



**Drs McCulloch & Partners**  
**Girvan Health Centre**  
**Girvan Community Hospital**  
**Bridgemill**  
**Girvan, KA26 9HQ**  
**Tel: 01465 712281**  
**Fax: 01465 716415**

## Practice Newsletter July/August 2019



### Surgery Opening Times:-

Monday 8:30am - 5:30pm  
Tuesday 8:30am - 5:30pm  
Wednesday 8:30am - 5:30pm  
Thursday 8:30am - 5:30pm  
Friday 8:30am - 5:30pm

### Extended Hours

Early morning surgeries are also available, for patients who are unable to attend for appointments within normal surgery opening times. We offer these appointments from 8.00am on Thursday and Friday mornings. More details regarding these appointments are available at Reception or telephone the main switchboard line on 01465 7712281.

### Dates to Remember:

#### Public Holidays

**Friday 20th September**

**Monday 23rd September**

### Staff Training Notice

The practice will be closed for staff training on the last Tuesday of every month from 1.00pm until 1.45pm.

### Practice Update

Dr Ledger is leaving the practice at the end of July after working here for the past 7 years. We are sad to see him go but wish him well in his new role as a GP Partner in Ayr.

We are delighted to be welcoming Dr Hulme who is joining the practice as a GP Partner on Monday 5th August.

### Our GP Partners are in the Practice on the following days:-

Dr McCulloch: Monday, Tuesday, Thursday, Friday  
Dr Bishop: Tuesday, Wednesday, Friday  
Dr Haddow: Monday, Tuesday, Wednesday, Thursday  
Dr Hulme: Monday, Wednesday, Thursday, Friday

We are also delighted to welcome Lorna Pitt to the practice team. Lorna is an Advanced Nurse Practitioner. She is very experienced in this role, having worked in other Ayrshire practices. An Advanced Nurse Practitioner (ANP) is a very experienced Registered Nurse who manages the complete clinical care of a patient. She is able to investigate, diagnose and prescribe. You may be given an appointment to see Lorna rather than a GP as she is able to treat a number of problems.

### Trial New Appointment System

From 12th August 2019 the practice will be trialing a new way for you to see the GPs and ANP. We are concerned that some patients are having to wait too long to see someone, and hope that this new system will mean that you get to see the right person, in the right place at the right time. The GPs and ANP are going to be triaging all appointment requests. When you phone to ask to see a GP or ANP your name will be added to a list and you will receive a phone call back from one of the GPs or the ANP. The same system will apply to patients who present at the reception desk to request an appointment. If the GP/ANP feels you need to be seen then they will give you an appointment to come in. If they feel a prescription is what you need then they can do this and leave it for you to collect at your convenience. They may feel that you require to see a better placed health professional i.e. if you have an eye complaint they will advise you to see an optician; a dental complaint—they will advise you to see a dentist or they may refer you to another very experienced health professional working in the practice i.e. physiotherapist, mental health practitioner, community links worker.

We welcome any feedback from patients on how the new system is working both positive and negative!

Visit our Website: [www.ailsacraigpractice.co.uk](http://www.ailsacraigpractice.co.uk)

### **Shingles Vaccination Programme**

Please make an appointment for your free Shingles vaccination if you were aged **70-79 on 1st September 2018**. The 2018/19 programme runs until 31st August 2019.

More information available from Reception or at [www.immunisationscotland.org.uk](http://www.immunisationscotland.org.uk).

### **Travel Vaccinations**

If you require any vaccinations relating to foreign travel you are asked to come in to the surgery to request a Travel Pack which should be completed and returned to the Practice. This should be done ideally 6—8 weeks before you are due to travel. The Practice Nurse will then contact you to discuss your travel arrangements and arrange the necessary vaccinations.

More information including top travel tips can be found at : [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

### **Family Planning Services**

We are still offering our service to provide long acting reversible contraception, i.e. Mirena Coil, Copper Coil, or Contraceptive Implant. For more information please speak to your GP, Nurse or Health Visitor, or ask at reception.



### **Repeat Prescriptions—Patient Access**

We would like to encourage patients who are not already registered for Patient Access to do so. You can access your medical record to view your repeat medications and place an order. If you would like to sign up for this service, please bring proof of ID to the reception desk.

**All data contained within Patient Access is protected using the highest standard internet security so you can be sure all your personal information is safe and secure.**

We also provide an online prescription request form via our website, for patients who are not registered for Patient Access.

You can still order your prescriptions via telephone number **01465 716411** (open 10am—11am Monday to Friday). You can also order prescriptions at the front desk or hand in your repeat prescription slip to either of the pharmacies in the town.

*Patients are advised to wait **72 hours** when collecting their prescription from the Pharmacy, or **48 hours** if collecting from the reception desk. Please take note of any upcoming public holidays and ensure that you have ordered enough medication.*

### **Smoking Cessation Advice**

Our Practice Nurses or GPs can offer advice on how to stop smoking. A Fresh-Airshire Smoking Cessation Advisor will be based at Girvan Community Hospital each Thursday afternoon and patients can either be referred by the GP / Practice Nurse or self-refer by telephoning Fresh Air-shire on 0800 783 9132. Information leaflets are available in the Waiting Area. The local Boots Pharmacies are also offering Nicotine Replacement Therapy. Patients can contact the Pharmacy for more information.

### **Test Requests**

If you are phoning the Practice for laboratory test results, we would ask that you phone **after 2.00pm**. This is to allow the GPs time to look at results that have been received in the morning.

