

# Newsletter Spring Summer 2024



## Team Changes



**Diane Lindsay is retiring and works her last day in the Practice on Thursday 28th March. We wish her a long and rewarding time in her new role as lady of leisure and glamorous granny. She will be a much missed part of the Barns family!**

Dr McKinnon has completed her training and is working with the Practice as a locum covering Dr Dawson's maternity leave.

Dr Katie McLauchlan joins the practice as a locum in April.

Lauren McCall joins the Practice in May as Practice Nurse.

## Appointments

We have made some small changes to the appointment system recently:

- Routine GP appointments
- 5 minute bloods only appointments
- Urgent telephone consultations 8.30am—1pm daily

We hope this will help with flexibility and continuity of care. Routine telephone consultations are booked within surgery time; if you prefer to speak with or see a particular clinician please be aware there may be a wait.

If you have complex or multiple issues please ask for a longer appointment.

If you are unable to attend your appointment or take a call please let us know so that someone else can have your appointment time.

### 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

Ayr/Crosshouse

Hospital

Appointments Office

01563 827 070

Urgent Dental Advice

01292 616990

X-Ray Dept

01292 614519

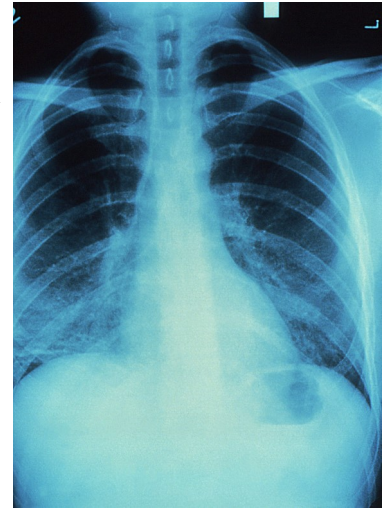
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## Test Results

Blood test and x-rays etc. take varying times to be processed and reported. We understand you may be anxious to know your results however, we do ask that you give us time to process them.

Whilst we do not contact you for normal results, please be assured that we will contact you if any follow-up or treatment is required. If you have not heard from us after a **week**, please give us a call. We do prefer if you can call later in the day to allow the morning rush to settle where possible.

Please note that tests arranged by the hospital such as MRI scans will be reported by them and may take longer to become available to the surgery.



Qfit tests are reported by the hospital and used to prioritise urgency of referrals regarding bowel issues. They can take some time. Please do not worry as this is normal.



## 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](http://www.medicayr.co.uk) or at reception.**
  - **Please list the names of the items you require and only order what you need.**
  - **If you have previously consented for a preferred pharmacy, your prescriptions will automatically be sent to that pharmacy. Please note if you wish your prescription sent to a different pharmacy we will need a new consent form completed.**
  - **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.**
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## Community Treatment Centre

You may have been invited attend to North Ayr Health Centre, Glenmuir Place. The team offer general nursing appointments and run clinics for patients of the surgery on Wednesday and Thursday afternoon for the likes of dressings, injections, blood letting. Whilst the surgery is happy to see you, we understand this may be more convenient for some patients. To arrange an appointment, contact the surgery and let the reception team know you'd like to attend North Ayr and the team will book you the next suitable appointment.



## Car Parking

Car parking in the surgery is reserved for clinical staff. The practice and other tenants of the building have an allocated number of spaces therefore there are no available patient spaces. There are two public car parks close by and we can offer the use a wheelchair to transport patients with mobility issues from a car to the surgery.

## 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 on 3rd September 2024 please let a member of the team know and we can add you to the group.

## Cervical Screening

In Scotland every woman aged between 24 and 64 years should be screened every 5 years. The test checks the cervix for the Human Papilloma Virus (HPV). HPV is a common virus that can cause many types of cancer and is the cause of 99% of all cervical cancers.

When you receive your invitation through the post, please arrange an appointment with one of our practice nurses for this simple routine test to be carried out. You will receive your result through the post after a few weeks.

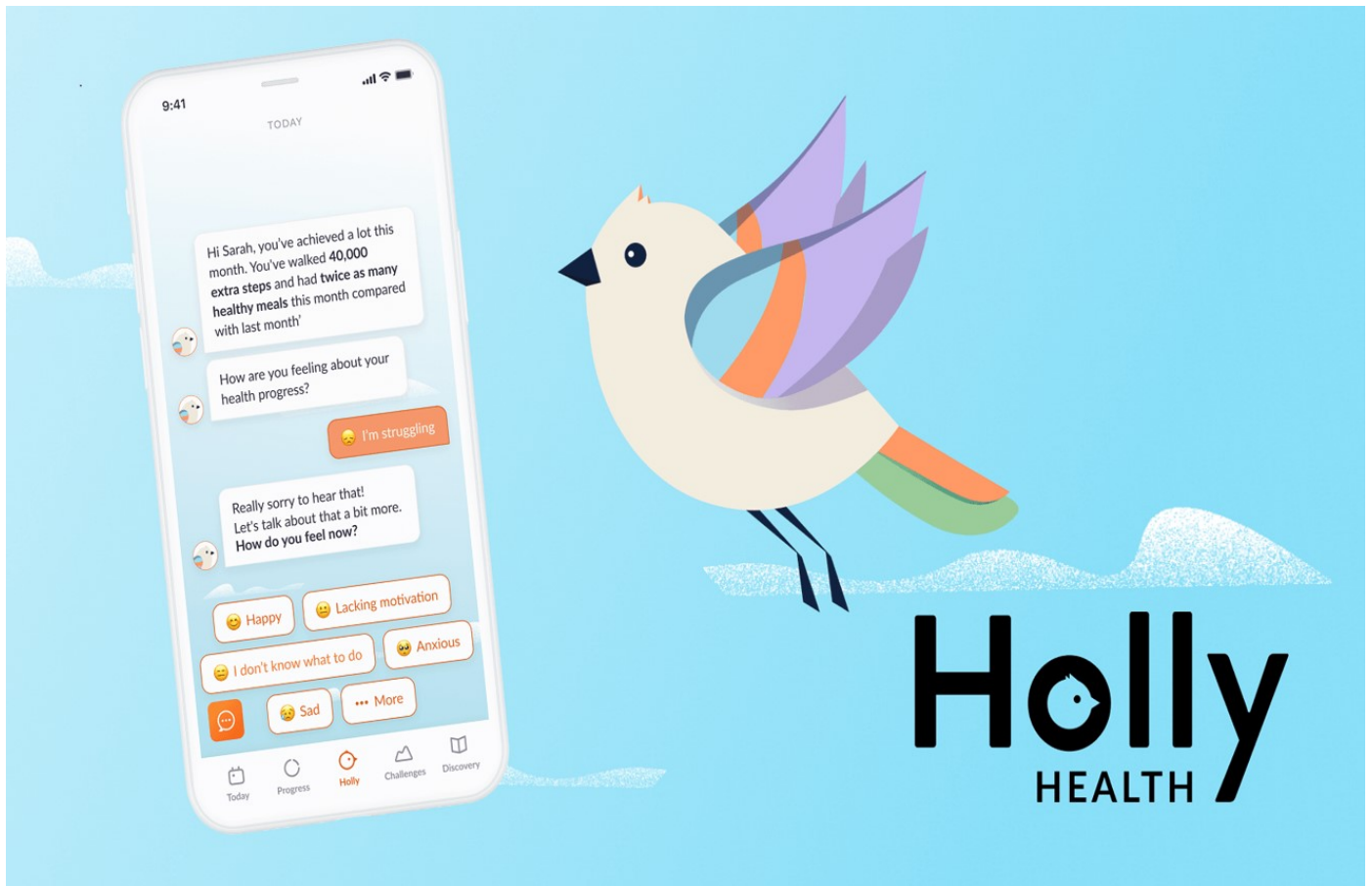
## Dates to Remember

If you have an urgent medical matter while the surgery is closed please call 111 for advice.



The Practice will close for Public Holidays on the following dates.

Good Friday	Friday 29th March
Easter Monday	Monday 1st April
May Day Bank Holiday	Monday 6th May
Spring Bank Holiday	Monday 27th May



Holly Health is a mobile app for personalised healthy habit coaching which is reported to -

- Reduce stress and anxiety
- Rebuild your relationship with food
- Increase exercise and movement
- Get better sleep

This initiative is offered FREE by South Ayrshire Health and Social Care Partnership and 67% of users report better mental health, and 89% of users report new health behaviours.

Barns patients can sign up by following this link: <http://hly.app/barns-gp>