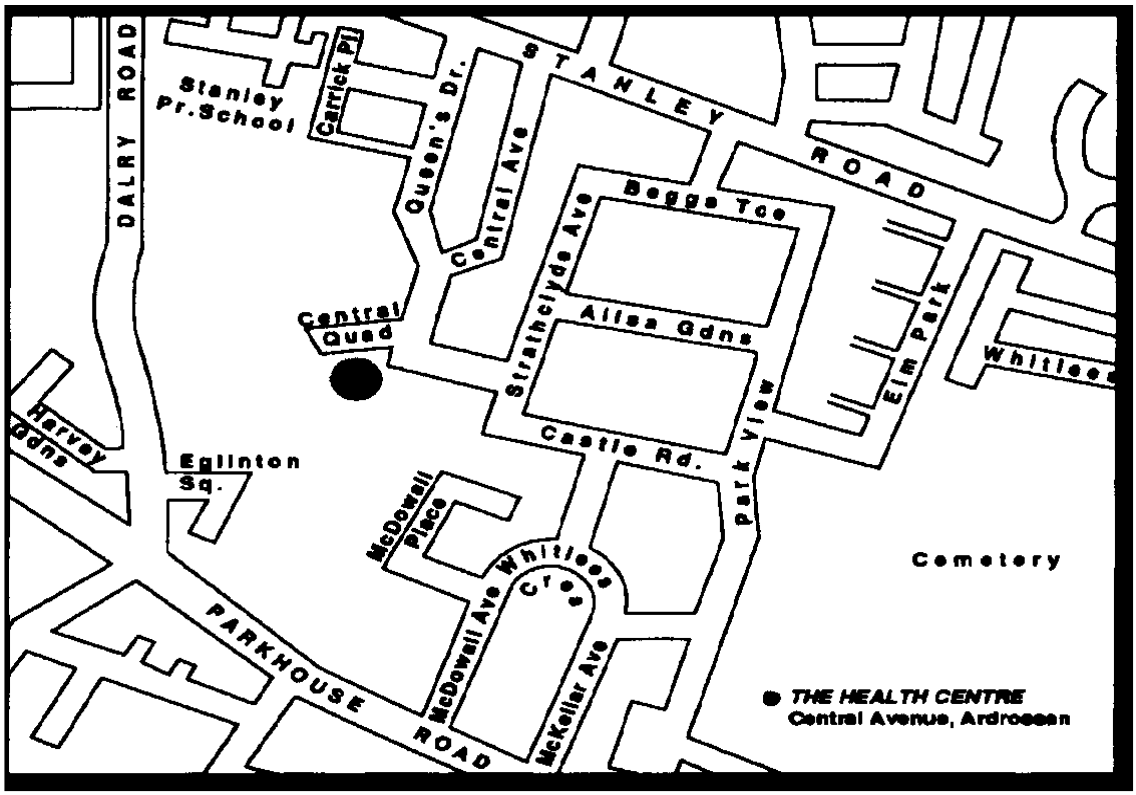
CENTRAL AVENUE SURGERY
ARDROSSAN HEALTH CENTRE
ARDROSSAN KA22 7DX

TEL 01294 463838
www.ardrossanhealthcentre.co.uk

EVENINGS, WEEKENDS & PUBLIC HOLIDAYS
please telephone 111 for urgent medical attention or 999 in an emergency



WELCOME

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

Our team includes 4 GP's, 2 Advanced Nurse Practitioners, a Practice Nurse, Healthcare Assistant, and attached Community, Treatment and 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. All information is treated in confidence with all healthcare providers and the staff are undertaking procedures and protocols created by the Doctors.

In addition we have the services of 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.

Dr Stephanie McNair
M.B.Ch.B (Glasgow 2018)

ADVANCED NURSE PRACTITIONERS (ANP)

Mrs Connie Easton Mrs Anne Booth

Practice Staff

Practice Manager – Cathie McLaughlan

Practice Nurse – Jennifer Cairns

Healthcare Assistant – Mandy Milligan

Attached Ctac Nurse – Natalie Bolton

Attached District Nurses – Tel 01294 322248

Attached Health Visitors – 01294 468619

Attached Midwife – 01563 825411

If you 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 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.

Pre-bookable telephone appointments and extended access appointments

There is a number of pre-bookable telephone appointments available for GPs/ANPs. We also have some extended access bookable telephone appointments for our ANPs at 8am. These are ideal for people who are working.

We do not offer GP/ANP Face to Face appointments without the prior approval of a Clinician.

eConsults

Please use the clinical eConsult facility via our practice webpage for non-urgent or ongoing conditions. A Clinician will reply by the end of the next **working** day. Fit notes should be requested through the admin eConsult facility on the page. This is available 8am – 7pm Monday – Friday but not available during Public holidays.

Urgent on the day appointments

Our triage Nurse will be available every day between the hours of 8.30am and 10.30 am to speak to patients who feel that they need to discuss an urgent new condition. Patients will be required to give a reason for the urgent request and a contact number to ensure our Triage Nurse can call the patient back. Please be available for the return phone call.

We are currently unable to offer online booking of appointments as we have in the past. We will continue to monitor this and advise accordingly.

Outwith Practice hours, weekends and public holidays, please contact NHS 24 on 111 or access general medical information on www.NHS24.com. In an emergency dial 999.

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. Weather and transport issues are not acceptable excuses for not being able to attend. 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 an Advanced Nurse Practitioner.

Messages for the Doctor/ANP/Practice Nurse

If you wish to leave a message for a GP, ANP or the Practice Nurse, please use eConsult administration on our web page. The details will be passed to them 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 phone your request after 11am, but you must name the medication you require. If you wish your prescription to be posted back to you, please include a stamped, addressed envelope.

You may also 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.

The majority of prescriptions are sent directly to the pharmacy of your choice. **Please allow at least 7 working days for collection at the pharmacy.**

Have you considered a serial prescription? Our attached pharmacy team can arrange for a year's prescription to be sent to your pharmacist and you would go there every 2 months to collect the medication. No need to request it with the surgery. However, some medications cannot be placed on this service and you must agree to attend for a yearly review at the surgery. Ask at reception for information.

In-house Pharmacist

We have two pharmacists, Ailsa and Zara, and a Pharmacy Support Facilitator, Mrs Julie Lindsay attached to the practice and working alongside the Doctors and ANP's. Julie is able to advise on medication issues like serial prescribing etc. The Doctors will ask the pharmacy team 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. You can request an initial telephone appointment by contacting the surgery or complete an eConsult.

Community Link Worker

The Community Link Worker Service is available here at Central Avenue Surgery by an initial telephone appointment. Gillian is attached to our Practice and 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. They also have knowledge of how to get you into work, training and education.

Occupation Therapy (OT) Service

Occupational Therapists offer assessments and short term early interventions to patients aged 16+ who have physical and/or mental health difficulties. They help people to do the things that matter most to them. This may be in relation to personal care, work related activities, engaging with family and friends or other activities aiming to improve well-being and quality of life. Contact the surgery and ask for an initial telephone appointment.

SERVICES

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

Respiratory reviews
IHD/Heart Disease reviews
IUCD checking and removing
Nexplanon fitting and removal
Ring Pessary fitting and removal
Well Woman/Cervical Screening
Anticoagulation/DMARD Monitoring
Minor Surgery
Blood pressure monitoring
Well patient checks – for all ages
Contraception – yearly reviews.
Cryotherapy – by appointment with our ANP, Anne Booth

Travel Medicine & Occupational Health
If you think you require vaccines and/or a malaria risk assessment, you should visit the "Fit for Travel" Website (fitfortravel.nhs.uk) which provides travel health information and how to access travel vaccination services with Ayrshire and Arran, or call NHS inform on 0800 22 44 88 where call handlers will be available to talk individuals through the process over the phone. GP Surgeries no longer administer travel vaccinations. To be effective, many vaccinations have to be given at least 8 weeks prior to your visit abroad, please plan ahead.

Employees/Students at Risk
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.

Smoking Cessation Services
Patients may self-refer to Fresh-Ayrshire by phoning Freephone 0800 783 9132.

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. We have an"information for carers" leaflet which can be downloaded from our website and our Community Link Workers are available to you. 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.

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 whoever you feel most comfortable – your GP or Practice Manager, Miss C McLaughlan. 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 & Responsibililties

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, follow advice and guidance that the reception staff have been advised to

give you by a Clinician. We take very seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent, or abusive, including verbally, 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, including any posts on social media
- **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.
- **Continually wasting appointments** - It is unfair to other patients who are waiting for appointments. We will issue a warning letter after 2 missed appointments within 6 months which states should a further appointment be missed in the next 12 months, the practice will remove this patient from our list. This means the patient will have to look for a new GP Practice.

Please notify us if you change any of your contact details. It is your responsibility to keep your contact details up to date.

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

NOTES