



Dr McCulloch & Partners
Girvan Health Centre
Girvan Community Hospital
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Practice Newsletter WINTER EDITION 2018



Practice Update

Dr Ruth Bishop has returned to the practice from maternity leave. She will be working in the practice all day every Tuesday, Wednesday and Friday.

We will continue to have locum GPs working with the practice from time to time.

Seasonal Influenza Vaccinations—Appointments Still Available

If you are aged 65 or over on 31st March 2018, please contact the surgery to arrange to have your free flu jab. The vaccination is also available to patients who have a health condition or are pregnant.

Please book your appointment at reception.

Shingles Vaccination Programme

Please make an appointment for your free Shingles vaccination if you were aged **between 70-74 or 76-79** on **1st September 2017**. People aged 80 and over will not be offered the shingles immunisation because the vaccine is less effective as people get older.

Medicines Waste

Did you know wasted medicines cost the NHS £300 million?

This would provide:

- 11,778 Community Nurses
- 80,906 Hip Replacements
- 19,700 Drug Treatments for Breast Cancer
- 300,000 Drug Treatments for Alzheimer's
- 312,175 Cataract Operations

You can help reduce this waste. Only order what you really need and don't stock pile your medicines.

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, two mornings per week. More details regarding these appointments are available at Reception or telephone the main switchboard line on 01465 712281.

Easter Practice Closures

Friday 30th March

Monday 2nd April

**Should you require
medical attention when
the practice is closed
please telephone:**

111 (NHS 24 advice line)

Prescription Collections

We are getting an increasing number of requests for 'same day' prescriptions. Patients are advised that they should wait **72 hours** when collecting their prescription from the Pharmacy or **48 hours** if collecting from the reception desk. This also applies to prescriptions requested by a hospital out-patient clinic. We will only issue prescriptions for 'same day' collection if it is an emergency.

Please take note of any upcoming public holidays and ensure that you have ordered enough medication.

Staff Training Notice

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

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.

REPEAT PRESCRIPTIONS – CHANGE OF PROCEDURE

You can now access your repeat prescribing on your medical record 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 would encourage you to use Patient Access rather than the practice website for ordering your repeat prescriptions as it is very user friendly and less mistakes can be made. If you require medication that is not on your repeat medication list you can type this in the 'patient message' box. For more information on Patient Access please ask at reception.

PRESCRIPTION LINE CLOSING

At the moment the prescription telephone line is open from 9am -12noon Monday to Friday. The practice is looking to move away from telephone requests for repeat prescription due to patient safety issues. The Health Board is encouraging all practices to do this.

We are gradually going to phase out use of the prescription line starting in March. From **Monday 5th March** the prescription line will only be open from **9am-11am**. From **Monday 16th April** the line will be open from **9am to 10am** and from **Monday 4th June** the prescription line **will no longer be in use**.

Once the prescription line has closed you will be able to order prescriptions at the front desk or hand in your repeat prescription slip to either of the pharmacies in the town. We would also encourage you to order your prescription on-line using Patient Access (see above). If any patient foresees a genuine difficulty in ordering their prescription in any of these ways please contact the practice.

Appointments – please keep it or cancel it

During the months of December and January a total of **32 hours** were wasted due to non-attendance or late cancellations. This is the equivalent of **160 GP appointments** or **128 Nurse appointments**. There are increasing pressures upon GP Practices to reduce waiting times and increase patient access to GPs and Nurses.

To reduce waiting times for everyone and save wasting clinicians/receptionists time, we ask patients to telephone the practice to re-arrange appointments if they cannot attend and to give at least 1 hour notice of any cancellations.