



Staff Changes



The Practice are happy to welcome Dr Gillian Simpson who joined the Partnership in June following Dr Pearson's relocation. She has settled in well and welcomed by the team and patients alike.

We are also pleased to welcome Sophie Steele to the team. Sophie is our new Trainee Practice Nurse, will be seeing patients for nursing care and will be building on her current skill base to offer more services in the coming months.

Anne Morrison recently joined the reception team on a temporary contract to cover summer holidays. She has been an asset to the team and we thank her for her efforts.

In August the Practice will welcome 3 new GP trainees. Dr Alex Czerniewski is in his third year of post graduate GP training and will be with the Practice for a year.

Dr Lee Nisbet is in his first year of GP training and will be with the Practice for six months.

Dr Lorcan Cooper will join the Practice for four months in his training rotation.

The Practice is privileged to support these doctors in their ongoing training.



We are sad to announce that Sister Sandra White will be leaving us in August after almost 25 years with the Practice to start a new life and job in Glasgow. We will miss her greatly and wish her well as she starts a new chapter in her life.

Health & Social Care Partnership

South Ayrshire Health and Social Care Partnership aims to bring services together in a co-ordinated way so that people can access them better and they are more suited to their needs. The aim is for GPs, Social Services and local communities to work better together in providing services tailored to that community. The Partnership is still in its early stages and services will develop as the Partnership evolves. There are small grants available to local community groups to help enhance services within the area.

Patient Satisfaction Results

You may have been asked to complete a questionnaire recently based on your consultation that day. The clinicians use the information provided by you to improve their own consultation styles and also help patients better manage their own health.

The results were collated recently and we are delighted to see your comments are very positive. You will see from the diagram below the most used comments on the questionnaires.



Patient Experience

The Government sends a survey to a sample of the Practice population every two years. You can view our latest results at the address below or visit www.medicayr.com and follow the link on the Homepage. The Practice is very pleased to have scored well above the Scottish average in this survey.

<http://www.hace15.quality-health.co.uk/index.php/reports/gp-practice-reports>

Breast Screening

The mobile screening unit is currently in the Asda car park in Heathfield. Patients aged between 50 and 70 who are due a mammogram will be invited to attend. If you have missed an appointment you can contact the Breast Screening Service at Ayrshire Central on **01294 323506** to arrange another appointment.

Did you know?

You can cancel an appointment by replying to your text reminder!

If you require treatment or advice out of hours please contact **NHS24 on 111**

Prescription Orders

We appreciate your time is precious and our prescription line is very busy, particularly on a Monday morning. Did you know you can order prescriptions 24 hours a day via our website? Visit www.medicayr.com and follow the link. You can save your order form and only tick the items you need on future orders.

E-Mail Addresses

We'd like to keep you up-to-date with Practice updates, Newsletters, and Health Information. To help us do this we'd like your e-mail address. You can complete the online form to update your information via our website, www.medicayr.com; by completing a slip in the waiting room or by e-mailing your details to email@medicayr.com.

Since beginning this campaign we now hold email addresses for 46% of the Practice population.