



New to the Team

We welcome Drs Chaudhry, Jenkins, Krezdorn and Moeen to the practice for their continuing medical training. Drs McLachlan and Valente are long-term locums.

We also welcome Ellie and Caitlin to the Reception Team.



Car Parking

We know it can be a source of frustration that we don't have any patient car parking available, and despite the size of our car park the Practice only has space for 10 cars which are designated to those who need their car to carry out their day to day work. We have one disabled space available for dropping off, however with 12 busy clinics running each day you can imagine that being able to access this space is unreliable. Access for drop off only can be gained by buzzing Barns at the barrier entrance. In years gone by we asked for a drop off/turning area but were advised there is not enough space; we also asked South Ayrshire Council to utilise some of the pavement and surgery grounds to create a lay-by for drop off, though were advised the road wasn't wide enough. We are however fortunate in having 2 public car parks close by, and we can offer the use of a wheelchair to transport patients with mobility issues from a car to the surgery if the need arises.

Dates to Remember

The Practice will be closed on the following public holidays:

- **Wed 25 December**
- **Thurs 26 December**
- **Wed 1 January 2025**
- **Thurs 2 January 2025**



USEFUL TELEPHONE

NUMBERS:

For Out of Hours advice please contact NHS24 on

111

District Nursing Team

01292 513877

Health Visitor

01292 885501

Childhood Immunisations Team

01294 317268

Midwife

01292 285893

Ante-natal First Appointment Booking

01563 825411

Ayr/Crosshouse Hospital

Appointments Office

01563 827 070

Urgent Dental Advice

01563 578664

X-Ray Dept

01292 614519

Mass Vaccination Team

01563 826540

Early Closing

The practice will close at 1pm on
Wednesday 27 November for team
training.

Pharmacy First Service

Your local community pharmacy should be your first port of call for minor illnesses and conditions such as cold symptoms, hay fever, skin infections, head lice, diarrhoea and UTI's in women aged 16 and over.

The pharmacy can offer advice and treatment for many conditions. No appointment necessary.

For more information please visit www.nhsaaa.net



Prescription Management

Processing repeat prescriptions is a huge task for the practice and significant effort is made to ensure the smooth running of this process. The practice offers a unique same day service for prescriptions ordered before 12pm each working day. Our service has not changed. **Local pharmacies may take up to seven days to process repeat prescriptions.** To ensure your continued treatment please consider the following:

- **Order your medication on time, allowing time for your preferred pharmacy to have it ready.**
- **Prescriptions can be ordered on our dedicated prescription line, 01292 272140, between 9.30am and 12pm Monday to Friday. You can leave a message when the line is closed. You can also order online at www.medicayr.co.uk or at reception.**
- **Please list the names of the items you require and only order what you need.**
- **Whilst our prescriptions are ready for collection after 3pm, it may be the following day before your preferred pharmacy picks it up.**
- **If, for any reason there is an issue with your requested item that needs to be discussed, we will contact you.**
- **If you have not received your text from your preferred pharmacy as usual, please contact them with your enquiries.**
- **If you are advised to arrange a medication review, pill check or HRT check, please do so in plenty of time. Appointments can be booked in advance.**

Well Person Checks

Patients 75 and over, or with chronic medical conditions are invited to arrange a health check annually. We do not routinely invite healthy patients for an annual review, however we are happy to see anyone wishing a health check.

If you would like to attend, please arrange an appointment with one of our Practice Nurses who will be happy to carry out height, weight, blood pressure and routine blood testing and offer lifestyle advice.

RSV Vaccination Programme

You may have heard of this vaccine campaign through mainstream media. Eligible patient groups will be called by the central vaccination hub. The Practice has no control over the recall process.

From August patients aged 74-80 years will be offered the vaccine. Pregnant women 28+ weeks pregnant will also be offered the vaccine to ensure infant protection.

RSV is a respiratory virus. Symptoms are usually that of a mild cold, however older adults and young children can develop more severe symptoms.

Patient Participation Group

Be Part of Something That Can Help Make a Difference

Our PPG is always happy to receive new members. We meet twice a year and chat about the current activities and topics of interest. The meetings are interactive and informative, giving patients greater insight into the processes and workings of the practice and beyond and the practice opportunities for development and improvement. If you would like to join our next meeting please let a member of the team know and we can add you to the group.

Community Link Worker

The community link worker can help you to live well and transform your quality of life by providing advice and support helping you to access information and services that could improve your physical and mental wellbeing. She can help with various social issues such as debt or money problems, personal and relationship issues, or simply help you to join in new activities and make new friends.

If this is something you feel you would benefit from please arrange an appointment with Vicki and get the ball rolling.

Singing For Health Choir

Lead by Bea Campbell the choir meet every second Tuesday at 5.30pm in the waiting room. Practicing breathing exercises and voice control, singing can be beneficial for those with respiratory conditions and anxiety. It's also good fun and a great way of making new friends.

Breast Screening

Females aged 50 – 70 years are routinely invited for breast screening (mammogram) every 3 years.

Patients living in Ayr will be routinely invited in 2025 when the mobile breast screening unit returns to Asda car park in Heathfield. If you have recently turned 50 you will be called at that time. If you do wish to attend before your routine recall however, you can phone the Breast Screening team at Ayrshire Central Hospital on 01294 323506 and arrange an appointment with them.



Health and Care Experience Results

The Health and Care Experience survey is run by Scottish Government every 2 years to gauge patient satisfaction with a range of healthcare services, including General Practice.

The Practice is delighted to again have scored top marks with 93% overall satisfaction, compared with a Scottish average of 69% and an Ayrshire average of 65%.

We are delighted to share some of the lovely comments from patients who took the time to complete the survey. A huge thank you to all who responded.

Always extremely helpful, quick access to help and advice .

Always very prompt and courteous staff, whether advice or seeking an appointment.

Always interested in their patients and providing a great service. Doctors take time to understand the symptoms and discuss possible treatments and follow up to check if further treatment or referral to hospital consultant may be necessary. Friendly and professional, providing patients with health solutions when possible which may just be lifestyle changes rather than medication. A model surgery that if implemented across Scotland will provide far great primary care and greater satisfaction with the NHS .

I appreciate the efforts made by all of the surgery staff to support patients in what is a really challenging time in general practice. They have done a lot of work to help us understand the role of the nurse practitioners and specialists in the surgery and improve access to the right person in the Practice. They seem to do better than many other Practices in attracting new GPs which definitely helps with us accessing appointments. Finally their repeat prescription turnaround time is amazing.

I have always found that everyone in the Practice is more than willing to help as much as they can.

I cannot praise the team at Barns Medical Practice enough, they are all so attentive and extremely helpful at all times. Grateful for you all!

I have found all staff, from receptionists upwards, to be very helpful over many years.

