

Dr Hunter Retires

After 35 years with the Practice, Dr Hunter will retire on 31st March 2023.

“I would like to thank all my patients past and present for the kindness, respect and generosity you have shown me over the whole of my 35 years as a GP. It has been very humbling but has made my career the most rewarding one I could ever have wished for. I wish you all the very best for the future and know that your healthcare is in good hands with Barns Medical Practice.”



USEFUL TELEPHONE

NUMBERS:

**For Out of Hours advice
please contact NHS24 on**

111

District Nursing Team

01292 513877

Podiatry Team

01292 614922

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

The Practice Team will continue with:

Jan McCulloch	Management Partner
Dr Simpson	Partner
Dr Tan	Partner
Dr Nisbet	Partner
Dr Ledger	Partner
Dr Dawson	Partner
Dr Scott	Partner

In addition we have five Advanced Nurse Practitioners who can assess, diagnose and treat acute illnesses as well as prescribe and refer on for further tests where appropriate. We have two Practice Nurses, one healthcare practitioner and three phlebotomists who can assist with blood letting, chronic disease management and dressings etc.

We welcome Nicola Nisbet to the nursing team as Practice Nurse.

We also continue as a Training Practice and will offer appointments with these GP trainees and medical students as they develop their clinical expertise.

Community Treatment Centre

You may have been invited attend to North Ayr Health Centre, Glenmuir Place for shingles or pneumococcal vaccination recently. The team there also offer general nursing appointments and run clinics for patients of the surgery on Wednesday and Thursday afternoon for the likes of dressings, injections, blood letting. Whilst the surgery is happy to see you, we understand this may be more convenient for some patients. To arrange an appointment, contact the surgery and let the reception team know you'd like to attend North Ayr and the team will book you the next suitable appointment.

Armed Forces Personnel & Veterans

The Practice would like to hear from anyone who has served in the armed forces or their family members. Identifying and recording this information can help us ensure support services and onward treatment referrals can be offered without delay.

The Armed Forces Covenant

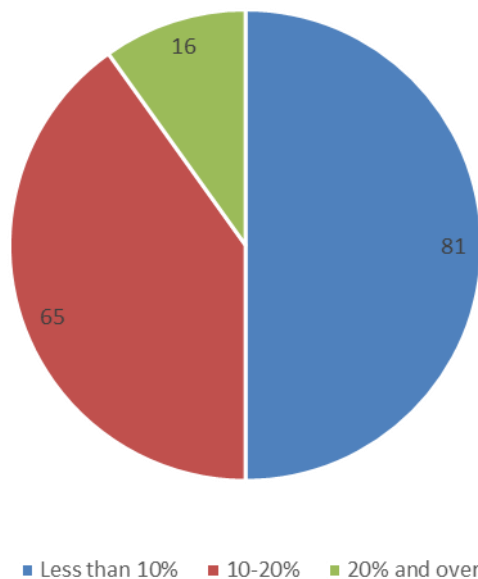
- The Armed Forces community should enjoy the same standard of, and access to healthcare as that received by any other UK citizen in the area they live.
- Family members should retain their place on any NHS waiting list, if moved around the UK due to the service person being posted.
- Veterans should receive priority treatment for a condition which relates to their service, subject to clinical need.
- Those injured in service should be cared for in a way that reflects the nation's moral obligation to them, by healthcare professionals who understand the Armed Forces culture.

Visit the **Armed Forces Covenant** for more information.

Health Screening Events

We recently invited patients aged 45-65 who had not attended for some time to a drop in screening event. The event was so successful we offered a second date 4 weeks later. The team offered lifestyle advice, urinalysis and blood testing, blood pressure measurement etc. As a result of these events we identified a few patients with new diagnoses of diabetes and hypertension in patients who may not otherwise have attended.

Cardiovascular risks were scored as follows –



Cardiovascular Risk Scoring

Less than 10% - Normal result

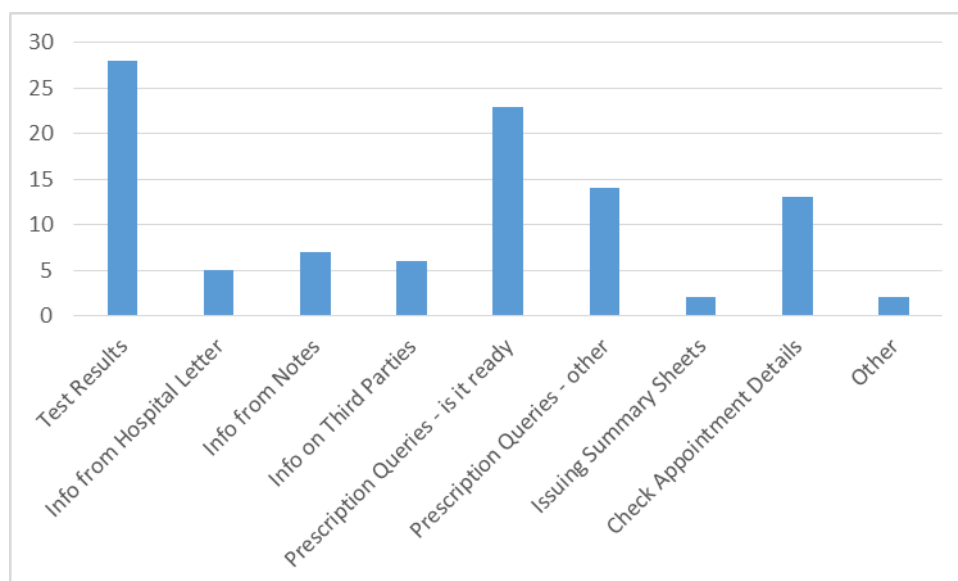
Between 10% and 20% - Lifestyle and dietary changes recommended – you could consider starting statin therapy if you wish to discuss this, please contact the surgery to arrange a consultation

Greater than 20% - Statin therapy is recommended as well as lifestyle and dietary changes

Further events may be offered in the future. In the meantime, the Practice Nurses are happy to offer you a Well Person Check in a booked appointment.

Patient Contact Audit

A previous audit of patient contacts revealed that 36% of activity was completed by the admin team without any other intervention. Further data was collected to establish what types of contacts were being managed. The chart below shows the outcomes of 525 patient contacts collected over a week in December 2022.



One result that stood out from this was the number of patients phoning to check prescriptions are ready. We offer a same day / next day service and will contact you if there is a problem.

Is there something we can do differently to reassure you your prescription is processed?

Prescription Ordering and Preferred Pharmacy

- Repeat prescriptions ordered before 12pm will be ready for collection at 3pm on the same working day.
- Please call the Prescription Line on **01292 272140** or order online using the prescription order form at **www.medicayr.co.uk**. You can also order in person at reception.
- If a prescription you order is not due or there is a problem **we will contact you** to let you know.
- If you wish your prescription to be collected by a preferred pharmacy, please complete a consent form available from reception or on our website.
- If you wish to change your preferred pharmacy, please complete a consent form for the new pharmacy and your record will be updated.

We have seen an increase in patients requesting their prescription go to a different pharmacy to that they have consented to. This has caused confusion where patients expect this to be a permanent change. We will be contacting all patients with a preferred pharmacy to ensure we have up-to-date information in the coming weeks.

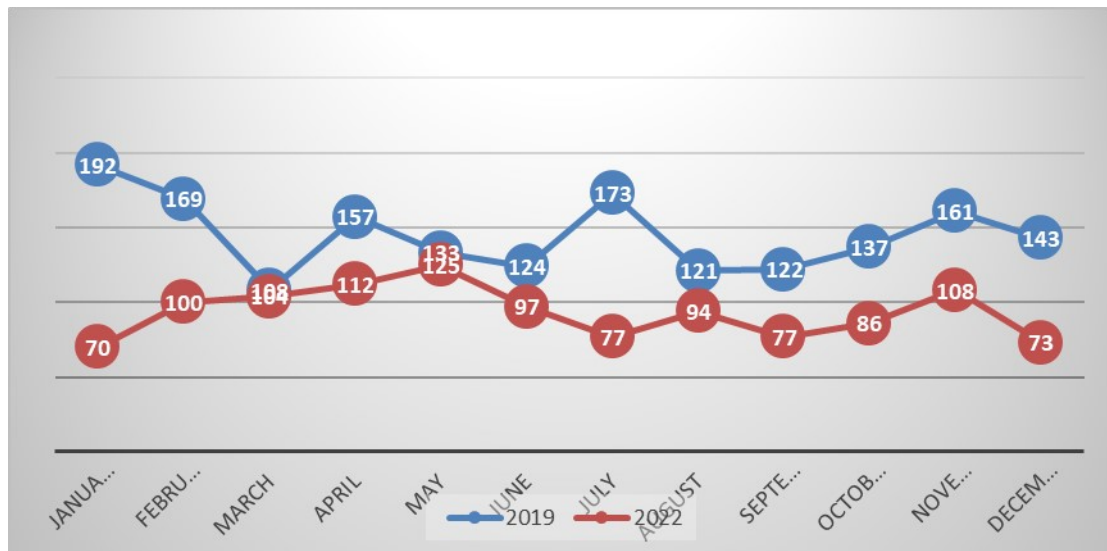


Appointment Attendance

The chart below shows that fewer patients are failing to attend appointment than in 2019.

Please remember to cancel your appointment if you no longer require it or are unable to attend.

This allows other patients to be seen and helps reduce the waiting time for appointments overall.



Dates to Remember

The Practice will be closed on the following Public Holidays:

Friday 7th April 2023

Good Friday

Monday 10th April 2023

Easter Monday

Monday 1st May 2023

May Day

Monday 8th May 2023

Coronation

Monday 29th May 2023

Spring Bank Holiday

