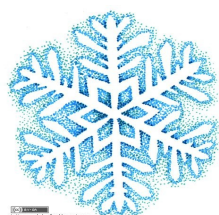


# BARNs MEDICAL PRACTICE

### Useful Numbers

<i>Surgery Main Line</i>	281439
<i>Prescription Line</i>	272140
<i>District Nurses</i>	513877
<i>Health Visitor: Jackie</i>	885529
<i>Health Visitor: Nicola</i>	885534
<i>Out of Hours</i>	111
<i>Ayr/ Crosshouse</i>	01563
<i>Hospital Appointments Office</i>	827070



### Social Work Drop In Clinic

If you require advice on Social Work Services, welfare issues, carer and community support you can visit the South Ayrshire Life shop in Newmarket Street. There is a social work representative available every Wednesday from 12-4pm. If you prefer to arrange an appointment you can do so by phoning 0800 432 0510.

Please note, they are unable to offer any advice on benefits.

[www.southayrshirelife.org](http://www.southayrshirelife.org)

For more information on their services visit their website.

### Seasonal Flu—Have you been vaccinated?

You may have seen reports on the news that uptake of flu vaccination is down compared with previous years. At Barns Medical Practice we have vaccinated the majority of eligible patients and our vaccination record has remained steady.

**If you are eligible for flu vaccination and haven't yet had yours, please contact the surgery to arrange an appointment now.**

### Winter Illnesses

At this time of year there are lots of bugs around from colds and sore throats to the winter vomiting bug.

These illnesses are best treated at home, containing the spread to others.

Most sore throats are caused by a virus and therefore cannot be treated with antibiotics. Simple treatment with paracetamol and ibuprofen will help with the pain and bring down a temperature. Over the Counter remedies are available from pharmacies and supermarkets and may be free of charge if you are eligible for the minor ailments service.

If you have diarrhoea and vomiting it is best to stay home and keep hydrated until at least 48 hours after your symptoms have stopped.

### Pharmacy First

Your local pharmacy can provide a number of services you may not be aware of, from smoking cessation clinics to minor ailments treatments.

New to the services they provide is antibiotic prescribing for UTI (urinary tract infection) and Impetigo (skin infection). If you have think you have either of these conditions requiring an antibiotic you should visit your local Pharmacy First.

## Prescription Ordering

### Walking Group

The Barns walking group leaves the surgery every Wednesday at 11 am. You don't even need to be a patient to join. Just pop in before 11am and give your name to the reception team to register your participation.



You can order prescriptions via the dedicated prescription line on **01292 272140** between 9.30am and 12pm daily. If you order outwith these times you can leave a message on the answering service. Please note this service is for prescription orders only. Please speak clearly giving you full name and date of birth/ address and the names of the items you require. To avoid prescribing errors we are unable to issue "all my monthlies" or "all repeats".

You can also order via the secure link on our website **www.medicayr.com**. Please note, our staff are unable to reset passwords. If you have trouble logging in you should click on the reset password link. If you clear your computer's browser history or cookies, you will lose any saved forms and will have to input your medication again.

Prescriptions ordered before 12pm will be ready for collection after 3 pm on the same working day.

If you have your prescription collected by a pharmacy, please allow time when ordering for them to collect it from us. It is your responsibility to have your prescription ordered and collected before you run out. Please note, we are unable to fax prescriptions as a matter of routine.

## Community Pharmacist

The Practice welcomes Martina Lees, Community Pharmacist to the team. Martina will be working on a number of prescribing projects for the Practice. She is carrying out medication reviews by telephone and is seeing patients in the Practice to ensure their medication is effective and in safe combinations.

## Appointments

### Right Person, Right Time

The reception team are trained to gain information from you in order to direct you to the most suitable clinician for your needs. We appreciate some patients find this intrusive, however, all our clinicians have different skills and we want to direct you appropriately for the required appointment length.

### Arriving Late

Appointments are booked at ten minute intervals. We ask that you arrive on time for your appointment so as not to cause delays to other patients who do arrive on time. If you arrive too late to be seen you will be asked to reschedule your appointment. If we have your mobile number you will be sent a text reminder of your appointment time.

### Failure to Attend

Failing to attend appointments without cancelling means people have to wait longer to be seen. Many appointments are booked on the same day or the day before. Even though you may be given an appointment at short notice it is still important you cancel to allow others to be seen.