

Maybole Medical Practice Practice Newsletter

Spring/Summer 2022

PUBLIC HOLIDAYS

Please note the practice will be closed on the following public holiday dates:

Friday 15th + Monday 18th April
Monday 2nd May
Friday 3rd June

If you require assistance on these days please contact NHS 24 on 111.

WELCOME

The practice would like to welcome back Dr Barr after her maternity leave.

PRACTICE WEBSITE

Our Practice website
www.maybolemedicalpractice.co.uk

ONLINE PATIENT ACCESS SERVICE

Please note we have suspended online booking of appointments until further notice.
If you have not yet registered for Patient Access and wish to do so, please contact reception by telephone in the first instance.

PRESCRIPTIONS

You can now order your prescriptions by telephone, prescription request forms in reception, online patient access and via our practice website. When ordering please state which pharmacy you wish us to send your prescription to.

Please **DO NOT ORDER** your prescriptions early and only order what you require as medications are not in short supply.

EXTENDED HOURS ENHANCED SERVICE

The practice is offering a limited number of pre-arranged early morning consultations on Tuesday and Thursday mornings between 8am and 9am. These appointments are intended for patients who find it difficult to have appointments during normal surgery hours, perhaps due to work and travel commitments.

APPOINTMENTS

In response to the latest government advice we are triaging all appointment requests over the phone. Please **DO NOT ATTEND** the surgery but instead phone 01655 882708 and one of the clinicians will phone you back. If you require to be seen, the clinician will arrange this with you.

Please attend your appointment alone unless you need help from a carer or family member. Please arrive as close to your appointment time as possible. Anyone not attending an appointment will be asked to wait outside.

GETTING YOUR TEST RESULTS

Please note, it is the patient's responsibility to ring up for results of any tests carried out.

Please allow one week before calling for your results, unless the Doctor or Nurse has advised you otherwise. You can call the surgery **between 10:00am and 5:00pm**. If the result or letter follows from a hospital appointment, please allow 10-14 working days.

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results. The Receptionists are trained to give out the information that the GP has written on the result, but are not qualified to give out any further information.

TRAVEL VACCINES

If you are going abroad, make sure your immunisations are up to date.

Please complete our 'Travel Health Questionnaire', and return at least eight weeks before you travel. These forms are available from the reception desk or our website.

You can also contact The Travel Clinic at Dalrymple Pharmacy on 01292 560 931

Email: info@dalrymplepharmacy.co.uk

CORONAVIRUS



For the most up to date information please visit:
www.nhsinform.scot/coronavirus

LISTENING TO YOU

What you told us:

Some patients have been complaining that they find it difficult to use EMIS access to order their prescriptions.

What we did:

We have now added a new form onto the Practice website that also allows you to order your prescription without having to contact us.

You will find it here:

www.maybolemedicalpractice.co.uk Prescriptions

WHEN YOU'RE ILL, KNOW WHO TO TURN TO

To find out more visit

<https://www.nhsaaa.net/services-a-to-z/when-youre-ill-know-who-to-turn-to/>

We'll Keep You Right

NHS SCOTLAND

NHS 24's health information service includes self-help guides for a range of common conditions. www.nhsinform.scot/self-help-guides. When your GP and local pharmacy are closed, and you are too ill to wait, call 111.

NHS 24

Pharmacist

- Coughs and colds
- Sore throat
- Diarrhoea or constipation
- Indigestion
- Aches and pains
- Help if you run out of your repeat prescription

Mental Well-being

Breathing space: 0800 83 85 87 www.breathingspace.scot

Samaritans: 116 123 www.samaritans.org

Dentist

- Tooth pain
- Swelling to your mouth
- Painful or bleeding gums
- Injury to your mouth
- Advice on oral hygiene

Optometrist

- Red or sticky eye
- Pain in or around your eye
- Blurred or reduced vision
- Flashes and floaters

GP Surgery

A range of clinicians, including doctors and nurses to help you with both physical and mental health issues.

Minor Injuries Unit

- Cuts and minor burns
- Sprains and strains
- Suspected broken bones and fractures

999 or A&E

- Suspected heart attack or stroke
- Breathing difficulties
- Severe bleeding

If you're not sure where to go or who to see visit:
NHSinform.scot

COMING SOON

We hope to introduce Medical Messenger in the near future. The practice will keep you updated when this service is available.



GP PRACTICE CHANGES

Please be kind, we are open, we always have been, we are just doing things differently to keep everyone as safe as possible during this challenging time.

Our doctors will speak to you by telephone in the first instance, and if you require to be seen face to face this will be arranged.

Please be kind. We do care and we are trying to do our very best at a very busy time, while experiencing our own staff shortages due to the virus.

NHS Ayrshire & Arran

GP practices are still operating differently due to COVID-19.

- Despite the easing of some restrictions, the pandemic is not over. GP practices are still open and are now busier than ever before. Practices are operating differently than they did before the pandemic.
- It is vital that we protect staff, patients and people in our communities by keeping physical contact to a minimum. Practices are prioritising the patients who have the greatest clinical need and are the most vulnerable, and introducing measures to help limit the number of people in the practice at any one time for safety reasons.

RIGHT CARE

Your appointment

All requests for appointments are being triaged. Triage is a really important process because it means that people are being seen in the safest way possible for them. This means a clinician will assess what is the most appropriate for each patient:

- Who needs to be seen in person
- Who can have a telephone consultation
- Who can be seen via video call
- Who can get the right care from a community pharmacist

There are less face to face appointments available because infection control procedures are in place, such as enhanced cleaning between patients. This also means appointments take longer. These procedures are vital – people coming into GP practices are already unwell.

The right care

GP reception staff are a vital part of the health care team and may ask personal questions to direct you to the best support. This was the case even before the pandemic. Many GP practices have highly skilled multi-disciplinary team members within the practice including nurses, mental health practitioners, physiotherapists and pharmacy staff. You will be directed to the right person who can provide you with the right care.

Lets work together

Our health services are still under enormous pressure.

- Self-help information is available at www.nhsinform.scot
- In a medical emergency, always dial 999 and ask for an ambulance. If you need emergency care but are not in imminent danger, you should call 111.

