

BALLANTRAE MEDICAL PRACTICE



**SPRING EDITION
2021**

IT'S TIME TO ROLL UP OUR SLEEVES

People across Scotland are being encouraged to 'roll their sleeves up' and get the COVID-19 vaccine as soon as they are eligible.

A new campaign has launched to emphasise the importance of the vaccine and its safety, highlighting that it is the best way out of coronavirus, as it offers the best protection.

The vaccine will be offered to 4.5 million people in Scotland, with those most at risk of COVID-19 prioritised, in line with guidance from the Joint Committee on Vaccination and Immunisation (JCVI).

Delivery of the vaccination programme is underway, led by NHS Boards who will contact those eligible when it's time to arrange their vaccination appointment.

For more information please visit nhsinform.scot or call 0800 030 8013.

Telephone Consultations

We are continuing to offer telephone consultations with a Doctor in the first instance. You will be asked by our Reception Team to share some details about the medical condition that you wish to discuss. This helps the doctors to prioritise the call and ensure patients receive the appropriate level of care.

Please remember that the Reception Team, like all members of the Practice Team, are bound by confidentiality rules and any information given by you is strictly confidential. However if you feel an issue is private and do not wish to say what it is then this will be respected.

Should you have any ongoing or new health problems for which you would normally see a doctor, we would urge you to call the surgery, rather than ignore any symptoms.

Ballantrae Medical Practice

Monday	8.30am—6.00pm
Tuesday	8.30am—5.30pm
Wednesday	8.30am—5.30pm
Thursday	8.30am—5.30pm
Friday	8.30am—5.30pm

Dispensary (Mon—Fri)

9am—11am & 3pm—5pm

Medication should be collected during these hours. Please allow 48 hours for collection.

Barrhill Surgery

Monday	3.00pm-6.00pm	(GP)
Tuesday	9.15am-1.00pm	(PN)
Wednesday	9.30am-12 noon	(PN)
Thursday	2.30pm-5.30pm	(GP)

Surgery times are occasionally subject to change at short notice due to circumstances out with our control. We will do our utmost to keep you informed.

TEXT REMINDER SERVICE

We are planning to implement a reminder text service for face to face appointments in the surgery. Further information will be sent out via post.

If you have not already advised the surgery of your mobile number or your number has recently changed, please do let us know.

Public Holiday's 2021/2022

The practice will be **CLOSED** on the following dates;

Friday 2nd April 2021
Monday 5th April 2021
Monday 3rd May 2021
Monday 31st May 2021
Friday 17th September 2021
Monday 20th September 2021
Monday 27th December 2021
Tuesday 28th December 2021
Monday 3rd January 2022
Tuesday 4th January 2022

We will continue to advertise these dates throughout the year to ensure everyone is aware. Dates are also published on our practice website:

www.ballantraemedicalpractice.co.uk



When the surgery is CLOSED

Phone NHS24/AUCS by telephoning 111 for advice.

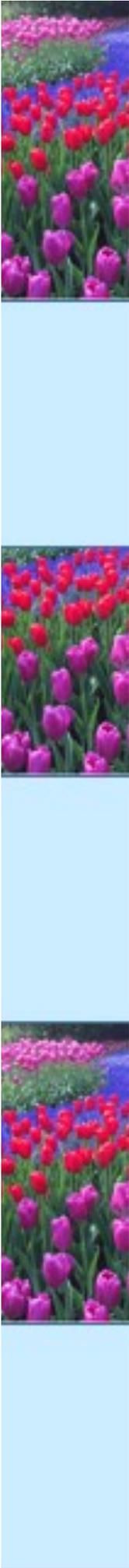
Information will be requested by triage nurses who will give advice on self care, signpost you to either a chemist or crisis team or if appropriate transfer you onto Ayrshire Urgent Care.

NHS24/AUCS is available between 6pm and 8am Monday to Friday, 24 hours a day over the weekend and during any planned practice closures.

Healthy Weight Ayrshire APP



Free to download. Search your App store for NHS Ayrshire and Arran, then select Healthy Weight Ayrshire.



DISPENSARY NEWS



Thank you from the Dispensary Staff.

We would like to say thank you for

- Telephoning or ordering your prescriptions online
- Waiting patiently as only one person at a time can collect prescriptions
- Keeping your distance and standing at the line
- Wearing your mask
- Using the Hand Gel
- Spending the minimum time possible in the practice.

These measures help us to keep both you and the dispensary team safe. We are grateful that you are all following these as it makes us feel valued and respected. Thank you.

ONLINE ORDERING OF REPEAT MEDICATION



Patient Access is a quick and easy way to order your repeat medication.

Benefits of ordering online include:

- ◆ Ordering available 24 hours a day, 7 days a week.
- ◆ Reduces phone calls and visits to the practice.
- ◆ You can securely message the practice with any non-urgent queries or requests.

Full details and an application for can be found on our website at

<https://www.ballantraemicalpractice.co.uk/prescriptions1.aspx> .

Alternatively forms can be collected from both sites.

If you have any queries please contact Tanya Orr
at tanya.orr@aapct.scot.nhs.uk

A word from Liam McGee—General Practice Clinical Pharmacist

I am part of NHS Ayrshire & Arran pharmacy team that works within GP practices, helping to support the practice and their patients.

Within the practice we will be performing a number of roles, such as: prescribing reviews and projects, helping to update medication from recent hospital admissions, medication reviews and general medication queries. Hopefully helping patients get the best results/outcomes from their medication as possible.

Our role is increasing over time and you maybe likely to have contact with myself at the practice in the future.

GP practices and Community Pharmacies are working incredibly hard to keep their services operating and the medicine supply flowing in this extremely challenging time.

Please note that medicines are NOT in short supply. Please only order the medicines that you need. Do not order all of your medicines automatically every time. GPs, the Dispensary and Community Pharmacies will work together to ensure you get your medicines when they are due. However, we are extremely busy, so please allow at least **TWO working days if you are a dispensing patient** and at least **FIVE working days** from ordering your medicine to collection from a Community Pharmacy eg Boots, Lloyds.

If you have any COVID-19 symptoms (new continuous cough, fever, shortness of breath) or had contact with someone with coronavirus **DO NOT** go to your GP Practice or Community Pharmacy. Stay at home and self-isolate. Please ask someone else to collect your medicines.