked through Sarah, the treatment room receptionist.

Billie-Jo who started in reception as an apprentice completing her level 2 NVQ in Business and Administration, has joined the treatment room to further her career in becoming a healthcare assistant. Billie is fully qualified in taking bloods and performing INR\* and is training under the watchful eye of our nurses to perform blood pressure checks, ECGs and Dopplers.

We welcome Tracey Heald and Claire Marcer to our expanding Brannam reception team. Tracey will be replacing Trudi and will work alongside Julie Box as receptionist to Dr Smit and Dr Bond. Trudi has taken on the role of part time secretary alongside Pat Leach. Claire will soon be taking on the role as fulltime receptionist to Dr Marquiss.

Emily Satchell is our latest student nurse from Plymouth University. She will be shadowing our team of nurses and seeing patients under close supervision of her mentors. She will be with us until November 17th where she will go on to her next placement.

**FLU SEASON**

This year, our team have been busy vaccinating many of our patients against flu. So far, **2636** of our patients have had the vaccine but there are still many more to have it.

You are eligible to have the vaccine if you are:-

- If you are over 65,
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- 2 and 3 year old children

We are still offering many appointments to adults and children so make your appointment now to ensure you are protected.

**CAR PARKING AT BRANNAM**

Over the last few weeks the practice has been in discussion with our patient reference group about possible changes to our car park. There are many reasons for this and it is not a decision we will take lightly.



As you know we cannot extend our parking area due to the constraints of the site. Even the garden area is currently being considered for a further building extension to cope with our increased list size. It has been a source of frustration and sometimes anger for many patients and staff for some time and is only getting worse. We have an increasingly elderly and frail population many of whom have disabled badges and are struggling to get parking spaces. The rapid expansion in patient numbers we have seen over the last six months (more than 1000) has really pushed us into making a decision. We are experiencing more altercations over parking spaces and there is often a queue on the access road preventing us from getting out on visits and hindering access for emergency services.

We are fortunate to have a large paying car park next door to the surgery which usually has plenty of space. We will be approaching the council, and are seeking support from our MP, about possibly making some cheaper, shorter stay places available for users of the surgery. However in the past this request has been refused.

After considering the options with our patient group we hope to be able to communicate a decision in the next few weeks. We would welcome your thoughts on the proposed changes and hope you can support us in this plan as it will not be universally popular....

*Dr Tim Chesworth, Senior Partner*

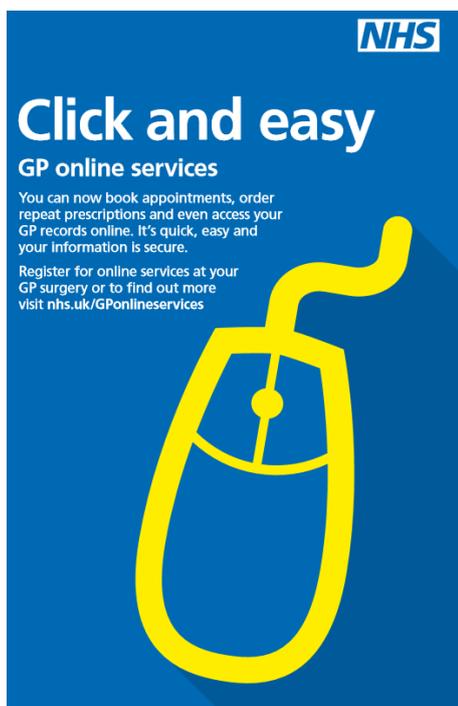


## DERMATOLOGY CLINIC

A couple of years ago the practice received a small amount of funding to run an internal dermatology referral clinic for our patients. This enabled our GPs at Brannam Medical Centre the ability to refer any dermatology problem for advice to our Dermatology Specialty Doctor Ben Waterfall. This enabled advice, face to face appointments where appropriate and also certain operations to be carried out at the medical centre in a timely manner to reduce potential delays in being referred to the local dermatology department. We have been given the opportunity to re-run this scheme from October to March. The internal dermatology clinic can only be accessed via your own GP if they feel this is appropriate.

## PATIENT ONLINE ACCESS

Have you heard of patient access? Do you know what it does?



**NHS**

### Click and easy

GP online services

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineServices](http://nhs.uk/GPonlineServices)

The poster features a large yellow mouse cursor icon pointing towards the text.

Patient Access is an online service available to our patients to allow you to **book your appointments, request repeat medication and view some of your medical information** all from your computer or mobile phone. You can beat the morning rush of the telephones and choose your own appointment and save the hassle of coming into the surgery or a pharmacist to order your medication. As it is all online it can be accessed at your own convenience via the website or app.

It is quick and easy to set up. When you attend the surgery, bring some form of ID—ideally passport or driving licence and one of our reception team will be able to grant you access and give you your registration details which you will need to login with when you are back at your computer. With your registration details, you can head to our website and follow the 'Patient Access' link on our front page. Again, this process is quick and asks for a few questions to ensure your account is all set up and secure.

If you forget your details or have any problems, the staff at Brannam will be able to help you resolve your problem.

**It is important that you do not share your log in or password with anyone else but yourself.**

## MISSION UNBREAKABLE: COMPLETE

A team of 10 Brannam Medical Centre staff took part in this year's Mission Unbreakable in aid of the North Devon Hospice. So far, the team has raised approximately £500. The team thoroughly enjoyed the day, especially the 40m plunge face first down a steep field. They are already talking about doing it again next year and encouraging more of the staff to join the team. Keep an eye out over the next year to see what other challenges the staff get up to.



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

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