

**CENTRAL AVENUE SURGERY
ARDROSSAN HEALTH CENTRE
ARDROSSAN KA22 7DX**

TEL 01294 463838

Fax 01294 462798

www.ardrossanhealthcentre.co.uk

**EVENINGS, WEEKENDS & PUBLIC HOLIDAYS
please telephone 111 for urgent medical attention**



WELCOME

Ardrossan Health Centre serves the towns of Ardrossan, Saltcoats, Stevenston, Seamill and West Kilbride.

Our team includes 3 GP's, 2 Advanced Nurse Practitioners, a Practice Nurse, Healthcare Assistant, Mental Health Nurse, Community Link Worker (social prescriber) along with attached Community, Treatment Care Nurse, as well as the Practice Manager and Administration Staff.

On occasion, we may have student nurses undertaking training within the practice. Patients are at liberty to request the student nurse does not take part in their consultation.

All GP staff in Ayrshire and Arran have been trained in signposting. This means that when you telephone this practice for an urgent appointment the receptionist will ask for some information on your problem so that you can be directed to the most appropriate healthcare professional. If your problem is of a personal nature, please explain this to the receptionist. All information is treated in confidence with all healthcare providers.

We ask that you use eConsult via our practice webpage as your first point of contact with us. A clinician will reply to your eConsult by the end of the next working day.

For an urgent on the day appointment please contact reception on 01294 463838 before 10.30am.

In addition we have attached District Nurses, Health Visitors, Midwife and the services of the Community Clinics.

At this medical practice we aim to treat all patients promptly, courteously and in complete confidence.

GENERAL PRACTITIONERS

Dr Steven Adams
M.B.Ch.B. (Belfast 1991) D.R.C.O.G.

Dr Linda Sword
M.B.Ch.B (Aberdeen 1994)
D.F.F.P. D.R.C.O.G.

Dr Maribeth Price
M.B.Ch.B (Glasgow 1999)
M.R.C.G.P(2005) D.C.H. D.F.S.R.H.

ADVANCED NURSE PRACTITIONERS (ANP)

Mrs Connie Easton

Mrs Anne Booth

Practice Staff

Practice Manager – Mrs Maureen Christie

Practice Nurse – Nancy Polonis

Healthcare Assistant – Mandy Milligan

Attached Ctac Nurse – Natalie Bolton

Attached Mental Health Practitioner – Emma Barbour

Attached Community Link Worker – Dale Sinclair

Attached District Nurses – Tel 01294 322248

Attached Health Visitors – 01294 468619

Attached Midwife – Mrs Laura Martin – 01294 465104

Covid 19 – We have a buzzer entry system at the door. Please wait to be invited into the health centre. All clinicians continue to wear full PPE during consultations and our rooms require to be cleaned after every patient.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information.

If you have moved into our Practice area and would like to register with us, please contact reception who will advise of the procedure. Registration is with the practice rather than an individual GP.

All new patients are given a new patient medical telephone appointment with our health care assistant.

Surgery Hours

Monday – Friday 8.00am to 5.30pm. Wednesday's, we close from 1pm till 2pm for meetings and training. We are closed all Public Holidays.

Appointments

We do not offer Face to Face appointments without the prior approval of a Clinician. Please use the eConsult facility via our practice webpage. This is available 8am – 7pm Monday – Friday and is not available during Public holidays. A Clinician will reply by the end of the next **working** day.

Urgent on the day appointments

Our triage clinician will be available every day between the hours of 8am and 10.30 am to speak to patients who feel that they need an urgent appointment for that day. Patients will also be required to give a contact number to ensure our Clinician can call the patient back. Please be available for the return phone call.

Telephone Consultations

There is a small number of telephone appointments available for GPs when we are fully staffed.

Outwith these hours, weekends and public holidays the practice has an arrangement with NHS 24. Please contact NHS 24 on 111 or access general medical information on www.NHS24.com.

Home Visits

GPs can only provide home visits when it is **medically** necessary – for example, for patients who are so poorly that it would cause harm to move them. GP practices, quite appropriately, request that patients who are mobile attend an appointment at the surgery. This makes best use of resources and is for the safety and benefit of all patients.

Home visits, although convenient for patients, actually offer a reduced standard of care compared to surgery consultations. This is due to unsuitable environmental factors such as poor lighting, as well as the unavailability of records and chaperones. This means attending an appointment at the surgery is the best option for the vast majority of patients.

Please telephone the surgery **before 10.30am** as your request for a house visit will be triaged by a Clinician.

Emergencies/999/ Minor Injuries

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment. Minor Injuries should contact 111 and discuss their treatment.

Messages for the Doctor/ANP/Practice Nurse

If you wish to leave a message for a GP, ANP or the Practice Nurse, please use the admin facility in eConsult via our webpage or via the receptionist who will take the details. The details will be passed to the Clinician via our computer system, who, if necessary, will contact you directly, or will ask the receptionist to contact you. Be prepared to give your contact telephone number.

For Community Nurses please telephone 01294 322248 or for other services, please make contact via Community Reception on 01294 463578

Repeat Prescriptions

You may request repeat prescriptions via the online services link on the practice website. You can **ONLY** order medication items that are currently on your repeat prescribing record, i.e. that are listed on the right hand side of your last printed prescription. Please contact the surgery via eConsult for other requests.

You may also phone your request after 11am, but you must name the medication you require. If you wish your prescription to be posted to you, please include a stamped, addressed envelope. Certain local pharmacies will collect prescriptions on patient's behalf, this is a private arrangement between the patient and the pharmacy.

All repeat prescriptions are sent directly to the pharmacy of your choice. We do not allow collection at the Surgery. **Please allow at least 3 working days for collection at the pharmacy.**

In-house Pharmacist

We have a pharmacist, Mrs Kelly Sturgeon, and a Pharmacy Support Facilitator, Mrs Julie Lindsay attached to the practice and working alongside the Doctors and ANP's on a Tuesday, Wednesday and Friday. Kelly is able to prescribe and discuss medication queries and Julie is able to advise on medication issues like serial prescribing etc. The Doctors will ask Kelly, or Julie to review and discuss medication on their behalf with patients, so they may contact you.

Mental Health Practitioner

This service is available Monday and Thursday by appointment. They work with patients, providing assessment of possible mental health issues. Please complete an eConsult and this will be passed to the MHP.

Community Link Worker

The Community Link Worker Service is available here at Central Avenue Surgery every Monday and Wednesday mornings by telephone appointment. Dale is attached to our Practice and he can point you in the right direction/help you to find local services on topics including: Stress and anxiety, Care services and support groups, Money and Benefit advice along with debt management. Local activities and social groups, along with self help groups. He also has knowledge of how to get you into work, training and education.

SERVICES

We run a range of services as noted below. Please contact reception for details.

Children/Adult Vaccinations, www.immunisationscotland.gov.uk

COPD

IHD/Heart Disease

IUCD fitting, checking and removing

Nexplanon fitting and removal

Ring Pessary fitting and removal

Well Woman/Cervical Screening

Anticoagulation/DMARD Monitoring

Epilepsy

Flu Vaccinations (as per government guidelines)

Pneumococcal vaccinations (as per government guidelines)

Shingles vaccinations (as per government guidelines)

Covid Vaccinations (as per government guidelines)

Minor Surgery

Blood pressure monitoring

Well patient checks – for all ages

Contraception – yearly reviews.

Cryotherapy – by appointment with our ANP, Linda Waddell.

Travel Medicine & Occupational Health

When travelling abroad it is often necessary to be given a course of vaccination treatment to prevent the spread of infectious

disease. If you wish travel vaccine advice, please complete the travel questionnaire form (available on our website and at reception).

Smoking Cessation Services

Patients may self-refer to Fresh-Ayrshire by phoning Freephone 0800 783 9132, Monday-Friday, 9.00-5.00.

Patients with particular needs

Each of our consulting rooms are accessible to patients using a wheelchair. We also have a parking space reserved for patients displaying a disabled sticker.

Carers

If you are an unpaid carer please notify the receptionists, we may be able to offer you help and advice. You may also be entitled to receive a flu vaccination each year. We have an "information for carers" leaflet which can be downloaded from our website. PLEASE ADVISE THE RECEPTIONIST THAT YOU ARE AN UNPAID CARER SO THAT WE CAN HIGHLIGHT THIS ON YOUR RECORDS.

Private Services

There are several private services available at the surgery, which are not part of the NHS and thus a fee will be charged. These include insurance reports, Hep B provision, Pre-employment or LGV license medicals, certificates for holiday cancellation insurance etc, Private sickness certificates, Freedom from infection certificates, etc. Immunisation and blood screening required for Occupational or Educational Purposes is the responsibility of the Employer's or Student's Occupational Health Department. We do not provide this non NHS service and would advise patients to inform their OH Department. If you require the practice to undertake this service there is a charge applicable. Ask at reception.

NHS Direct

NHS Direct offers free expert health information and advice 24-hours a day on 111 or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service.

Confidentiality

In order to maintain confidentiality, details of consultations and hospital or laboratory reports will only be given to the patient involved or to parents or guardians of children.

No information can be given to any other person without the patient's written consent. Patients are requested to complete the patient Third party access form, available at reception, to allow us to give information to someone else.

This policy is to protect all of our patients' confidential medical information.

Information about patients is stored on computer by the surgery, and registered under the General Data Protection Act (2018). The practice may share your anonymised information with the Health Board for payment verification purposes.

Access to Medical Records

Under the General Data Protection Act (2018) patients may request a copy of this data. If you require access to your medical records please complete our access to records application form, available from reception. In the interest of preserving confidentiality, you may be asked to provide proof of identity. It is not possible to grant access immediately

Suggestions & Complaints

We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. Speak to whomever you feel most comfortable – your GP or Practice Manager, Mrs M Christie. In the majority of cases, concerns can be resolved quite easily.

However, if you feel that we have not dealt with the issues you have raised you can write to the Scottish Public Services Ombudsman (SPSO), Bridgeside House, 99 McDonald Road Edinburgh EH7 4NS.

Patients Rights & Responsibilities

The Practice will aim to treat every patient as an individual with dignity, courteous, respect and confidentiality at all times irrespective of ethnic origin, religious belief, gender or sexual orientation, personal attributes or the nature of your medical problem.

In the return the Practice will expect our patients to treat our staff in a similarly respectful way, be on time for appointments, use emergency appointments for emergencies and not for routine care and notify us if you change any of your contact details. We take very seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent, or abusive, we will exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

We categorise unacceptable behaviour as:

- **Aggressive, abusive or unacceptable behaviour** – e.g. shouting or/and swearing, threats, derogatory remarks, lying.
- **Unreasonable demands** - where requests place unreasonable conditions on Practice Staff which dilutes our ability to provide a service for others

- **Unreasonable persistence** - repeated requests on the same or similar issue which disrupts our ability to fulfil our functions as a general medical practice.

Failure to attend appointments

Should a patient miss 2 appointments within 6 months, the practice will issue a warning letter highlighting that should they miss a further appointment in the next 12 months, the practice will remove them from our list.

This pattern is a waste of medical resources as these appointments are precious within general practice and, not only wastes the time of the GP/ANP/Nurse, but is also unfair on those patients who cannot get an appointment. As a result of this, people have to wait much longer to see a GP/ANP/Nurse.

NHS Ayrshire and Arran Contract Details and Primary Medical Services

Contact NHS Ayrshire and Arran
 Johnny Walker Bond
 15 Strand Street
 Kilmarnock
 KA1 1JB

Telephone: 01563576132
Email: Jacqui.McCall2@aapct.scot.nhs.uk
Point of Contact: Ms Jacqui McCall
Website: www.nhsayrshireandarran.co.uk

NHS National Services Scotland (Practitioner Services)

Practitioner Services provide patient focused services such as the transfer of medical records between GP practices, assisting patients to access GP and dental practices, as well as assisting practitioners to maintain accurate and up-to-date patient registers.

For further information go to www.psd.scot.nhs.uk

THERE IS NO SMOKING ANYWHERE WITHIN THE HEALTH CENTRE

M Christie – Practice Manager 10.03.22

NOTES