

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

DATES TO REMEMBER

The surgery will be closed for the following Public Holidays:

Friday 14th April
(Good Friday)
Monday 17th April
(Easter Monday)

Monday 1st May
(Bank Holiday)
Monday 29th May
(Bank Holiday)

Partnership Changes

The Practice are pleased to welcome Dr Lianna Tan to the Partnership. Dr Tan will work three days per week from April. Dr McGee will be reducing his hours to two days per week from April.

Dr Hulme will sadly be leaving the Practice in June to take on a new adventure in Australia. We wish him and his family every happiness in this new chapter of their lives.

We are advertising for a new Partner to join the Practice and hope to have someone in place before Dr Hulme's departure.

Healthy Working Lives

The Practice were proud to receive the Healthy Working Lives Silver Award. The team took part in activity challenges, Soup Club (making and sharing recipes for lunch) and a hydration challenge amongst other things. We are the first Medical Practice in Scotland to achieve the Silver Award.



First Point of Contact

NHS Ayrshire & Arran offers a range of services that allow you to receive the most appropriate care for your condition. The GP surgery is not always the first place you should contact for minor ailments.

For minor ailments such as burns, acne, head-lice, pain, coughs, colds, thrush and many more you can get free advice and treatment from your local pharmacy.

For mouth problems such as dental abscesses and mouth ulcers you should contact your dentist.

Eyecare Ayrshire is a new service being promoted. If you have sticky, watery or itchy eyes you should contact your local optometrist. They have specialist equipment for examining the eyes and can issue you with prescriptions to take to the pharmacy.



Prescription Ordering

Prescriptions can be ordered 24 hours a day. You can order via the dedicated prescription line number **01292 272140**, open from 9.30am to 12pm. Out-with these hours a message can be left on the answering machine. You can also order via the secure order form by clicking the link on our website www.medicayr.com. If you contact the main surgery line you will be asked to redial on the appropriate telephone number.

If there is a problem with any prescription you order, **WE** will contact **YOU**. Please don't block the telephone lines by calling back to check it is ready.

Nursing Services

Nurse Telephone Consultations

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.

Healthcare Assistant

Our Healthcare Assistant can assist you with blood letting, warfarin monitoring, continuing liquid nitrogen treatment, ECG's, breath testing and more.

Phlebotomists

Two of our reception staff have undergone full training in phlebotomy. If you need a simple blood test carried out you may be offered an appointment to see a phlebotomist.

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.

Please inform the receptionist which service you require in order to be booked with the most appropriate person for your needs.



Appointment Times

Our appointment system is set at ten minute intervals. If you have more than one issue to discuss with a clinician, or your condition is complex, please ask the receptionist for a longer appointment. This helps prevent the clinician running out of time to discuss all your concerns with you and clinics running late.

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.

Patient Suggestions

We are always looking at ways in which we can improve the Practice and your experience when you contact us. If you have any suggestions you'd like to put forward we'd love to hear from you. We have a suggestions box in the waiting room or you can email your suggestion to email@medicayr.com.

You Said

Higher seating would be appreciated for people with back or mobility problems.



We Added Elephant Feet to our armchairs

We Did



For regular updates on Practice news and other items of interest, like our Facebook page, **Barns Medical Practice**.

Follow us on Twitter [@barnstweets](https://twitter.com/barnstweets)

