

**THIS LEAFLET OR ANY PART IS AVAILABLE IN LARGER PRINT  
ON REQUEST**

**BASIC DETAILS - THE PRACTICE**

**Bourtreehill Medical Practice**

Cheviot Way  
Bourtreehill  
IRVINE

Ayrshire

KA11 1JU    The practice area is described on Page 4.

Telephone:    **01294 211993** (appointments/reception 0830-1230 and 1400-1730)

Out of Hours: **111 (NHS24 for NHS ADOC Service)**

Practice Fax: **01294 218461**

Website: [www.bourtreehillmedicalpractice.scot.nhs.uk](http://www.bourtreehillmedicalpractice.scot.nhs.uk)

Email:            [bourtreehill.admin@aapct.scot.nhs.uk](mailto:bourtreehill.admin@aapct.scot.nhs.uk)

**OPENING HOURS AND METHOD OF OBTAINING SERVICES**

The practice is open 0830 (8.30am) to 1730 (5.30pm) Monday to Friday except where cover is pre-arranged (as on some Public Holidays) with NHS 24 and Ayrshire Doctors on Call. Limited reception services are available 1230 (12.30pm) to 1400 (2.00pm).

**AROUND 30 HOURS OF CLINICIAN TIME ARE LOST EVERY MONTH BECAUSE OF  
FAILURES TO ATTEND – 3 FAILURES BY YOU CAN MEAN REMOVAL FROM OUR LIST**

Registered patients and temporary residents can obtain all services by contacting the practice in person or by telephone on the number given above. Please use our website for ordinary repeat prescriptions.

**PARTNERSHIP – NAMES AND STATUS**

**DR W. DAVID CAMPBELL MB, ChB (1979)**

**DR COLIN P. JOHNSTON MB, ChB (1985), MRCGP**

**DR BARBARA K. ALEXANDER MB, ChB (1990), MRCGP**

**DR JAGBIR TAYLOR MB, ChB (1991)**

**Dr ROBERT A. A. JOSEPH MBBS, MRCS, DRCOG**

**Dr CHRISTOPHER E. BLACK, MB, ChB (2003), MRCGP, DFSRH**

**Dr SUSAN LIVINGSTONE, MbChB (2009), MRCGP, DFSRH**

**Dr JENNIFER DEAN, MbChB (2009), MRCP (2012), MRCGP**

**Dr HANNAH YEOMAN, MbChB (2009), MRCGP, DRCOG**

The GPs are in a general partnership.

**TEACHING STATUS**

The practice is accredited until 2015 to train future GPs by the Director of Postgraduate GP Education, NHS Education Scotland, West Scotland Region.

## **BASIC DETAILS - THE PRACTICE (CONTINUED)**

### **Names and Qualifications of Health Care Professionals Providing Services**

Mrs **Janet McBeath**, Practice Sister; RGN, Asthma Diploma, COPD Diploma, NB Family Planning Certificate, Marie Curie Cancer Screening Certificate.

Mrs **Moyra Barbour**, Registered Nurse and Midwife, BSC in Health Studies, Orthopaedic Nursing Certificate, Diploma in Family Planning, Diploma in Diabetes and Nurse Independent Prescriber.

Mrs **Leigh McGill**, Practice Nurse.

Mrs **Marie McIntyre**, Health Care Assistant.

### **Attached DN Team Providing Services to Practice Patients**

Mrs Christine Hedley, District Sister Mrs Helen Johnstone, Staff Nurse

Mrs Rose Allan, Nursing Assistant

### **Extended DN Team also Providing Services to Practice Patients**

Ms Ruth Arnold, Staff Nurse

Ms Jackie Conlan, Staff Nurse

Mrs Kaye MacDonald, Staff Nurse

Ms Jacqueline Maguire, Staff Nurse

### **Health Visitors**

Mrs Catherine Neilson, Health Visitor, RGN, RSCN, Diploma in Health Visiting, BSc Health Studies, Nurse Prescriber

Specialist Community Public Health Nursing/Health Visiting

Mrs **Sandra Sands**, Registered Midwife, Pg Diploma in Specialist Community Public Health Nursing (Health Visiting)

Ms **Kathleen Sweetland**, Bsc Adult Nursing, Pg Diploma in Specialist Community Public Health Nursing (Health Visitor)

Miss **Gill Hunter**, Registered Midwife, RGN, BSc (Honours) Specialist Community Public Health Nursing (Health Visitor)

### **NHS Ayrshire and Arran Contract Party Details and Primary Medical Services Contact**

NHS Ayrshire and Arran

Eglinton House, Ailsa Hospital

Dalmellington Road

AYR

KA6 6AB

Telephone: 01292 513823

Fax: 01292 513860

Email: [jacqui.mccall2@aapct.scot.nhs.uk](mailto:jacqui.mccall2@aapct.scot.nhs.uk) or [neil.mellon@aapct.scot.nhs.uk](mailto:neil.mellon@aapct.scot.nhs.uk)

Points of Contact: Mrs Jacqui McCall or Mr Neil Mellon

### **About Children's Welfare**

We subscribe to the NHS Ayrshire and Arran arrangements for child protection. All health professionals and staff are committed to report circumstances that call into question a child's safety to their line management in accordance with set procedures.

**BASIC DETAILS - THE PRACTICE (CONTINUED)**

**PREMISES**

**THERE IS NO SMOKING ANYWHERE WITHIN THE HEALTH CENTRE;  
THIS INCLUDES E-CIGARETTE OR OTHER SMOKING “SUBSTITUTES”**

**GENERAL**

The Health Centre premises are owned by the GP Partners and run by GP management. The single storey building offers highly practical access for patients of all abilities, having been fully refurbished in 2003. Improvements have been made to increase compliance with new disability access legislation.

The premises are open 0830 (8.30am) to 1730 (5.30pm) Monday to Friday except where cover has been pre-arranged (as on some Public Holidays) with NHS Ayrshire and Arran and Ayrshire Doctors on Call. Only limited reception services are available 1230 (12.30pm) to 1400 (2.00pm).

**SAFETY AND SECURITY**

The building offers a complete suite of emergency systems, including full smoke detection and protection measures, first aid fire fighting equipment and an alarm system connected to remote monitoring. Intruder alarms are also monitored remotely on full dual action passive infrared detectors and all external and internal CCTV cameras are live and continuously recorded. Panic alarms with full staff response arrangements are carried by health professionals and operate throughout clinical areas.

**FACILITIES**

Dedicated high capacity car park (drivers park at own risk). Full on-the-level access.  
Automatic door access. Bright, well fitted Waiting Room with dedicated information system.  
Trained first aiders. Disabled toilet with Baby Change (key from reception).  
Second Disabled Toilet and separate male/female Public Toilets (keys from reception).  
Dedicated Minor Operations facility. Baby Feeding Facility with Baby Change.  
Dedicated purpose fitted clinical rooms for all health professionals.  
Group/Private consultation capability. Automated Check-in Terminal.

**IN AN EMERGENCY**

Under certain circumstances we may need to evacuate the Health Centre and we practise this annually. All evacuation exercises (which last just a few minutes) are announced but are conducted for real unless you are with a health professional; the alarms to evacuate are loud, unmistakable and continuous. Please follow staff directions and/or make your way out of the building by the nearest exit without any delay and proceed to the assembly point **BY THE FRONT DOOR**. Staff will take control from there. Please note, corridor doors close automatically for smoke control when the alarms sound.

**THERE IS NO SMOKING ANYWHERE WITHIN THE HEALTH CENTRE;  
THIS INCLUDES E-CIGARETTE OR OTHER SMOKING “SUBSTITUTES”  
USING THE PRACTICE – REGISTERING**

## **REGISTERING WITH THE PRACTICE AND PRACTICE AREA**

The practice list is open to patients to register permanently or as temporary residents from Bourtreehill, Broomlands, Girdle Toll, Lawthorn, Dreghorn, Perceton and Montgomerie Park. The area west of the A78 and south of the A71 is excluded. Please complete a new patient questionnaire carefully in order to provide us with important information. We also stipulate identification (passport, birth cert. etc) and proof of address.

## **YOUR CHOICE OF DOCTOR AND YOUR RIGHTS AND RESPONSIBILITIES**

When you register with the practice for GP services, your registration is with the practice, not a specific doctor. You can express a preference for a particular doctor to treat you either generally or for a particular condition, and we will record that you have made that wish. We will endeavour to comply with any reasonable request, but in practical terms any of our doctors can treat you equally well for most conditions, and they will all guide you towards the best treatment available. This information booklet also contains a number of references to your rights and responsibilities, especially regarding failures to attend. We see this as very important for your relationship with doctors and staff at the practice.

## **TRANSFERRING YOUR RECORDS**

Generally, your records will come to us via Practitioner Services in Glasgow. A detailed explanation of their handling of this process can be found at:

[www.psd.scot.nhs.uk/doctors/transfer\\_of\\_gp\\_health\\_records\\_faqs.html](http://www.psd.scot.nhs.uk/doctors/transfer_of_gp_health_records_faqs.html)

## **USING THE PRACTICE - APPOINTMENTS**

### **APPOINTMENTS**

The practice computerised appointment system offers a range of 10 minute face to face and 5 minute telephone consultations with doctors and nurses every week Monday to Friday both am and pm, except where cover is prearranged (such as on Public Holidays) with NHS Ayrshire Doctors on Call. Appointments at the surgery can be booked in person or by telephone.

It is practice policy that we invite you to pre-book an appointment, but depending on your need we will make arrangements for you to be seen within one working day, unless you specify to see a particular clinician.

**FOR ALL APPOINTMENTS WITH DOCTOR OR PRACTICE NURSE PLEASE CONTACT  
THE PRACTICE IN PERSON OR CALL ON: 01294 211993**

Appointment times generally run from 0845 (8.45am) to 1720 (5.20pm) with appropriate breaks. Telephone consultation times also vary but reception staff are happy to offer all available alternatives. Doors open and reception is available 0830 (8.30am) to 1730 (5.30pm) Monday to Friday except on public holidays as above. Prescriptions are not normally issued between 1230 (12.30pm) and 1400 (2.00pm) due to staff limitations.

### **HOUSE CALLS OR "HOME VISITS"**

The doctors will normally attend for house calls at a patient's registered address if in their judgement a medical condition makes it necessary. Please call **01294 211993** before 1000 (10.00 am) if you think you must have a house call. Reception will take some details to help doctor to prioritise, and he or she may call you back before leaving to see you. 1 house call takes the same time as seeing 4 or 5 patients at the surgery.

## **Keep it or Cancel It! – Our Policy about Failing to Attend**

We are pleased to hear from you, but not 10 minutes after you have missed your appointment! Please **cancel any unneeded consultations as soon as you can – but a minimum of 1 hour before the appointment (call or reply to our text anyway, even inside the hour – we’d rather know than guess)**. It is practice policy that, if you fail to attend 3 appointments or 30 minutes worth of appointments in the space of a year, or a new patient appointment or medical, or at doctor’s discretion, we reserve the right to contact you to advise you of this and how this breaks down the special relationship you need to have with your doctor. After that, any further failures to attend are monitored, and will mostly result in a final warning and then a patient being invited to seek GP services elsewhere.

## **Special Requirements**

Please let us know if you need extra time with the doctor for something more involved, or if you are being treated for an ongoing condition for which you need to see the same doctor again. Also, if we have not seen you for 3 years or more, (or 12 months if you are over 75), we will ask you about your general health in order to update our records.

## **What’s an Emergency?**

When we are exceptionally busy, we may ask you to come and wait at the surgery if you have advised us that you must be seen. In these circumstances our policy is that you cannot insist on seeing the doctor of your choice and the doctor will only deal with your urgent matter. Please note that in our experience a large percentage of patients who think they needed an urgent appointment on the same day could have taken an ordinary pre-bookable appointment.

## **YOUR MESSAGES FOR GPs AND PRACTICE NURSES**

The practice can take your request for a message to be left for a GP or Practice Nurse. Please call us on **01294 211993** by 1030 (10.30am). Your message will be inserted into the computer system, and although it cannot be guaranteed exactly when you will be contacted, the doctors and Practice Nurses often make these return calls during breaks at lunchtime or later in the afternoon. For Community Nurses or other services please contact Community Reception on **01294 215151**.

## **OUT OF HOURS GP SERVICE AT NIGHT, WEEKENDS AND PUBLIC HOLIDAYS**

The practice is closed between 1730 (5.30pm) in the evenings and 0830 (8.30 am) the following weekday morning. We are closed (except for special clinics as announced) on Saturdays, Sundays, Public Holidays and training afternoons on Tuesdays as announced where cover is prearranged with NHS 24 and Ayrshire Doctors on Call (NHS ADOC). We may open briefly on some Public Holidays for NHS clinics but these arrangements will also be announced.

During all closed periods, if you call the surgery a message will give you the telephone contact number for **NHS 24** (for **NHS ADOC** services if appropriate) which is as follows:

**111**

The NHS24 website is: [www.nhs24.com](http://www.nhs24.com)

## WHAT HAPPENS WHEN I CALL THE OUT OF HOURS SERVICE?

**You will be answered by a call handler who will help to assess your need before deciding best what to do. Telephone calls to the services are recorded for security and training purposes.**

Please remember that using the out of hours GP service is also about you helping us to serve as many people as we can in the most appropriate and time efficient way. Please bear this in mind, and use the service ONLY if you genuinely feel you cannot wait to see your own GP. The area out of hours GP service is arranged by NHS Ayrshire and Arran, whose contact details are provided in this leaflet on page 2.

## **USING THE PRACTICE – WHEN THINGS GO WRONG**

### YOUR PERSPECTIVE – PROBLEMS AND COMPLAINTS – PATIENT GROUP

We welcome feedback, and can normally resolve most difficulties very easily, aiming to do so within the practice, listening and improving where we can. The Practice Manager is the practice complaints officer, but any of the reception staff will assist with handling a problem if you wish to tell us about it formally, which you must do within 6 months of the event or learning about it. Please tell us about significant difficulties, by writing to the Practice Manager, as soon as possible in order that we can investigate and tell you our findings.

If you complain to us, our target is to have completed local resolution of the matter within 20 working days (effectively 4 weeks), which will include providing you with a full response. However, most issues will normally be dealt with within a week. If a matter is likely to become involved or difficult, we will keep in close contact with you to keep you informed.

If we cannot resolve the matter locally, patients (and in certain circumstances the practice) have the right to take the matter up with the Scottish Public Services Ombudsman; we will provide details.

**The practice has a Patient Group to represent the views of all patients regarding our services. Further details are available from the Practice Manager and on our website.**

### OUR PERSPECTIVE – ABUSE, THREATS AND VIOLENCE

Practice policy is that of NHS Scotland, being one of zero tolerance to verbal abuse that makes a staff member fear for their safety, or the threat of or actual physical violence. This protection applies to all staff working at Bourtreehill. Any patient who engages in such conduct will be removed from the practice patient list immediately, the police will always be involved, and our NHS colleagues will be consulted with a view to preventing any further use of other Health Centre facilities.

The practice liability to protect its staff against harassment extends to that by patients. This is behaviour towards or about any staff in any form of contact or communication that is unwanted, unreciprocated and uninvited relating to gender or gender reassignment, race, sexual orientation, disabilities, age religion or personal beliefs. The list is not exhaustive. Incidents will be investigated by the Practice Manager. Patients who engage in such activity will be required to register elsewhere and, according to severity, incidents will involve the police at the practice's discretion.



## **USING THE PRACTICE – SMOKING CESSATION**

The results of smoking kill nearly 40 people a day in Scotland alone, and ½ of all smokers will die of a disease related to it. Stopping is the single most effective thing you can do to make a positive change to your health. The practice policy is to provide initial advice and help you access the “Fresh Airshire” programme to help you give up. They are able to prescribe and assist with all methods and techniques. To save time and unless you want to speak to a clinician first, you can call “Fresh Airshire” direct on:

**0800 783 9132** or email: [FreshAir-shire@aapct.scot.nhs.uk](mailto:FreshAir-shire@aapct.scot.nhs.uk)

## **USING THE PRACTICE - PRESCRIBING**

### **REPEAT PRESCRIBING – STANDARDS THAT WE AIM TO ACHIEVE**

Our system that allows you to order repeat prescriptions by:

1. Using our online prescribing facility by going to [www.bourtreehillmedicalpractice.scot.nhs.uk](http://www.bourtreehillmedicalpractice.scot.nhs.uk) and using the link on the home page.

...and when we're open...

2. Handing in or posting to us your prescription list printed on your prescription, ticked to show the items you require.
3. Telephoning the practice with your requirement; help us by reading from the existing printed list on your prescription.

### **PLAN AHEAD!**

It is vital that you plan ahead for your prescribing needs, remembering about public holidays, which will mean up to a four-day break in the surgery service, and remembering your own absences from the area, which may affect the supply of your medications.

### **HOW LONG WILL MY PRESCRIPTION TAKE TO BE READY?**

We aim to provide a completed repeat prescription so that is ready for issue from the practice within 2 working days of your request, i.e. NOT counting weekends and public holidays, and this standard of supply is monitored by reception. For patients who collect their prescriptions from the Bourtreehill chemist, you will be advised that it may be ready at the chemist some time after 3.00 pm on the second working day. Please let us know if we do not appear to meet our own standard without giving you a reason. However, we cannot be responsible for any delays at any of the pharmacies.

You may collect your prescription at the Health Centre, it can be made available at a chemist with whom you have made an arrangement, or it can be posted to you on supply of an SAE with your request.

## **USING THE PRACTICE – SAMPLES AND TEST RESULTS**

### **HOW YOU CAN HELP**

All specimens and samples for tests must be provided in a suitable container that we can give you along with a name and address label and instructions.

When you hand the sample in, it **MUST** be marked **CLEARLY** with your:

**NAME** ) If these details are on your label – please use it. If not – write it in.

**DATE OF BIRTH** )

**DATE OF THE SAMPLE** ) **Must be written in. Please use CAPITALS.**

**REASON FOR THE SPECIMEN** )

Reception is not authorised to handle samples directly. Please follow reception's instructions **EXACTLY** when handing in your sample/specimen.

### **AVAILABILITY OF RESULTS**

Please wait at least complete week before contacting us about a result. Those involving hospital consultants can take considerably longer than other routine tests – up to 21 days. When results are in hand they can be accessed from your records between 1100 (11.00 am) and 1730 (5.30 pm) daily, provided doctor has reviewed them. However, for privacy we do not give test results at the front desk.

### **CERVICAL SCREENING (SMEARS)**

Results of cervical smears are posted to patients by the Scottish Cervical Call Recall System organisation normally within about 3 weeks of your test and...

A full, confidential family planning service is provided, normally with one of the Practice Nurses. You can also ask to see a Practice Nurse or GP about any facet of women's health, including advice about breast examination and the menopause. A urine sample is often requested.

## **USING THE PRACTICE – YOUNG PEOPLE**

A special message for teenagers: if you are interested in or worried about **CONTRACEPTION**, **EMERGENCY CONTRACEPTION**, **PREGNANCY CONCERNS** or **SEXUALLY TRANSMITTED DISEASES**, please make a **CONFIDENTIAL** appointment with one of the Practice Nurses who can give advice, including addresses for appropriate web sites, and telephone numbers for useful contacts.

Further information is available at: [www.ruthinking.co.uk](http://www.ruthinking.co.uk) ("Are You Thinking" – Tel: 0800 282930), [www.fpa.org.uk](http://www.fpa.org.uk) (Family Planning Association – Tel: 0141 576 5088) or [www.shayr.com](http://www.shayr.com) (Ayrshire Sexual Health)



## USING THE PRACTICE – TRAVEL VACCINATIONS

A limited range of vaccinations normally given for overseas travel is available in the practice, without charge for the vaccine or for the guidance given by the nurse. Some vaccines that are used less often, such as yellow fever, are only available via the travel clinic that takes place at Ayrshire Central Hospital.

Forward planning is vital; please collect a form from reception and return it at least **8 weeks** before your planned departure date. We need to know where you are going and broadly what type of travel you are doing. You will be given a telephone appointment and, when nurse speaks to you and according to the requirement, you may be given an appointment for vaccination here or guidance about getting the vaccines you require. Any vaccination appointment needs to be in good time before you travel for the vaccine to reach full strength.

Under NO circumstances will the practice handle travel matters on an “urgent-emergency” basis.

## USING THE PRACTICE – BUT MISUSING DRUGS

All patients receiving prescriptions for drugs of dependency will be expected to make planned reductions in their use with the ultimate aim to stop them altogether. Practice policy is that drugs of dependency will not routinely be prescribed, and that drug dependency problems are treated in conjunction with NHS Ayrshire and Arran addiction services.

- If you are not already attending this service you will be referred to it.
- We are guided in your treatment by this service for any prescribing appropriate to your drug problem.
- If it is deemed appropriate by us and the addiction services prescribed medication may be given from the surgery.
- This will be supplied with the instructions that the medication be issued by the pharmacist in 3 day quantities.
- At no time will these instructions be altered.
- If you go on holiday or have to be in another area you will be given a letter detailing your treatment. You should register temporarily with a doctor in that area and hand the letter in to that surgery.
- You will be expected to attend the same doctor for treatment here at the surgery on an appointment basis.
- An emergency appointment for drug prescriptions is not acceptable.
- You are responsible for the prescriptions you are given.
- Lost or stolen prescriptions will not be reissued.
- Unauthorised alteration or tampering of prescriptions is a criminal offence and will result in police action.

## **DATA, CONFIDENTIALITY AND YOUR INFORMATION**

### **What this Page Contains**

These are the arrangements for the protection of your privacy, what your data is held for and your access to it.

### **General Information**

The GPs are registered as Data Controllers with the UK Information Commissioner for the purposes of appropriate data handling of your medical records under the Data Protection Act 1998. Everyday matters regarding data, confidentiality and information release are handled by the Practice Manager, who is the “Caldicott” guardian.

Information about you with regard to current GP matters in particular is normally only held within the practice on computer or paper record. All GP staff, NHS staff or other persons using your record in pursuance of their duties are guided and bound by strict rules of confidentiality; for GP staff this applies within their terms of employment. Certain services provided by the practice attract payments requiring claims and verification, and NHS staffs routinely check these. We also handle data in accordance with the Data Protection Act for care, treatment, audit, research and teaching, and for release when required by law. Your records may also be disclosed to people outside the primary care team that provides your care, with the express purpose of checking practice compliance with educational standards for trainee doctors.

### **What if I Object to Disclosure for these “Inspection” Purposes**

You may object at any time to inspection of any part or all of your medical records by inspectors outside the primary care team. Your objection will be totally respected.

### **How Safe is My Information?**

In addition to the staff procedures, there are physical safeguards of paper records with sophisticated fire and intruder detection arrangements, and close attention is paid to minute-by-minute security in the surgery. Computers are protected by passwords. Full computer backup of your records is conducted every night, and disaster recovery protocols are in place in the event of a major system problem, using fireproof storage. Back ups are checked monthly to ensure they are valid and correct, and all computers are health checked monthly and protected by the most sophisticated anti-virus software available. By far the majority of your information at Bourtreehill will be held on one of two computers in the practice.

### **Can I See My Medical Records – or Those of Others?**

For your own record - Yes, this is permitted by the Data Protection Act – asking the doctor informally is entirely appropriate, and doctor decide whether this can be done without going through a more formal process. We will record your request in your notes, and for more complex requests for particular information we need this in writing and there will be a charge of at least £10.00. There are occasions when we can allow access to the records of others (your children under 16 for instance), but we will advise on particular aspects of consent for these.

### **What if I Think My Records are Wrong?**

You have the right to request that incorrect information in your record be corrected. We would seek to agree the changes with you informally, including how the correction will be made, but if this is not possible we can advise you on your options to take the matter up with us so that a formal response can be given to you.

### **Freedom of Information – What are my rights?**

You now have the right to request information about most aspects of the practice. If we hold such information, and have no reason to withhold it, we will provide it. Details are in our publication scheme, website details for this can be provided on request. There may be charges involved for the provision of certain information.

## **SERVICES – WHO’S WHO**

### **The Practice and NHS Ayrshire and Arran**

The GPs, the Practice Nurses and other employed staff share the Health Centre with NHS colleagues, some of whom work as part of the extended practice team. Non-practice staff are employed by NHS Ayrshire and Arran Patient Services.

#### **The Practice Team**

**(contactable via 01294 211993) includes:**

The GPs  
GP Registrar  
Practice Nurses  
Health Care Assistant  
Practice Management  
Reception Staff  
Secretarial and other Administration Staff  
Facilities Staff

#### **The NHS Ayrshire and Arran Team**

**(contactable via 01294 215151) includes:**

District Nurses\*  
Health Visitors\*  
Midwives  
Podiatrist  
Community Psychiatric Nurse  
Dietician  
Speech Therapist  
Clinical Psychologist

\* Attached to the practice

FURTHER DETAILS OF THE INVOLVEMENT OF THE PRACTICE AND NHS TEAM IN THE SERVICES SHOWN BELOW ARE AVAILABLE ON REQUEST.

## **SERVICES – WHAT’S AVAILABLE**

### **ESSENTIAL OR “CORE” SERVICES**

These services are the heart of the GPs’ contract with NHS Ayrshire and Arran. All practices provide these services in core hours to their registered patients and persons accepted as temporary residents. They are available by contacting the practice in the normal way and are:

Management of those persons ill with conditions from which recovery is generally expected.

Management of those terminally ill.

Management of those suffering from chronic disease.

Provision of advice in relation to health, including health promotion.

Referral of patients for other services.

The immediately necessary treatment for a patient to whom the GPs have been requested to provide owing to an accident or emergency in the practice area.

Primary Medical Services for a limited period to those not registered elsewhere in the area or is in the area for less than 24 hours.

**ADDITIONAL SERVICES (FURTHER DETAILS AVAILABLE ON REQUEST)**

These services are those that the GPs' have agreed to provide over and above the basic level of care in essential services. They are:

- Cervical Screening.
- Contraceptive Services (including Emergency Contraception (The "Morning After Pill"))
- Vaccinations and Immunisations.
- Childhood Vaccinations and Immunisations.
- Child Health Surveillance Services.
- Maternity Medical Services (please ask if you would like a detailed additional leaflet)
- Non-Invasive Minor Surgery.

**ENHANCED SERVICES (FURTHER DETAILS AVAILABLE ON REQUEST)**

The practice also performs the following services as agreed with NHS Ayrshire and Arran:

- Childhood Immunisations and Pre-School Boosters. COPD and Diabetes management.
- Services including Influenza Immunisations for carers. School Leaving Booster Immunisations.
- Influenza and Pneumococcal Immunisations for patients aged 65 and over and at risk.
- Measles/Mumps/Rubella "Catchup Campaign", and Hepatitis B "at risk" immunisations.
- Minor Surgery (Joint Injections and Invasive Procedures) and Minor Injury Service.
- IUCD Coil Fittings and Reviews. Cardio-Vascular disease monitoring.
- Anti-Coagulation Monitoring (Patients on Warfarin). Keep Well Service.
- Monitoring of Second Line Disease Modifying Drugs (e.g. for Rheumatoid Arthritis).
- Enhanced Medical Services for Residents of Care Homes, and Palliative Care Patients.
- Register and review of patients with learning disabilities. Services for Carers.
- Breath testing for Helicobacter Pylori infection. Alcohol Brief Interventions.
- Monitoring of Cancer referrals. Diabetes. Patient Safety Initiative.

**INDEX**

TOPIC	PAGE	TOPIC	PAGE	TOPIC	PAGE
<b>Additional Services</b>	<b>12</b>	<b>Failing to Attend</b>	<b>5</b>	<b>Services</b>	<b>11/12</b>
<b>Address</b>	<b>1</b>	<b>House Calls</b>	<b>4</b>	<b>Smoking Cessation</b>	<b>7</b>
<b>Appointments</b>	<b>4/5</b>	<b>Information – Access</b>	<b>10</b>	<b>Telephone Numbers</b>	<b>1</b>
<b>Children's Welfare</b>	<b>2</b>	<b>Messages</b>	<b>5</b>	<b>Test Results</b>	<b>8</b>
<b>Complaints</b>	<b>6</b>	<b>NHS Contact Details</b>	<b>2</b>	<b>Travel Vaccinations</b>	<b>9</b>
<b>Confidentiality</b>	<b>10</b>	<b>Opening Hours</b>	<b>1</b>	<b>Violence and Abuse</b>	<b>6</b>
<b>Data</b>	<b>10</b>	<b>Out of Hours</b>	<b>5</b>	<b>Website</b>	<b>1</b>
<b>Drug Misuse</b>	<b>9</b>	<b>Premises</b>	<b>3</b>	<b>Women's Health</b>	<b>8</b>
<b>Email</b>	<b>1</b>	<b>Prescriptions</b>	<b>7</b>	<b>Young People</b>	<b>8</b>
<b>Emergency Appointments</b>	<b>5</b>	<b>Qualifications</b>	<b>2</b>		
<b>Enhanced Services</b>	<b>12</b>	<b>Records</b>	<b>10</b>		
<b>Essential Services</b>	<b>11</b>	<b>Registering</b>	<b>4</b>		
<b>Facilities</b>	<b>3</b>	<b>Results</b>	<b>8</b>		

**THIS LEAFLET OR ANY PART IS AVAILABLE IN LARGER PRINT**