

BARNS MEDICAL PRACTICE

Spring Newsletter March 2018

Partnership Changes

The Practice is delighted to welcome Dr Gordon Haveron to the partnership, working six sessions (three full days) per week.

Some of you will remember Dr Haveron carried out some of his training with the team in 2012. He has gained further experience within a Practice in East Ayrshire and we are very happy he has chosen to settle with us.

Useful Numbers

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

Communication

Have you changed your contact details? If you have a new email address or telephone number please let us know. It allows us to contact you quickly should the need arise.

Reception Team

Hannah Connolly joins the reception team as a Trainee Receptionist. We are pleased that she has settled well within the team.



Dates to Remember



The Practice will be closed on the following dates:

Protected Learning Time	Wednesday 21st March from 12.30pm
Good Friday	Friday 30th March
Easter Monday	Monday 2nd April
May Day Bank Holiday	Monday 7th May
Spring Bank Holiday	Monday 28th May

CPR Lifesaving Skills

To date our trainers have trained 75 people in CPR lifesaving skills. Our next session will be held on Tuesday 19 June from 5pm to 7pm. If you or anyone you know is interested, please let a member of the reception team know. This training is open to patients and non-patients.



Appointments

Making Appointments

When you book an appointment we can send you a text message confirming the appointment date, time and person you are seeing if we have your mobile number. We will also send out a reminder the day before your appointment. Please ensure we have your up-to-date mobile number in order to keep this service running smoothly.

Cancelling Appointments

If you need to cancel your appointment please phone the surgery as soon as possible so that your appointment can be offered to someone else. You can also cancel by emailing us securely at email@medicayr.com with your name, date of birth and appointment time.

Running Late?

If you are on your way but running late for your scheduled appointment please phone to let us know. We may be able to rearrange the appointment so you are still seen. It may be necessary, however, to reschedule your appointment for another day depending on the situation that day.

Right Person, Right Time

Some things take longer than others and our team have different skills. It helps us direct you to the most appropriate person for your needs and the appropriate length of time if you can give us an indication as to why you are attending.

Medication Reviews

If you are on regular medication you will be asked to arrange a medication review from time to time. You will normally be given at least four weeks' notice when you are due a medication review. These are carried out over the telephone by our In House Pharmacist, Martina Lees, and are necessary to ensure your medicines are working effectively for your condition and that we are adhering to safe prescribing practices. Please arrange to have this done in good time so you don't run out.

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.

Minor Ailments Service

If you are in full-time education, aged 60 or over, hold a medical exemption certificate or you are on certain benefits, you can get free of charge treatment from your local pharmacy for a number of minor ailments.

Treatments on offer include those for diarrhoea, constipation, coughs and colds, thrush, indigestion, allergies, head lice, warts and verrucae and many others.

If you require advice or treatment on any of these, please contact your local pharmacy. You do not need an appointment and they can see you at weekends too.



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