

USEFUL TELEPHONE NUMBERS



DISTRICT NURSES	01465 716459
HEALTH VISITOR	01465 716456
COMMUNITY MIDWIFE	01465 716461
SCHOOL NURSE	01465 716445
SPEECH THERAPIST	01465 716437
CAN (Community Action Network)	01465 714060
LETTERBOX CLINIC (Z1)	01465 714729
SEXUAL HEALTH CLINIC	01294 323226
NHS24	111
SOCIAL WORK DEPARTMENT (Girvan)	01465 712299
GIRVAN COMMUNITY HOSPITAL	01465 712571
AYR HOSPITAL	01292 610555
AILSA HOSPITAL	01292 610556
AYRSHIRE CENTRAL HOSPITAL	01294 274191
CROSSHOUSE HOSPITAL	01563 521133
POLICE	101
BOOTS PHARMACY, Girvan C. Hospital	01465 712118
BOOTS PHARMACY Dalrymple Street	01465 712234
PODIATRIST (Girvan)	01465 716439
PODIATRY DEPARTMENT (Ayr)	01292 614922
PRACTITIONER SERVICES DIVISION	0141 300 1361



Dr McCulloch & Partners

**The Health Centre
Girvan Community Hospital
Girvan
KA26 9HQ**

**Appointments: 01465 712281
Prescriptions: 01465 716411
Fax: 01465 716415**

www.ailsacraigpractice.co.uk

Welcome to the Practice. We are committed to providing the best possible care for our patients in our premises in Girvan Community Hospital.

THE MEDICAL TEAM

Dr T Scott McCulloch
MBChB (1995) MRCP

Dr James Ledger
BSc MBChB (2003) MRCP DRCOG

Dr Ruth Bishop
BSc MBChB (2006) MRCP DRCOG DFSRH

Dr Colin J Haddow
BSc MBChB (2002) MRCP DRCOG

Mrs Anne Nelson
PRACTICE NURSE
BSc RGN RM FPC Nurse Prescriber

Miss Mhairi Andrew
PRACTICE NURSE
RGN

DISTRICT NURSING TEAM

Team Leader
District Nurse

Brian Mowbray
Jeanette Walker

HEALTH VISITOR

Stephanie Gibson
BSc RGN SCPHN

MIDWIFE

Geraldine Rae RM

Patients' Responsibilities

Some responsibilities are outlined below:

- Practice staff will strive to provide the best service and your co-operation is appreciated. Treat them as you would wish to be treated yourself. Physical or verbal abuse will not be tolerated, neither face-to-face nor over the phone.
- Be on time for your appointment and let us know if you cannot keep it.
- Follow the advice you have been given and finish any course of medication. If you are worried about anything, discuss it with the person who initiated it.
- Return old or unused medication to the chemist. Do not take medicine that has not been prescribed for you.
- Let the practice know if you make any changes to your personal details such as address, telephone number etc.
- Only use the emergency services in a genuine emergency.
- Please re-order your prescriptions in plenty of time.

Details of Primary Medical Services in this area can be obtained from:

The Primary Care Team
NHS Ayrshire and Arran
Eglinton House
Ailsa Hospital
Dalmellington Road
AYR KA6 6AB

Tel: 01292 513856

Patients' Rights

As a patient you have certain rights and responsibilities, some of which are set out below:

- Your health records will be held confidentially and we will only give out information to those involved in your care.
- This practice allows access to NHS services to all patients regardless of race, religion, gender, age, sexuality, disability or income.
- You may make a complaint if you are unhappy with any aspect of your treatment or the service you receive from the practice
- You may accept or refuse examinations and procedures. Please ensure that you feel you have enough information to make an informed choice.
- You may express a preference for a particular GP however that preference may entail waiting for a suitable appointment.
- You are entitled to see copies of letters written about you. If you require a photocopy of one of your letters a charge will be made. For more information about accessing your records please ask for the leaflet 'How to access your Health Records.'

For General Practice Registration queries please contact:

Practitioner Services (Medical)
Meridian Court,
5 Cadogan Street,
Glasgow G2 6QE

Telephone: 0141 300 1300

THE OFFICE TEAM

PRACTICE MANAGER	Karen Gunn
LEAD RECEPTIONIST	Pauline Taylor
RECEPTIONISTS	Jan McCrorie
	Katrina Taylor
	Sally Watson
	Kim Edwards
	Laura Harrop
GP ADMINISTRATOR	Lauren Borland
FINANCE	Linda Irvine

OPENING HOURS

The Practice is open from 8.30 a.m. to 5.30 p.m. Monday to Friday.

APPOINTMENTS

The Practice offers a variety of types of appointment: bookable in advance, 48 hours and on the day. Appointments will be for 12 minutes unless stated otherwise. During holiday periods the number of On the Day surgeries is increased to ensure that patients with immediate medical problems are dealt with promptly. For a new episode of illness you may not necessarily need to be seen by your usual GP as any doctor in the practice will be able to help you. We also offer telephone consultations at a variety of times—please ask at Reception for more details of this service.

HOME VISITS

If your illness prevents you from attending the surgery a visit may be requested. Home visit requests should, whenever possible, be made before **9.30 a.m.** This is to allow the doctors to plan their day more efficiently. Patients will be asked for an indication of their problem so that calls can be prioritised. Whenever possible it is more convenient to treat patients in surgery where there are more appropriate facilities.

OUT OF HOURS SERVICE

The out-of-hours service is provided by ADOC (Ayrshire Doctors on Call) and NHS 24. This service operates from 5.30pm—8.00 a.m. Monday to Friday and all weekend. It is staffed by doctors and nurses and is for **urgent and emergency problems only**.

Your call will be assessed by a suitably qualified healthcare professional. They will either offer advice, ask you to attend at the Primary Care Treatment Centre at Ayr Hospital, or arrange for a home visit. If you require to use this service, please phone **NHS 24** on the freephone telephone number **111**.

For more information please go to the NHS 24 website www.nhs24.com.

PRESCRIPTIONS

The practice is served by 2 local pharmacists:

Boots, 39 Dalrymple Street, Girvan Tel: 01465 712234
Boots, Girvan Community Hospital, Tel: 01465 712118

We are now offering an online prescription facility via Patient Access—details on our website www.ailsacraigpractice.co.uk.

The prescription line is open **Monday to Friday from 9.00am until 12.00noon**. You can also hand in your prescription at Reception or via one of the local pharmacies. Prescriptions will be dealt with as appropriately as possible but please note that :

- A **minimum of 72 hours** notice is required for repeat prescriptions that are to be sent to the chemist
- A minimum of 48 hours notice is required if the prescription is to be collected at the Health Centre

Data Protection

The practice adheres to the Data Protection Act 1998. The information we hold may be stored on paper or electronically on computer by practice staff. We cannot divulge information regarding you to anyone else unless we have your permission to do so, are required to do so by law or as detailed below.

Sometimes we have to disclose some of your personal health information to other organisations involved in your care. When you are referred to a hospital we will send relevant details in the letter and receive information back. Regional and national screening programmes also require certain information from us so that you can be sent out an appointment.

Your health details are needed for administrative purposes as we have to disclose basic information to the local health authority and the Common Services Agency for the Scottish NHS. These agencies are responsible for administering public funds and have the authority to check that the appropriate payments are being made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

The Practice is sometimes involved with health research and training. Student health professionals may have access to your health information. We are required by law to pass on information, for example the notification of births and deaths, or certain diseases.

All staff are aware of their duty regarding confidentiality, and adhere to a code of practice on protecting patient confidentiality. If you have any queries on how we use your personal health information, or if you would like to access your information, please contact our practice manager. Further information on this can be found at www.nhsis.co.uk/confidentiality.

CHRONIC DISEASE MANAGEMENT

Our Practice Nurses have undertaken training and are fully qualified to offer clinics to encourage continued good health. The following conditions are monitored by the Practice Nurses in collaboration with the doctors:

Asthma, Atrial Fibrillation, Cancer, Chronic Kidney Disease, COPD, Chronic Heart Disease, Dementia, Depression, Diabetes, Epilepsy, Heart Failure, Hypertension, Hypothyroidism, Learning Disabilities, Mental Health, Obesity, Palliative Care, Smoking, Stroke and TIA.

Violent or abusive conduct

Patients who are verbally abusive or violent towards any of the health professionals or practice staff will be removed from the practice list.

Complaints procedure

In keeping with national legislation this practice operates an in-house complaints procedure to investigate and resolve any complaint or grievance you feel you may have about any aspect of our Practice. If you wish to make a complaint please contact one of the partners or Mrs Karen Gunn (Practice Manager) in writing. We would also welcome positive comments!

Disabled access

The Health Centre has ramp access for disabled patients. There is also parking space available for use by disabled patients at the front of the building. A loop induction system is available for patients.

Test Results

All patient records are now held on computer and are subject to patient confidentiality. Test results will only be given to the patients themselves or to the parents of children under 16. **When phoning for test results, please phone after 2:00pm.**

SERVICES AVAILABLE

IMMUNISATIONS	Children - Wednesday Mornings Travel Immunisation can be arranged as required
CHILD HEALTH SURVEILLANCE	This clinic is run by the Health Visitor Stephanie Gibson and Dr McCulloch / Dr Ledger. Appointment times vary and will be arranged by the Health Visitor.
ANTE-NATAL CARE	Wednesday 1.00pm to 2.30pm. Run by Midwife Geraldine Rae Ante natal care is provided in conjunction with the Consultant Obstetric Unit at Ayrshire Maternity Unit, Crosshouse Hospital.
DIABETIC CLINIC	Dr Ledger/Dr Haddow offers Diabetic Appointments and is also involved in the running of the Girvan Community Hospital Diabetic Clinic, co-ordinated by an NHS Administrator. Nurse Anne Nelson also offers Diabetic Appointments. Dietetic and Podiatry services can be arranged from these clinics.
ASTHMA/COPD CLINICS	Appointments are available at any time during the week. These clinics are run by Nurse Mhairi Andrew
BLOOD CLINICS	Monday to Friday 8:40am to 10am. Run by the Practice Nurses. There are also afternoon blood clinics available Monday to Thursday.
LIQUID NITROGEN CLINICS	Thursday or Friday at 8.30 a.m, run by the GPs. <i>Please note that these appointments are 5 minute appointments only, and the GP cannot discuss other health issues at this appointment. Please make a separate GP appointment if you wish to discuss any other matters.</i>
MINOR SURGERY	Minor surgery procedures can be arranged through the GPs.
PATIENTS AGED 75 AND OVER	These patients will have the opportunity to have an annual consultation with one of the Practice Nurses.
WELL WOMAN and FAMILY PLANNING	The Practice Nurse carries out cervical smears, give breast awareness and menopause advice. Appointments are available Mon—Fri. Family planning advice is offered by our GPs and Nurse Anne Nelson. Women are invited to attend every 3 years.
WELL MAN APPOINTMENTS	Men are advised to make an appointment at least every 3 years.
SMOKING CESSATION	If you wish to stop smoking, please ask your GP or Practice Nurse for further information.

OPTIMAL REPERFUSION SERVICE FOR HEART ATTACKS

There is a system in place for managing suspected heart attacks and there is general agreement that this arrangement represents best practice.

If a heart attack is suspected an **emergency ambulance (999)** should be called. The ambulance staff will do an ECG (heart tracing) and transmit it to Hairmyres Hospital in East Kilbride or the Golden Jubilee Hospital in Clydebank.

Depending on the ECG results, the patient may go to Hairmyres/ Golden Jubilee or Ayr/Crosshouse in order that the most appropriate treatment is given.

Please note that phoning the surgery for advice will only contribute to delay, so we ask all patients to contact the ambulance service directly (999) if a heart attack is suspected.

A more detailed leaflet is available from NHS Ayrshire & Arran.

ACCESSING YOUR INFORMATION

If you wish to access your medical records please ask at Reception and the doctor will be informed. You will be given a 30 minute appointment to attend and during that time you may see your information in the presence of a doctor. If you wish a copy of your medical notes a £10 fee will be charged for your computer medical records, or £50 for a copy of your paper medical records. Where applicable this fee will also include your computer records.

The Data Protection Act 1988 states (among other principles):

- Anyone who records and uses personal information must be open about how the information is used
- It gives individuals certain rights, including the right to see information that is held about us and to have it corrected if it is wrong.

Registering as a patient

If you live within any of the areas listed below, and wish to register with the Practice, please contact the surgery to request a registration form. Alternatively you can download a registration form from the Practice Website. Please note that Proof of Identity must be shown when you register.

We also ask all new patients to complete a questionnaire. This gives the practice some indication of your general health, medication, allergies and previous medical history. We will then offer you a new patient examination with one of our Practice Nurses.

List of Areas within Practice Boundary

Girvan	Old Dailly
Turnberry	Barr
Maidens	Pinmore
Culzean	Pinwherry
Kirkoswald	Colmonnell
Dailly	Lendalfoot

Extended Hours—The Practice offers appointments outwith normal surgery times on **Thursday and Friday mornings from 8.00am.**

These appointments are specifically for patients who have work or travel commitments and who would not be able to attend during the working day. Please note that the days for extended hours may be altered during times of annual leave.