

## Meet the Team

In August the Practice welcomed Drs Fielding and Murdock for their 4 month FY2 placement. Dr McHugh is back for his 12 month ST3 placement and Dr Meney for her 6 month ST1 placement. They have all settled in well and are a great addition to the clinical team.



### USEFUL TELEPHONE

#### NUMBERS:

For Out of Hours advice please contact NHS24 on

111

District Nursing Team

01292 513877

Podiatry Team

01563 826361

Health Visitor

01292 885529/ 885534

Midwife

01292 285893

Ante-natal First Appointment Booking

01563 825411

Ayr/Crosshouse

Hospital

Appointments Office

01563 827 070

Urgent Dental Advice

01292 616990

X-Ray Dept

01292 614519

## Winter Vaccinations

Flu and Covid vaccinations are being co-ordinated by NHS Ayrshire and Arran and all patients eligible receive an appointment to attend a vaccination centre.

The practice will invite all patients due a shingles or pneumococcal vaccination to attend a clinic at North Ayr Health Centre.

## Childhood Immunisations

Unfortunately Childhood immunisation appointments are no being managed by the surgery. The Child Health Department at Ayrshire Central Hospital will appoint all children due their routine immunisations. If you need to reschedule an appointment please call **01294 317268**.

If you have experience of the new system we would welcome your feedback.

## Prescription Management

Processing repeat prescriptions is a huge task for the practice and significant effort is made to ensure the smooth running of this process. The practice offers a unique same day service for prescriptions ordered before 12pm each working day. Our service has not changed. Local pharmacies may take up to seven days to process repeat prescriptions. To ensure your continued treatment please consider the following:

- **Order your medication on time, allowing time for your preferred pharmacy to have it ready.**
- **Prescriptions can be ordered on our dedicated prescription line, 01292 272140, between 9.30am and 12pm Monday to Friday. You can leave a message when the line is closed. You can also order online at [www.medicayr.co.uk](http://www.medicayr.co.uk) or at reception.**
- **Please list the names of the items you require and only order what you need.**
- **If you have previously consented for a preferred pharmacy, your prescriptions will automatically be sent to that pharmacy. Please note if you wish your prescription sent to a different pharmacy we will need a new consent form completed.**
- **Whilst our prescriptions are ready for collection after 3pm, it may be the following day before your preferred pharmacy picks it up.**
- **If, for any reason there is an issue with your requested item that needs to be discussed, we will contact you.**
- **If you have not received your text from your preferred pharmacy as usual, please contact them with your enquiries.**
- **If you are advised to arrange a medication review, pill check or HRT check, please do so in plenty of time. Appointments can be booked in advance.**

## Test Results

Blood test and x-rays etc. take varying times to be processed and reported. We understand you may be anxious to know your results however, we do ask that you give us time to process them.

Whilst we do not contact you for normal results, please be assured that we will contact you if any follow-up or treatment is required. If you have not heard from us after a week, please give us a call. We do prefer if you can call later in the day to allow the morning rush to settle where possible.

Please note that tests arranged by the hospital such as MRI scans will be reported by them and may take longer to become available to the surgery.

## Routine Breast Screening

The breast screening programme for women aged 50 and over runs on a three year call system for each practice. Barns patients were called in November 2022. If you have turned 50 since then and are awaiting an appointment you can self-refer by calling the Breast Screening team on 01294 323506.

## Dementia Friendly Practice



The team undertook some dementia awareness training at a recent training afternoon. We worked through the toolkit to identify processes we could do differently to be more accommodating of the needs of those with dementia and their families/ carers.

## Health and Care Experience Survey

Every two years the Scottish Government selects a sample of the population to complete a survey relating to the care they have received from NHS services. The new surveys are due to be sent out in November. If you have been selected we would be very grateful if you would complete and return this. Results are distributed to practices in May and we are always eager to receive feedback.



## Patient Participation Group

### *Be Part of Something That Can Help Make a Difference*

Our PPG is always happy to receive new members. We meet twice a year and chat about the current activities and topics of interest. The meetings are interactive and informative, giving patients greater insight into the processes and workings of the practice and beyond and the practice opportunities for development and improvement. If you would like to join our next meeting on 5 March 2024 please let a member of the team know and we can add you to the group.



### Car Parking

Car parking in the surgery is reserved for clinical staff. The practice and other tenants of the building have an allocated number of spaces therefore there are no available patient spaces. There are two public car parks close by and we can offer the use a wheelchair to transport patients with mobility issues from a car to the surgery.

### Dates to Remember

The surgery will close at 1pm on Thursday 30 November for staff training. If you have an urgent medical matter that afternoon please call 111 for advice.



The Practice will close for Christmas and New Year on the following dates.

Christmas Day    Monday 25th December

Boxing Day      Tuesday 26th December

New Year's Day   Monday 1st January 2024

Public Holiday    Tuesday 2nd January 2024