

Brunel Medical Practice

Time to Book Your Flu Jab



It is now time to book your flu jab. The Health Department are concerned about the new COVID-19 variant and a flu outbreak adding to winter pressures across our health care system. It is important to get vaccinated and protect yourself and those around you.

Our flu clinics will be at the English Riviera Centre in Torquay on **Saturday 30th September and Saturday 14th October.**

We will be in the Grace Murrell Suite, which is on the left hand side of the building. (Not in the main arena where COVID vaccinations are delivered).

Call now to book your appointment or to check your eligibility.

(patients over 65 or those with long term conditions).

September 2023

Telephone Statistics:

In the last 4 weeks, staff at the practice have answered nearly 7000 phone calls.

We know it can be frustrating to have to wait in a telephone queue, but we can assure you that we are doing our best to answer calls in a timely manner.

When calling for an appointment at peak times, please do make use of our call back feature to prevent staying on the line.



Requesting Repeat Prescriptions

The most efficient way for you to request your usual medicines is via the NHS App or Patient Access. We will stop taking requests via email at the end of the year, so please consider using online services now.

From the NHS App, your request goes directly to the GP prescription workflow, without an admin staff member having to process it. This should mean your request is actioned more quickly.

Welcome to Dr Rachael Carnell

We are pleased to welcome Dr Carnell to the Brunel Family. Dr Carnell completed her GP training with the practice, so is well known to many patients.

Dr Carnell will be working on Mondays, Tuesdays and Wednesdays.



September is Gynaecological Cancer Awareness Month. Symptoms can vary depending on the type of cancer. If you have symptoms, it is important to get checked by a member of the team.

Womb cancer

Usually, the first sign of womb cancer is unusual vaginal bleeding. For example, this could be:

- bleeding after the menopause (this is the most common symptom)
- bleeding between periods
- heavier period than usual (if you have not been through the menopause)
- a bloody or pink and water vaginal discharge

Less common symptoms are pain or discomfort in the pelvic area, or pain during sex.

If you have any unusual vaginal bleeding, always see your GP about it. Other conditions that affect the womb, such as fibroids, can also cause unusual vaginal bleeding.

For more info visit macmillan.or.uk



Blood Pressure UK
Helping you to lower your blood pressure

4 - 10 September

Was Know Your Numbers Week

1.5 million

1.5 million people have had a free blood pressure check during Know Your Numbers! Week, the UK's biggest blood pressure testing and awareness event.

120/80

An ideal blood pressure is under 120/80mmHg.

Do you Know Your Numbers?

6 million

6 million people in the UK have high blood pressure and don't know it.

350

Every day in the UK, 350 people have a stroke or heart attack that could have been prevented.

Know Your Numbers!

There is a Health Monitor Pod in each of our reception areas. Pop in and use it at any time. The result is added to your health record and we will let you know if you need to take action.

Visit bloodpressuk.org for more information.

Healthy Habits

Have you spotted our weekly healthy habits posts?

Each Friday we post a new way to boost your health and wellbeing by making a new habit. So far we have looked at topics such as walking, drinking water, breathing and more. Visit our website www.brunelmedicalpractice.co.uk/health-information/healthy-habits/ or our FaceBook page.



The Brunel team support their patients every day to manage disease and illness. We also wish to inspire our community of staff and patients with their health and wellness.

Each Friday we will introduce a new Healthy Habit idea.

We will explain the benefits and hopefully tempt a few of you to give it a try.



**Changing your habits will change your life
and from small habits, health grows.**

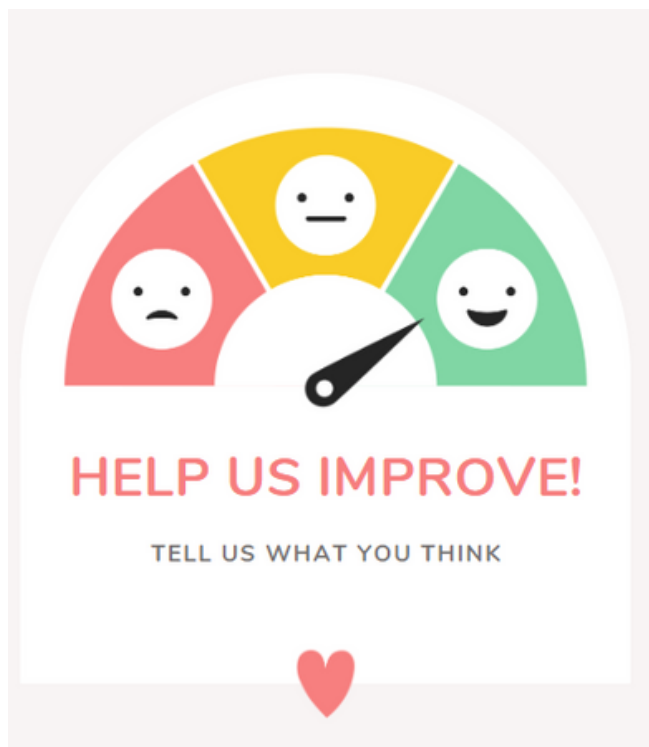


Practice Manager Shortlisted for National Award

We are delighted to share that our Practice Manager, Rachael Lankshear is in the running for Practice Manager of the Year at the General Practice Awards.

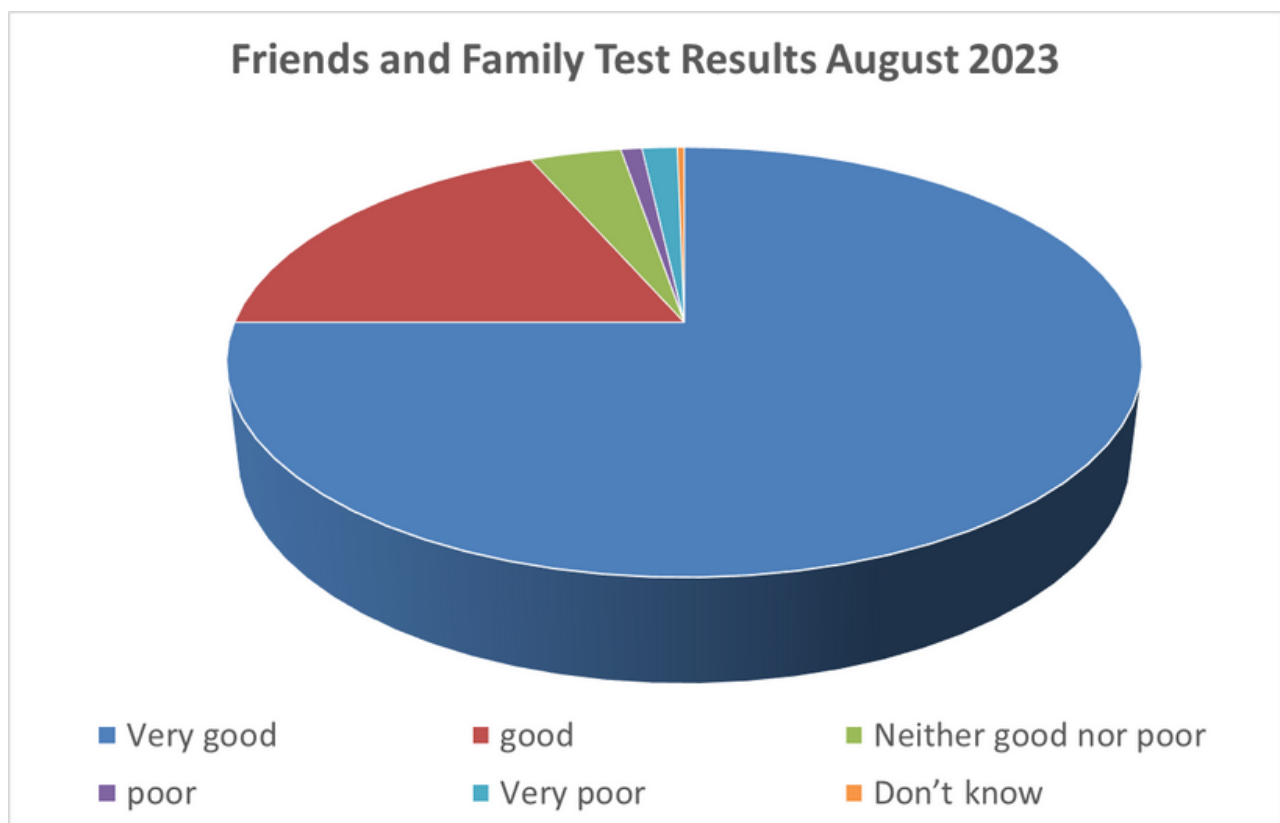
Rachael has been working at the practice for four and a half years and has implemented many changes in that time, creating a vibrant workplace which has seen us recruit both Salaried GPs and GP Partners.

Rachael will find out if she is among the overall winners at the Gala ceremony held in London on 8 December.



Help Improve the Service We Offer to All Patients by Completing the Friends and Family Test Survey

In August, 93% of patients rated their overall experience of the Practice as either Very Good or Good, with only 1% of patients rating the overall service of the practice as Poor or Very Poor. Many patients commented on the benefits of our new telephone system and the call back service.



'Easy to book blood test via patient access app and didn't have to wait long at the surgery'

'EVERYONE WAS KIND AND EFFICIENT TREATING ME AS A PERSON NOT AS ANOTHER ELDERLY NUISANCE! IT WAS A VERY PLEASANT EXPERIENCE!'

'I felt that the GP wasn't rushing me out the door. Her consultation was holistic and thorough and I left feeling listened to and happier than I have in a long time'

'HAD NO TROUBLE GETTING AN APPOINTMENT. BLOOD TESTS DONE ON TIME.'

**'APPOINTMENT ON TIME
LOVELY POLITE AND
PROFESSIONAL STAFF '**