



## Appointments

We appreciate that appointments are difficult to come by during holiday periods and we do all we can to fulfil demand. We are still advertising to recruit a new GP in the wake Dr Hulme's departure and are putting other measures in place to fill the gap. You can help us by noting the following:

### Medication Reviews

You will normally be given at least four weeks' notice when you are due a medication review. Please arrange to have this done in good time. We cannot see you in emergency appointments for routine medication reviews.

### 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.

### 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.

### Failure to Attend

130 appointments were wasted in the four week period from 8 June to 5 July this year which is disappointing and means people have to wait longer to be seen. Many of these appointments were booked on the same day or the day before. Even though you have been given an appointment at short notice it is still important you cancel to allow others to be seen.

However, 69 of these 130 patients are first time or occasional non-attenders. Cancelling your appointment if you are unable to attend could help free up another 130 appointments this month!!!

### Nursing Team

We are pleased to welcome Amanda Counter to the Practice Nursing Team. Amanda joins us with a great deal of experience having worked most recently in Glasgow. She will continue her development with us and can see you for a vast range of nursing needs.



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

Follow us on Twitter  
**@barnstweets**



Telephone: 01292 281439

Prescriptions: 01292 272140

Email: [email@medicayr.com](mailto:email@medicayr.com)

[www.medicayr.com](http://www.medicayr.com)

### 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 Practice will be closed for the local holiday on

**Friday 22 September and**

**Monday 25 September**



## Go For Gold

Following our success in becoming the first Medical Practice in Scotland to achieve the Healthy Working Lives Silver Award, we thought "Why stop there?"

In keeping with the Patient Walking Group the staff are encouraged to walk the "Daily Mile" following the route mapped out for the group.

We will also be performing other activities to promote and support a healthy lifestyle for all members of the team.



## **Telephone System**

We have had our new telephone system in place since the end of March. Despite a few teething troubles the feedback we have received is positive. We have installed two extra lines and patients have commented that they much prefer being held in a queue to hearing an engaged tone and constantly having to redial.



## Flu Clinics



It's that time of year again when we start thinking about flu vaccinations. We have two open days planned for Tuesday 10th and Wednesday 11th October. There is no need to make an appointment on these days, just pop in and give your name to the receptionist.

You will receive an invitation from the Practice by text or email if you are eligible.

## **Hearing Aid Battery Replacement Service**



The Practice now offers a hearing aid battery replacement service. If you or anyone you know needs replacement batteries just pop in to reception and let us know what type you need.



## **Patient Walking Group**



Our Practice Nurse Sophie Steele has recently started a patient walking group with the help of Rebecca Watson, Community Link Worker, and some of the Admin Team.

The group meets every Wednesday at 11am and is open to everyone. If you would like to join in just give your name to the reception team for the next meeting. There are two routes, 1 mile and 2 miles.

It's a great way to improve your health, fitness and mood and meet new people. Those patients who have already joined in are seeing the benefits and feeling fitter.

## **Email Addresses**

We are collecting email addresses so we can send you patient information leaflets, invitations for clinics and reviews relevant to your health and the quarterly newsletter.

If you haven't given us your email address and would like to receive up to date Practice information and health information please let a member of the reception team know. Alternatively, visit our website [www.medicayr.com](http://www.medicayr.com)

and complete the patient details form or email us at [email@medicayr.com](mailto:email@medicayr.com)