



## Practice News

We would like to welcome Kerrie Tweedie to the practice. Kerrie joined the reception team at the end of August and is being trained in reception and in the records office.

## Flu Vaccinations

The influenza vaccination is available to all patients aged 65 and over, and all patients with chronic illness. You will receive a text, email or letter if you are eligible for this. All pre-school children aged 2-5 can be vaccinated against influenza in the

surgery. School aged children will receive this at school however this can also be given in the surgery.

Pregnant women are also eligible to receive a vaccination.

To date we have vaccinated 87% of those eligible.

## Shingles Vaccination

Were you 70 or 76 years of age on 1st September 2016? You are eligible for vaccination against shingles. There is currently a catch up programme for patients who have not had this vaccination in previous years. You will be contacted if eligible.

## Pneumococcal Vaccination

The pneumococcal vaccination is available to all patients with a chronic illness. This vaccination protects against pneumonia and is only required to be given once.

**PLEASE CONTACT THE SURGERY TO MAKE AN APPOINTMENT IF YOU WOULD LIKE TO RECEIVE ANY OF THE ABOVE VACCINATIONS.**



## Dates to Remember

### Staff Training

The surgery will be closing at 12.30pm on **Wednesday 23rd November**

### Christmas & New Year

The surgery will be closed on **Monday 26th December, Tuesday 27th December 2016 and Monday 2nd January 2017, Tuesday 3rd January 2017**

## **USEFUL TELEPHONE NUMBERS:**

**District Nursing Team**

**01292 513877**

**Podiatry Team**

**01292 614922**

**Health Visitor**

**01292 885529/885534**

**Midwife**

**01292 285893**

**MSK Service**

**0800 9179390**

**Ayr/Crosshouse**

**Hospital**

**Appointments Office**

**01563 827 070**

\* The surgery closes every Wednesday between 1pm and 1:45pm for staff training. If you have a medical emergency during this time please telephone **01292 272143** to speak to a member of the reception team\*



**Should you require medical attention when the practice is closed please telephone:**

**111**

**This is the NHS 24 telephone health advice and information line and can be accessed 24 hours a day.**

# Nursing Services

## Triage Service

Our nurse practitioners provide telephone consultations for advice and treatment of minor illnesses. This service is offered Monday to Friday between 8.30am and 10.30am. Please contact the surgery to arrange for the nurse to phone you back during this time.

## Practice Nurse

Our practice nurses are trained to carry out a variety of different services including chronic disease monitoring, a full range of contraceptive services including implants, coils and registration onto the C-Card scheme for condoms, sexual health advice and chlamydia testing, dressings, phlebotomy (blood letting), travel vaccinations including yellow fever vaccination, breath testing, ECG's, dietary advice, smoking cessation and general health checks. Please inform the receptionist what service you require so the appropriate length of appointment can be given. Appointments can be booked up to 12 weeks in advance.



## Nurse Practitioners

Our nurse practitioners are fully qualified nurses who have furthered their training and gained qualifications and experience to assess and examine patients and to make a diagnosis and offer a management plan. The nurse practitioners are able to treat a range of minor illnesses and acute problems. All our nurse practitioners have the ability to prescribe medications and have a variety of clinical skills and special interests and can make hospital referrals.

If you require to be seen within 48 hours, you may be offered an appointment with a nurse practitioner.

## Community Link Worker

Rebecca Watson has recently joined our team as a community link worker. Her role is to support people to live well in the local community. She can meet with you and discuss issues in your life and help provide advice, support and information from services or activities that can help improve your physical and mental wellbeing and quality of life. She can help with issues related to debt or money problems, relationships or personal issues, to make new friends or join new activities.

Rebecca holds clinics at the practice every Wednesday and Friday or can visit you in your own home.

Please contact the surgery to make an appointment if you would like to meet with Rebecca.



### Did you know?

You can cancel an appointment by replying to your text reminder!  
Please remember to inform us if you change your mobile number.

### Outgoing Calls

We are aware that many people will not answer calls from a withheld number. When we call you the number displayed is **01292 282004**.

This number cannot receive incoming calls.