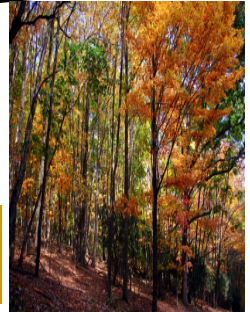


BALLANTRAE MEDICAL PRACTICE NEWSLETTER

Autumn 2018

www.ballantraemedicalpractice.co.uk



2018 Flu Campaign

The flu vaccine is the best available protection against the flu virus. It's very safe, only takes a few minutes and will protect you for around a year.

Flu is more than a bad cold and can make people very unwell. It's highly infectious with symptoms that come on quickly and can hit anyone. In the most serious cases, flu can bring on pneumonia, or other serious infections which can, in extreme cases, result in death.

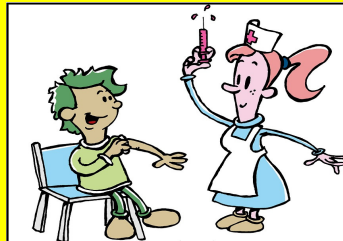
The vaccine is offered each winter flu season, which lasts from October to March.

Children's Nasal Vaccine

Eligible children who are not receiving the vaccine at school will have received a letter. Please contact the practice soon to make a suitable appointment.

**If you are eligible
please phone and
make an appointment
now.**

Vaccine has arrived!



Who should have the flu vaccine?

Anyone aged 65 years and over. Or if you suffer from :

Ashma, multiple sclerosis, bronchitis, diabetes, cystic fibrosis, chronic heart disease, HIV, chronic kidney failure or obesity.

Anyone undergoing chemotherapy treatment or on medication that reduces their immunity should get immunised.

Pregnant Woman

Please speak to your midwife to arrange an appointment with them to have your vaccine.

Having the vaccine can help protect you and your developing baby against this year's flu virus. It contains no live viruses, so it can't give you flu.

It's safe for your baby and for you at any stage of your pregnancy.

We rely on our vaccines being sent from suppliers on agreed dates. Unfortunately this year there have been national issues with the supply of vaccines .

Notice of closure on the following dates:

Public Holidays
2018/19

- Tues 25th & Wed 26th December.
- Tues 1st & Wed 2nd January 2019

Patient Participation Group

Our next meeting will be held in Ballantrae Medical Practice on Thursday
22nd November 2018 at 11.30 am.

If you would like to join this group or have any suggestions or items you wish to be added to the agenda please get in touch with

Fiona Stevenson.

fiona.stevenson@aapct.scot.nhs.co.uk

Business Hours Ballantrae Medical Practice

• Monday	8.30am—6pm	Dispensary (Monday—Friday)	9am—11am & 3pm—5pm
Tuesday	8.30am—5.30pm	Barrhill Branch Surgery	
• Wednesday	8.30am—5.30pm	Monday	3pm—6pm (GP)
• Thursday	8.30am—5.30pm	Tuesday	9.15am—1pm (Nurse)
• Friday	8.30am—5.30pm	Wednesday	9.30am—12noon (Nurse)
		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 everyone informed at all times

USEFUL INFORMATION

Community Pharmacist

We have had a Prescribing Support Pharmacist working in our practice. Gillian Pettigrew attended the practice, approximately one day every two weeks. Gillian assisted our clinical team and has been looking at chronic medications. The Chronic Medication Service (CMS) is an NHS service for people with a long term condition. A long term condition is a health problem that is likely to last longer than a year and needs ongoing medical care, for example diabetes, arthritis and hypertension. These conditions can be managed by drugs and other treatments.

Community Pharmacists can assist patients to manage their medicines, can talk regularly to help people get the most benefit from their medications and allow time to discuss any concerns relating to their medication.

Unfortunately Gillian has now been moved to another practice, however her position has been filled here. The successful candidate is expected to take up this post in January 2019. Name has yet to be confirmed. We wish Gillian every success, she will be missed at our practice.

Following up Hospital Appointment—Acute services

If you have been waiting longer than expected for an appointment with Acute Services as a result of a referral from your doctor, it is useful for patients to contact the Appointments Department for a direct update. This way you can answer all the questions directly.

Tel. 01292 610555 and ask for Appointments Department.

Why does the receptionist or dispenser need to ask me questions?

It is not the case of them being nosey!

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls.
2. To ensure all patients receive the appropriate level of care.
3. To direct patients to see the nurse or other health professional rather than a doctor if appropriate.
4. To ensure doctors have all the information to enable medication queries to be answered promptly.

Reception staff and dispensers like all members of the team are bound by strict confidentiality rules.

Any information given by you is treated in strict confidence. You can ask to speak with a receptionist or dispenser in private away from the desk.

However if you feel an issue is very private and do not wish to say then this will be respected.

Thank you for your support.

Oral & Dental Problems

For dental or mouth problems please seek advice from your dentist who can advise you on pain, swelling or help you with a variety of problems. This service can be accessed by anyone.

- Pain
- Swelling
- Broken or painful teeth
- Bleeding gums
- Ulcers
- Red or white patches

If you are registered with a dental practice contact your own dentist who will be able to advise you.

If you are not registered with a dentist, you can still be seen locally and then perhaps decide to register permanently.

Alternatively you can phone the NHS Ayrshire & Arran dental helpline 01563 507950 who will signpost you to a dentist in your area who is participating in the Emergency Dental Service Rota.

Local Dentists contact numbers;

Girvan Dental Practice

78 Dalrymple Street, Girvan
KA26 9BT

Tel. 01465 712213

Maybole Dental Practice

40 High Street, Maybole
KA26 7BZ

Tel. 01655882228

Suggestions Box

We welcome constructive comments and suggestions on ways we can improve the service we provide to our patients. If you would prefer to put them in writing suggestions boxes are located to the right of the dispensary hatch at Ballantrae, (red post box also used for posting repeat prescription requests out with dispensary opening hours), and at Barrhill on the display table next to the radio in the waiting area.



Please allow 48 hours for repeat prescriptions.

This gives time for our staff to check the request, confirm with GP if there is anything needing changed, order medication and prepare the prescription for collection.

Requests for repeat prescriptions should not be made out with the dispensary opening hours of 9am–11am & 3pm & 5pm .

Collections should also be made within this time to ensure any queries can be answered.



Hearing Aid Checking Service

BRICC House, first Monday of every month. 1pm–2pm.

BRICC House, Ballantrae.

Quit Your Way Scotland

Advice & support service for anyone trying to STOP SMOKING in Scotland.
Phone and speak with an advisor on free phone 0800 848484.

Mon–Fri 8am–10pm. Sat – Sun 9am–5pm.



EMIS PATIENT ACCESS

The clinical system used at the practice is EMIS PCS. Soon you will be able to order your repeat medication and place an order or make an appointment online.

All data contained within the clinical system is secure and the online connection is protected by a high level of internet security.

Patient Access allows you to use the online services of your practice. This includes arranging appointments, ordering repeat medication, sending the practice a secure message and updating your personal details.

We will advise patients when the system goes live and if you are interested, please contact us and we will provide you with a registration letter to enable you to register and open an account.

If you prefer you can continue to order your repeat prescriptions by phoning dispensary or handing in the right hand side of your script to either site.

Dispensary 01465 831600 (9am–11am & 3pm–5pm Monday to Friday).

Patients at Barrhill can also continue to phone Barrhill during branch opening hours.

ASTHMA FACTS

- Asthma attacks kill 3 people in the UK every day. Many of these deaths could be avoided.
- In 2016 (most recent data), 1410 people died from asthma.
- Every 10 seconds someone has a potentially life threatening asthma attack.
- 5.4 million people in the UK are currently receiving treatment for asthma: 1.1 million children (1 in 11) and 4.3 million adults (1 in 12).
- The NHS spends around 1 billion a year treating and caring for people with asthma.

Knowing what asthma medicines to take and when to take them is a vital first step towards keeping your symptoms to an absolute minimum.

Make sure you are taking your medicines as advised by your GP or nurse. Ask your GP for a personal action asthma action plan.

Know what to do in an asthma attack.

Further advice is also available from an asthma nurse specialist on the

Ashman UK Advice line : 08457 01 02 03

ashma.org.uk/advice line

See our display in the practice for further information and literature.



Community Defibs are located in our community as listed below;

- **Ballantrae—Scotmid Shop**
(Opening Hours Mon—Sat 6.30am—10pm.
Sunday 7am—10pm)
- **Colmonell**—located on the entrance wall of the Community Hall.
- **Barrhill**—located on the entrance wall of Barrhill Surgery. (This defib is locked, access code is known by the ambulance service and contact telephone numbers are printed on the box).
- **Pinwherry & Pinmore**
Community Council are investigating suitable locations.

Contact Details

Please ensure you keep the practice informed of any changes to your contact details. It is helpful to have your up to date mobile number as Acute Services may contact patients to offer an appointment at short notice.

Stroke - Think FAST save a life CALL 999

A stroke is a medical emergency and can happen at any time.

To check if someone is having a stroke use the **FAST** test.

Face—can they smile?

does the face droop?

Arm—Can they lift both arms?

Is one weak?

Speech—Is their speech slurred or muddled?

Time—To call 999

If you see these signs call 999



Use- ful Contact Numbers :

- **Ballantrae Medical Practice** 01465 831302
- **Barrhill Surgery** 01465 821218
- **Dispensary Ballantrae** 01465 831600
- **ADOC** 111
- **Health Visitor** 01465 716458
- **District Nurse** 01465 716459
- **Ayr Hospital** 01292 610555
- **Girvan Community Hospital** 01465 712571
- **BRICC Care Agency** 01465 831380
- **Boots Chemist (Girvan Hospital)** 01465 712118
- **Boots Chemist (Stranraer)** 01776 707224
- **Pamela Grey Opticians (Girvan)** 01465 712257
- **Specsavers Opticians (Stranraer)** 01776 888190
- **Girvan Registration Office** 01292 617617

Useful patient website: patient.co.uk

When surgery is CLOSED: phone NHS24/ADOC on 111 for medical problems or advice.

Car Park

Unfortunately there have been occasions when patients have not been able to find a car parking space during opening times.

Can we please ask you to use the car park only when you are attending the surgery during business hours.

Access must be kept clear for any emergency vehicles.

The GP partners have no objection for the private car park to be continued to be used out with business hours. Monday—Friday 8am—6pm.

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 Service (AUCS).

AUCS brings together a number of existing services into an “urgent care hub”. In the future this may also include specialist paramedics.

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

Community Heartstart Event

We are delighted to be able to offer this event again in the practice.

We are restricted to a maximum of 20 attendees so please contact us to add your name to the delegate list.

We are extremely grateful to Heartstart and instructor Stuart Kilpatrick for their continued support to our community events over the years.

Date: Monday 19th November Time: 6.30pm Venue: Ballantrae Medical Practice

If you attended Heartstart training more than 12 months ago, please come along for a refresher to keep your skills up to date.