



Dr McCulloch & Partners
 Girvan Health Centre
 Girvan Community Hospital
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Practice Newsletter WINTER EDITION 2016

Practice Update

We are pleased to announce that Dr Colin Haddow will be joining the practice as an additional GP Partner on 28th November. He has been a GP in East Ayrshire since 2008 and has worked in practices in and around Glasgow during his training. Dr Haddow will be consulting Monday to Thursday each week.

Locum GPs

Dr Clifford Martin, will be providing regular locum sessions and he will be in the practice every Wednesday and Thursday. We continue to have Dr John Freestone and Dr Muhammad Saleem working as locums on an occasional basis.

Seasonal Influenza Vaccinations—Appointments Available

If you are 65 or over on 31st March 2017, please contact the surgery to arrange to have your free flu jab. The vaccination is also available to patients who have a health condition or are pregnant. Children aged 2 to 5, who are not yet attending school will also be offered a free flu vaccination from 1st October 2016.

Shingles Vaccination Programme

Please make an appointment for your free Shingles vaccination if you were aged **between 70-73 or 76-79** on **1st September 2016**. People aged 80 and over will not be offered the shingles immunisation because the vaccine is less effective as people get older.

More information available from Reception or at www.immunisationscotland.org.uk.

Surgery Opening Times:-

Monday 8:30am - 5:30pm
 Tuesday 8:30am - 5:30pm
 Wednesday 8:30am - 5:30pm
 Thursday 8:30am - 5:30pm
 Friday 8:30am - 5:30pm

Extended Hours

Early morning surgeries are also available, for patients who are unable to attend for appointments within normal surgery opening times. We offer these appointments from 8.00am, two mornings per week. More details regarding these appointments are available at Reception or telephone the main switchboard line on 01465 712281.

Dates to Remember: Public Holidays

Monday 26th December
 Tuesday 27th December
 Monday 2nd January
 Tuesday 3rd January



**If you get
 norovirus,
 avoid direct contact
 with others until
 at least 48 hours
 after your symptoms
 have stopped.**

Don't spread it. If you get ill, stay at home.
 #NoToNorovirus www.nhsinform.co.uk/norovirus



Visit our Website: www.ailsacraigpractice.co.uk

Staff Training Notice

The practice will be closed for staff training on the first Thursday of every month from 1.00pm until 1.45pm.

Test Requests

If you are phoning the Practice for laboratory test results, we would ask that you phone **after 2.00pm**. This is to allow the GPs time to look at results that have been received in the morning.

Repeat Prescriptions—Patient Access



You can now access your repeat prescribing on your medical record and place an order. If you would like to sign up for this service, please bring proof of ID to the reception desk.

All data contained within Patient Access is protected using the highest standard internet security so you can be sure all your personal information is safe and secure.

We also provide an online prescription request form via our website, for patients who are not registered for Patient Access.

You can of course still order your prescriptions via telephone number **01465 716411** (open 9am—12noon Monday to Friday). You can also order prescriptions at the front desk or hand in your repeat prescription slip to either of the pharmacies in the town.

Travel Vaccinations

If you require any vaccinations relating to foreign travel you are asked to come in to the surgery to request a Travel Pack which should be completed and returned to the Practice. This should be done ideally 6—8 weeks before you are due to travel. The Practice Nurse will then contact you to discuss your travel arrangements and arrange the necessary vaccinations.

Staff Achievements

We would like to congratulate the following staff members on their recent educational achievements -Well done to all!!!

Our Lead Receptionist, Pauline Taylor recently completed the Next Steps/Way Forward course run by Ayrshire & Arran Centre for Excellence.

Pauline has also been awarded certificates from Glasgow Caledonian University and is now qualified in Chaperone Skills. In addition she has recently completed Heartstart Instructor Training which allows her to deliver CPR training to practice staff.

Our Receptionist, Lauren Gibson recently qualified with an SCQF Level 6 certificate for the Professional Development Award in Medical Reception Skills.

Our Practice Nurse, Mhairi Andrew, has completed the General Practice Nursing Educational Programme run by NHS Education for Scotland.

Our Practice Nurse, Anne Nelson has completed the educational programme run by Macmillan Cancer Support to provide care and support to patients living with and affected by cancer.

Fundraising

Stacey Ross, Practice Manager along with 4 of her friends raised a total of £1,432 for Girvan Community Action Network when they ran the Great Women's 10k on 5th June 2016 and our Receptionist Lauren Gibson raised a total of £176 for the Ayrshire Hospice when she completed the 5k Colour Dash on 7th August!

Appointments — please keep it or cancel it

During the month of October a total of 13 hours were wasted due to non-attendance or late cancellations. This is the equivalent of **65 GP appointments** or **52 Nurse appointments**. There are increasing pressures upon GP Practices to reduce waiting times and increase patient access to GPs and Nurses.

To reduce waiting times for everyone and save wasting clinicians/receptionists time, we ask patients to telephone the practice to re-arrange appointments if they cannot attend and to give at least 1 hour notice of any cancellations.