

Greener Impact for Healthcare Toolkit



We learned about the 'Green Impact for Healthcare' award scheme during our trip to the Royal College of General Practitioners Conference in October 2021. This award scheme helps practices make small step-by-step changes to become more environmentally sustainable. There are various criteria and actions to complete in order to reduce the practice's carbon footprint. Barns Medical Practice have signed up and are currently working towards our 'bronze award'. Some of the activities we are taking part in for this include:

- always waiting until the dishwasher is full before running in order to save water;
- not leaving taps running;
- always turning lights off when rooms are not in use
- recycling as much as possible
- Inhaler recycling

We will keep you updated on our progress! For more information please check out:
<https://www.greenimpact.org.uk/giforhealth>

Public Holidays

The Practice will close on the following dates:

Good Friday 15th April

Easter Monday 18th April

May Day 2nd May

Queen's Jubilee 3rd June



Patient Participation Group

Twice yearly virtual meeting. We're always happy to welcome new member. Have your say and keep up to date with Practice developments.

If you would like to join in our next meeting please let a member of the team know.

Active Travel

In addition to the measures we are taking inside the building, the Practice also encourages Active Travel; walking and cycling to work etc.

We have two eBikes on loan from Home Energy Scotland at the moment and staff are encouraged to try these out at lunch-time or weekends.



Befriending Services

There are a number of local services available for people of all ages who feel lonely or isolated. South Ayrshire Befriending Project can be contacted on 01292 264000 for further information or visit their facebook page.

<https://www.facebook.com/southayrshirebefriendingproject>

Mental Health Practitioners

The practice welcomes Denise Hearton to the multi-disciplinary team. Denise joins Annie Leitch and will see patients aged 18-64 with mild to moderate anxiety and mood disorders including low mood and stress related symptoms.

Please call the surgery to arrange an appointment if you need support with your mental wellbeing.



The practice Walking Group leaves the foyer every Wednesday at the revised time of 10.30am.

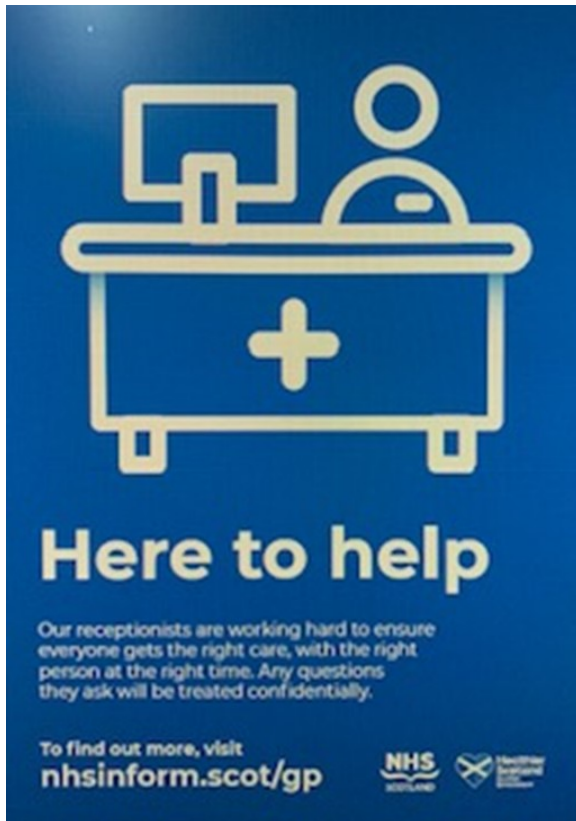
Always happy to welcome new members, the group often stop off for a coffee and a chat en route (optional) .

A great way to form new friendships.

Community Link Practitioner

Vicki Pepworth can help with social stressors that affect your health and wellbeing such as money worries, debt, unemployment, social isolation, alcohol or drug misuse for example. Vicki will take the time to discuss your situation and offer a friendly, non-judgemental place where she can work with you to overcome barriers and create a more positive lifestyle. Vicki has good working relationships with third sector charities in your area and direct links to health services where she will be happy to make these links for you. Additionally, if you would like some information or general direction to access groups or activities in your area then please get in touch.

Practice Receptionist Role



Right care, Right person, Right time.

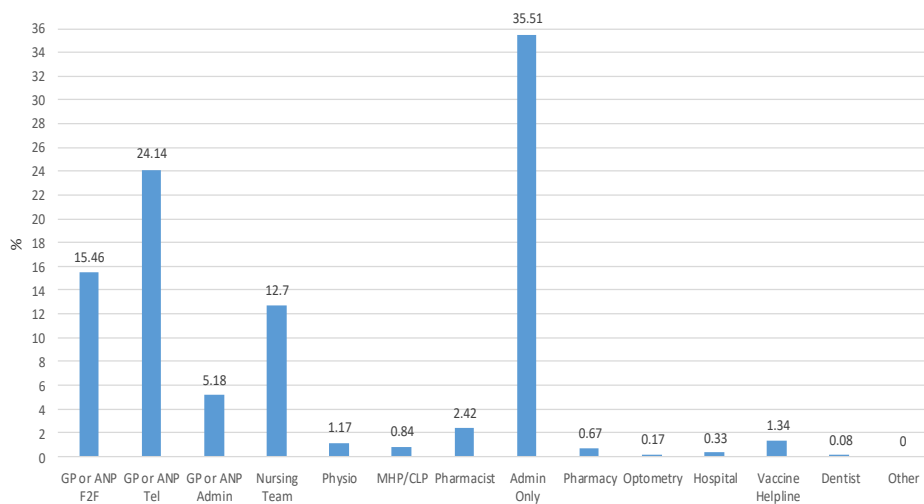
The role of the practice receptionist is a complex one and training matches the role.

Their signposting skills ensure the patient sees the most appropriate member of the clinical team and can cut down on delays in accessing treatment.

Any questions they ask are treated confidentially.

We recently carried out an audit of patient contact with the admin team. Over the course of a week we looked at how many patients needed face-to-face appointments, telephone consultations etc. Interestingly, the audit showed that 35% of requests were successfully managed by the admin team without any other intervention required. These tasks include ordering Fit Notes, giving results under the advice of the clinicians etc. The team are always happy to help direct you.

Outcome of Patient Contacts
7-13 December 2021



Health Promotion

Over the coming months you can expect to see us promoting the following campaigns through our social media and waiting room displays:

- Ovarian Cancer
- Prostate Cancer
- No Smoking Day
- Bowel Cancer
- On your Feet Day
- National Walking Month
- Stroke Awareness
- Mental Health Awareness
- Dementia Awareness
- Carers Week
- Men's Health Week

If you have a particular interest in any of these areas and would like to help please get in touch.

Organ Donation

Recent changes to the law around Organ Donation in Scotland mean that all patients registered with a GP are automatically **opted in**. If you **DO NOT** wish to be an organ donor please visit :

<https://www.organdonationscotland.org/>

You can register your preferences here.

Prescription Ordering

All prescriptions ordered before 12.00pm will be ready for collection from reception from 3pm on the same working day.

Prescriptions can be ordered via the dedicated prescription line number on **01292 272140** between the hours of 9.30am and 12.00pm. Out with these times you can leave a message on the answering service. Alternatively, you can order via www.medicayr.co.uk and follow the link on the prescriptions page.

Pharmacy collection times differ so please allow at least 24 hours for your prescription to be collected by your chosen pharmacy.



USEFUL TELEPHONE

NUMBERS:

For Out of Hours advice please contact NHS24 on

111

District Nursing Team

01292 513877

Podiatry Team

01563 826361

Health Visitor

01292 885529/ 885534

Midwife

01292 285893

Ante-natal First Appointment Booking

01563 825411

Musculoskeletal Service / Physio

0800 9179390

Ayr/Crosshouse

Hospital

Appointments Office

01563 827 070

CONTACT US



Main surgery telephone: 01292 281439 Prescription Line: 01292 272140

Email: clinical_practice_barnsmedicalpractice_80081@aapct.scot.nhs.uk

