

Cathcart Street Practice



8 Cathcart Street, Ayr KA7 1BJ
Tel: 01292 264051

The Cathcart Street Practice

This booklet is to welcome you to our practice and help you gain maximum benefit from the services provided. We hope you will find it useful and will keep it handy for future reference.

The surgery occupies all four floors of a Grade B-listed Georgian townhouse in the centre of Ayr. The property was constructed in 1814 (the year before the Battle of Waterloo) for one James Gray Esquire, Surgeon, of Ayr. Over the years parts of the building have seen a variety of uses including a hairdresser's business and a health food shop as well as residential accommodation.

The rooms to the left of the entrance hallway became a doctor's surgery again in 1959. As the practice grew, it gradually expanded into the rest of the building until in January 1998 the partnership bought out the last remaining flat. This purchase provided the catalyst for an ambitious programme of expansion and alterations internally to form a modern and well equipped General Practice.

This booklet can be provided in LARGE TYPE on request.
Please ask at Reception.

THE DOCTORS

Dr Pauleen E Shearer MBChB (Glas) 1985

GMC Number: 3095771

Dr Shearer is a native of Ayr and joined the practice in 1989. She has a special interest in paediatrics and respiratory medicine. She is a member of Belleisle Golf Club and Troon Ladies Golf Club, as well as being a keen curler and skier.

Normal working days for Dr Pauleen Shearer are all day Tuesdays & Wednesdays, mornings only Thursdays & Fridays

Dr Lindsay R Miller BSc (Hons) (Glas) MBChB (Glas) 1995 MRCGP DRCOG DFFP DCH

GMC Number: 4208242

Dr Miller joined the practice in 2000. He is a member of the Royal College of General Practitioners and has spent time in various hospital specialities gaining a wide range of experience. He has particular interest in cardiovascular disease and hypertension. He is a trainer for General Practice. He regularly plays five-a-side football and also enjoys golf.

Normal working days for Dr Lindsay Miller are Mondays, Tuesdays, Wednesdays, Thursday (morning only) and Fridays

Dr Claire A E Oldfield MBChB (Glas) 1996 MRCGP DRCOG GMC NUMBER: 4334936

Dr Oldfield joined the practice team in August 2002. She was born in Ayr, educated at Belmont Academy and much of her medical training was completed in local hospitals. Two of her five years' hospital medicine were spent in Australia gaining additional experience in psychiatry, A&E and paediatrics. She has a special interest in family planning, epilepsy and palliative care. She is a trainer for General Practice. She enjoys keeping fit and playing squash

Normal working days for Dr Claire Oldfield are Mondays, Wednesdays and Thursdays

Dr Pauline Phin Bsc (Hons) (Edin) 1995 MBChB(Edin) 2000 MRCGP DFFP DRCOG GMC NUMBER: 4698539

Dr Phin joined the practice in April 2005. She initially did a Pharmacology degree at Edinburgh University before going on to study medicine. Although originally from East Lothian, most of her hospital experience was gained in Ayrshire hospitals. She is a member of the Royal College of General Practitioners and has a special interest in family planning and palliative medicine.

Normal working days for Dr Pauline Phin are Monday & Tuesday (mornings only), all day Thursday, Friday (morning only)

Dr Simon Farrell MBChB (Hons) (Glas) 2002 MRCGP DGM DRCOG DFFP GMC NUMBER: 6056235

Dr Farrell joined the practice team in August 2007 having completed his GP training in Glasgow. He is a member of the Royal College of General Practitioners. Originally from Kilmarnock, his hospital experience was gained in Ayrshire and Glasgow hospitals. He has a particular interest in medicine for the elderly and diabetes. He is a trainer for General Practice. A keen sportsman, he enjoys football, tennis, skiing and golf.

Normal working days for Dr Simon Farrell are Monday, Tuesday, Thursday and Friday

Dr Gavin McKenzie BSc (2:1) MBChB (Hons)(Glas) 2006 MRCGP GMC NUMBER: 6148128

Dr McKenzie joined the Practice in August 2011 having graduated from the University of Glasgow in 2006. He undertook his hospital training in the West of Scotland working in Ayr, Crosshouse and Glasgow hospitals. Although from London originally, he also went to University in Manchester where he studied Biology. Outside of medicine he enjoys football, rugby (watching more than playing), cricket and hillwalking.

Normal working days for Dr Gavin McKenzie are Mondays, Tuesday, Wednesdays and Fridays.

ASSOCIATE GP

Dr Lorna Patterson MBChB (Glas) 1987 MRCGP DRCOG
GMC NUMBER: 3200308

Dr Patterson completed GP training in Blairgowrie in 1991. She returned to general practice after a break to raise her family. She gained considerable experience in dermatology in Inverclyde before moving to Ayrshire where she has further developed her special interest performing out-patient clinics, including Minor Surgery Lists. Dr Patterson provides a weekly GP with Special Interest (GPwSI) Dermatology Clinic here at the surgery. Appointments in this clinic are by GP referral via the Hospital Dermatology Service.

Normal GP working days for Dr Lorna Patterson are Tuesday and Thursday (mornings only).

Dr Patterson also offers a weekly GPwSI Dermatology Clinic here in the Surgery on Fridays in which she sees and treats patients from the local community. Access to this clinic is strictly via referral to the Dermatology service by the patient's own GP.

THE GENERAL PRACTITIONER SPECIALIST TRAINEES

Before entry to General Practice, hospital doctors, with several years' experience of hospital medicine, must undertake periods of training in an approved Practice. This Practice has been involved in the further education of registrars since 1985 and finds the experience both stimulating and rewarding.

Since August 2008 the training programme for General Practitioners has included periods of training in Surgeries in years 1 and 3 of the GP Training Programme instead of during year 3 only. This means we will often now have two or more General Practitioner Specialist Trainees in the practice. From time to time GP Trainees are required to videotape consultations to facilitate analysis and learning. We are grateful to our patients for giving their consent for this.

GP Specialist Trainees currently training at this Practice are:
Dr Helen Rhodes

PRACTICE NURSES

Sister Shirley-Anne Lydon works part time in the surgery. She has diplomas in diabetes and coronary heart disease (CHD) prevention in primary care and is an Independent Prescriber. She sees patients by appointment for well person screening with special emphasis on reducing risks of coronary artery disease, weight reduction and dietary advice. She is also involved in the running of our chronic disease clinics and our diabetic clinics. In addition she provides general nursing duties such as dressings, ear syringing, adult/young adult immunisations, cervical smears, contraceptive and preconceptual care including contraceptive implants.

Nurse Audrey McKenzie works part time in the surgery. She has Diplomas in Diabetes and Asthma Care. She provides the full range of general nursing duties including chronic disease clinics, cervical smears, dressings, ear syringing, adult/young adult immunisations.

Nurse Melanie Hunt works part time in the surgery. She undertakes the normal range of nursing duties to include, cervical smears, dressings, stitch removal, immunisations, smoking cessation and is involved in the hypertension and Epilepsy clinics.

Nurse Nicola MacIntosh works part time. She provides general nursing duties including dressings, ear syringes and adult immunisations.

HEALTH CARE ASSISTANT / PHLEBOTOMY

Barbara Somerville is our Health Care Assistant. She is trained to take blood samples, administer some injections, ear syringing, diabetic foot checks, and to provide a range of other health monitoring checks to help our patients and to provide support to the Practice Nurses and to our GPs. Patients who require regular blood tests to monitor the effects of their treatment may be asked to attend the Health Care Assistant.

Angela Ralph is one of our reception team who has undertaken training in phlebotomy. She assists Barbara in the taking of bloods and will often be seen carrying out this task on a Wednesday.

ADMINISTRATIVE TEAM

The administrative team includes our receptionists/administrators, medical secretaries, computer operators and managers. They give essential support to the clinicians to enable the practice to run smoothly, and ensure our patients receive the best possible care at all times. They provide the link between patient and clinician, making sure all information is accurate, up to date and available when needed. This is not always an easy task and is one which benefits from a degree of understanding at times. Your tolerance is appreciated.

All staff are qualified and trained for their particular role, working within practice protocols and guidelines. If any difficulties arise with any member of the practice team, please contact the Practice Manager

ATTACHED NURSING AND PARAMEDICAL STAFF

DISTRICT NURSING SISTERS - 513881

The District Nursing team liaises closely with the doctors at weekly practice meetings. They provide nursing care at home for a wide range of patients including the elderly, post-operative and terminally ill, enabling those patients to remain in their own homes during their illness and convalescence.

HEALTH VISITORS - 885532

The aim of the health visitors is to promote good health and to prevent ill-health for all age groups via clinic assessments, home visits and health education.

The health visitors provide a drop-in Child Health Clinic at North Ayr Health Centre, Glenmuir Place on Tuesdays from 2.00-3.30pm.

At the surgery we offer Child Health Surveillance Clinics run by Dr Pauleen Shearer and our health visitors on Thursdays and an Immunisation Clinic run by the health visitors every Thursday afternoon.

COMMUNITY MIDWIFE - 285893

Our community midwife offers an Antenatal Clinic every Tuesday at North Ayr Health Centre. Antenatal patients will be seen at this clinic for assessment and advice. We offer parenthood education, for example: couples classes, aquanatal and breastfeeding workshops and also visit prospective parents in their homes.

CLINICAL COMMUNITY PSYCHIATRIC NURSES - 619699

The community psychiatric nurses (CPNs) see patients either at home or in the surgery by referral from their GP. They offer a variety of services including supportive counselling, bereavement counselling, advice on stress and anger management techniques, and information on other local services appropriate to the patient's needs.

DIETITIAN

This service is provided on a regular basis at the Diabetic Clinic and is also available to assist in the management of a wide variety of eating disorders including obesity and anorexia.

Practice Telephone number: 01292 264051

House Visits

Wait for the recorded message to start then press '5' on your telephone keypad

Appointments (8.30am-5.30pm Monday to Friday)

Wait for the recorded message to start then press '1' on your telephone keypad

All Prescription Requests

The prescription line is covered by an answering machine at all times we are open. Your request will be actioned and dealt with to ensure that your script is available to pick up from the surgery within 2 working days of the request and 3 working days from your nominated chemist (if applicable). (The answering machine does not operate at weekends)

Results (10.30am-5.00pm)

All Other Requests

We constantly monitor the demand on our telephone system to try to get your call answered as quickly we can. However, as with any GP Surgery there are times of peak demand and your call may not be answered as quickly as you (or we) would like.

If your call is not urgent, we would ask you to help us by avoiding calling the surgery at peak times (Monday mornings and after public holiday closures especially) to enable urgent calls to be dealt with more quickly. This will help us to provide a better service for all.

The **NHS 24** number for problems between 5.30pm and 8.00am is **111**

ZERO TOLERANCE

You have a right to be treated with respect and dignity at all times. So do our staff. We strongly support the NHS policy of zero tolerance of verbal or physical abuse and/or aggression towards any member of the practice team. Any person displaying such behaviour either directly or indirectly towards any member of the practice team will be immediately removed from the practice list. We will not hesitate to involve the police if necessary.

The practice has a CCTV surveillance system.

STAFF TRAINING

We have an active staff training programme. Once a fortnight this practice closes between 12.30 and 1.30pm on alternate Wednesdays and Thursdays to allow for our own in-house training. If you have an emergency during the lunchtime training closure that cannot wait until the surgery re-opens at 1.30pm, you should call the surgery as normal and your call will be diverted to our own standby staff.

Protected Learning Time

In line with all other practices in South Ayrshire, this practice closes at 12.30pm on up to six afternoons in the year for Protected Learning Time (PLT). This gives the whole practice team the opportunity to join with other local practices to undertake mandatory skills updates and training. If you have an emergency during the PLT closure that cannot wait until the practice re-opens the following morning, you should contact NHS 24 (111) for advice and assistance. Notices are displayed in the surgery and on our website well in advance of any planned closures.

CONFIDENTIALITY

All members of staff are bound by strict rules of confidentiality. We are a computerised practice and registered under the Data Protection Act.

Patients have the right of access to their records. To apply for access to your medical record you should write to the Business Manager who will arrange for an appointment.

Our reception desk is located in the practice waiting room and we are very aware that discussions at the desk can be overheard by other patients. Please ask the receptionist if you would like to discuss something without being overheard by other patients. We will always make arrangements to accommodate your request.

HEALTH AND SAFETY

We test our fire alarm every Friday at 1.30pm. The fire signal is a siren and should be silenced swiftly. If it continues to sound you should evacuate the building as quickly as possible by the nearest exit and wait at the assembly point until directed by the responsible officer, which might be the business manager, her deputy or the fire officer. The assembly point is the entrance to the Cathcart Halls opposite the surgery. Our staff are trained to respond to emergencies and they will assist you if required.

COMPLAINTS

Naturally we hope you never have cause to complain. However, if on any occasion you feel we have not performed as well as we might, we would like to hear about it. We find that most problems can be sorted out quickly, at the time they arise, and with the person concerned. If you feel your complaint is more serious you should contact the business manager.

We respond positively to complaints and suggestions. Any problems that do arise are recorded and discussed at practice meetings so we can continually review and improve services for our patients.

We hope that, in the first instance, you will give us the opportunity to investigate any complaint you may have. However, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact the Patient Relations & Complaints Officer at the Community Health Division, PO Box 13, Eglinton House, Ailsa Hospital, Dalmellington Road, Ayr KA6 6AB (Tel: 01292 513600) for further advice. If you feel that neither the practice nor NHS Ayrshire and Arran have handled your complaint correctly, you have the right to appeal to the Ombudsman. The contact details are:

Scottish Public Services Ombudsman
4 Melville Street
Edinburgh EH3 7NS
Tel: 0870 011 5378

Please ask for a copy of our in-house complaints leaflet for further information.

AWARDS

The practice achieved the Practice Accreditation award from the Royal College of General Practitioners for the second time in February 2004. We achieved a three year Training Practice Accreditation again in July 2016. We have been committed to the training of GP Registrars since 1985.

WEBSITE

Our website www.cathcartstreetpractice.scot.nhs.uk contains details of our services, updates and information. You can order repeat medication, sign up for text reminders, update your health records and download useful documents via our website.

TO SEE YOUR DOCTOR

Appointments

Consultations are by appointment only and can be arranged at the reception desk or by telephone. Appointments are normally booked at 10-minute intervals. If you feel you will need more than 10 minutes with the doctor or nurse please ask the receptionist/ telephonist for a double appointment.

Patients who wish to see a specific doctor will be accommodated wherever possible. However, patients should note that our doctors have differing working patterns and some work only part-time hours. A request for an appointment with a specific doctor may incur a delay.

If your doctor of first choice is not available you will be offered an appointment with another doctor. Our doctors' working days are as follows:

	Morning	Afternoon
Mon	Dr L R Miller, Dr C Oldfield, Dr Phin, Dr S Farrell, Dr G McKenzie, GP Trainee,	Dr L R Miller, Dr C Oldfield, Dr S Farrell, Dr G McKenzie, GP Trainee,
Tues	Dr P Shearer, Dr L R Miller, Dr P Phin, Dr S Farrell, Dr G McKenzie, Dr L Patterson GP Trainee	Dr P Shearer, Dr L R Miller, Dr S Farrell, Dr G McKenzie, GP Trainee
Weds	Dr P Shearer, Dr L R Miller, Dr C Oldfield, Dr G McKenzie, GP Trainee	Dr P Shearer, Dr L R Miller Dr C Oldfield, Dr G McKenzie GP Trainee
Thurs	Dr P Shearer, Dr L R Miller, Dr C Oldfield, Dr P Phin Dr S Farrell, Dr L Patterson GP Trainee	Dr C Oldfield, Dr P Phin, Dr S Farrell, GP Trainee
Fri	Dr P Shearer, Dr L R Miller, Dr Phin, Dr S Farrell, Dr G McKenzie GP Trainee	Dr L R Miller, Dr S Farrell, Dr G McKenzie GP Trainee

IT IS IMPORTANT TO BE ON TIME FOR YOUR APPOINTMENT. IF YOU ARE LATE THE DOCTOR MAY NOT BE ABLE TO SEE YOU AND YOU WILL BE ASKED TO RE-BOOK YOUR APPOINTMENT.

CHAPERONES

On occasion your doctor may request that another member of our practice team acts as a chaperone during a consultation or examination. You also have the right to request a chaperone. This will be a member of our practice team. Your doctor/nurse will not be upset or offended if you request a chaperone. We will respect your privacy and dignity during any consultation/examination where a chaperone is present.

TELEPHONE CONSULTATIONS

We offer a limited number of telephone consultations each week. The doctor will call you back on your UK landline or mobile number at an agreed time for a short consultation. Patients find these consultations convenient if they have difficulty coming into the practice or are at work, and where an examination will not be required for diagnosis of the problem. Please make sure you are available at the agreed time so that the doctor is able to speak to you.

FAILURE TO ATTEND

Patients who fail to attend for booked appointments cause serious detriment to our clinicians' time. Each month approximately 200 appointments can be lost due to patients failing to cancel appointments that they do not attend. That's over 30 hours of consulting time lost each month and equates to two whole clinician days per week wasted due to patients failing to attend.

IF YOU CANNOT KEEP AN APPOINTMENT PLEASE LET US KNOW AS SOON AS POSSIBLE. THIS WILL ALLOW US TO PROVIDE A BETTER SERVICE FOR ALL.

Our policy is that patients who fail to attend for three appointments in any 12 month period risk removal from the practice list. Those who fail to attend their registration appointment will not be accepted onto the practice list.

SURGERY HOURS

Monday to Friday - The surgery is open 8am to 5.30pm daily with appointments available from 8.30am to 5.30pm.

EXTENDED HOURS GP SURGERY

We offer 'Extended Hours' GP and Nurse appointments, from 8am, various mornings during the week.

Appointments in our Extended Hours Surgeries are intended for patients who are unable to attend during normal working hours. We respectfully ask that if you are able to attend during normal working hours you do try to do so in order that the Extended Hours appointments are available for patients who cannot attend during the day.

HOME VISITS

Home visits are available for patients who are housebound or too ill to come to the surgery. Requests for home visits should be made before 10.00am to allow the doctors sufficient notice to prioritise calls and plan their routes.

If you request a home visit the telephonist will ask you for details of your problem and a contact telephone number.

Please provide as much information as possible. The doctor may contact you by telephone if he/she needs further details. Please make sure you are available to accept the call if the doctor needs to contact you by telephone.

If the patient has a temperature or a rash, coming to the surgery will do them and others no harm.

EMERGENCIES

In the event of an emergency arising between 8.15am and 5.30pm on weekdays - **call 264051.**

For emergencies arising during weekday evenings/nights and throughout weekends - **call free on 111.**

OUT OF HOURS - NHS24 call 111

Out-of-hours cover for our patients is provided by NHS24. This service is for urgent problems that cannot wait until the surgery re-opens. If you need to call NHS24 you will initially speak to a specially trained nurse who may give you advice or who may transfer your call to a doctor. You might be asked to attend the NHS Ayrshire Doctors on Call (ADOC) treatment centre at Ayr Hospital. If the patient is housebound or too ill to attend the NHS ADOC treatment centre, a house visit or hospital admission will be arranged.

You can also get helpful advice and information via the NHS24 Website www.nhs24.com

IN THE EVENT OF A LIFE-THREATENING EMERGENCY **DIAL 999 AND ASK FOR AMBULANCE.**

TELEPHONE MESSAGES/ADVICE

Patients wishing to leave a message for a doctor/nurse should call the main surgery number (264051). The telephonist will take details of your message and a contact telephone number in case a doctor/nurse needs to call you back (this will normally be done at the end of surgery). Consultations will not be interrupted for telephone calls unless in an emergency.

REPEAT PRESCRIPTIONS

You can order repeat medication:

- By telephone (8.00am Monday until 5.30pm Friday [24 hours])
- By using the prescription request box situated in the surgery entrance hallway using the slips provided or the request slip attached to your prescription.
- By post using the request slip attached to your prescription (please enclose an SAE for the return of your new repeat prescription).
- Online via our website: www.cathcartstreetpractice.scot.nhs.uk

Repeat prescription will be ready for collection from the surgery 2 working days after the request

Many local pharmacies offer a prescription collection/delivery service. Please ask the telephonist or receptionist if you would like to use this service. You should check with your chosen pharmacy for their collection/delivery schedule.

If you no longer require any of your repeat medication please inform the receptionist or telephonist so the item can be removed from your repeat list.

Same-day urgent prescriptions can normally be collected between 5.00pm and 5.25pm - you may be asked to wait. Please try to plan ahead and use the routine re-order system as urgent scripts cause extra work for doctors and staff.

Prescriptions are regularly checked and you will be asked from time to time to attend for a review of your treatment.

Our repeat prescription service is designed to help you manage your medication needs. Stockpiling of medication is unnecessary, wasteful of valuable resources and can be dangerous. We have an 'early warning' system to identify individuals who are requesting medication more frequently than necessary.

RESULTS

Results of blood, urine and x-ray tests are available by calling 293802 (10.30am-5.00pm Monday to Friday).

- Results of blood tests are usually available three working days after they are taken (some special tests take longer).
- Results of urine tests are usually available four to five working days after they are taken.
- X-ray results can often take two weeks until they are available to us.

HELP US TO HELP YOU

Our aim is to offer our patients a fast, efficient and friendly service.

To enable us to do this we require some help from you:

- Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
- If you are unable to attend an appointment please let us know as soon as possible so we can offer your appointment to another patient (please see 'Failure To Attend' earlier in this booklet).
- If you have several problems you wish to discuss with the doctor, please ask for a longer appointment.
- The out-of-hours service is for emergencies and urgent problems that cannot wait until the following day to be seen. Please do not abuse this service.
- Please let us know if you change your home address, telephone number or any other personal details as soon as possible so we can update our records.
- We welcome suggestions for the improvement of our services and patient care. Our suggestion box is located in the surgery entrance hallway or you can provide feedback via our Website www.cathcartstreetpractice.scot.nhs.uk

CLINICS

We offer the following clinics:

Antenatal

Our attached midwife, supported by Dr Shearer & Dr Oldfield sees patients throughout the pregnancy, liaising with the hospital service.

Child Health Surveillance

Dr Shearer and our health visitors review babies and infants regularly through the early years to ensure that they are developing satisfactorily.

Asthma and Chronic Obstructive Pulmonary Disease (COPD)

Dr Shearer, Nurse McKenzie run our asthma and COPD clinics. Patients are invited for reviews annually, or more frequently if they are experiencing problems.

Diabetes

Diabetes is an important cause of preventable disability and illness. All patients with diabetes should be seen at least twice annually, whether at the surgery or at the hospital. Diabetic Clinics at the surgery are co-ordinated by Sister Lydon and Nurse McKenzie. Dr Oldfield and Dr Farrell give medical support and a community dietitian attends the surgery regularly to provide essential dietary advice. Our HealthCare Assistant, provides Foot Checks for diabetic patients.

Chronic Disease Clinic

Patients with a diagnosis of angina, coronary heart disease (CHD), heart attack, cerebrovascular accident (CVA) and/or chronic kidney disease (CKD) are invited to attend for annual health checks at our practice nurses' Chronic Disease Clinic. Patients with one or more of the above conditions will be invited to attend the clinic at least once a year for monitoring and assessment.

Hypertension

Patients with high blood pressure are invited once a year to attend for a health check at our Hypertension Clinic.

Epilepsy

Patients who have been diagnosed with epilepsy are invited for a yearly check on their wellbeing and treatment.

Physiotherapy/Dietetics

Your doctor will refer you to these services if necessary.

OTHER SERVICES

Cervical Cytology

All females between 20 years and 60 years of age should have regular cervical smear tests, normally at three year intervals. You will receive a letter from the Scottish Cervical Cytology Recall System (SCCRS) when your cervical smear is due inviting you to make an appointment at the surgery for this simple procedure. You should contact the surgery to make an appointment with any of our Practice Nurses.

Contraceptive Services

Contraceptive advice can be provided by any of the doctors or practice nurses. The fitting of intra-uterine devices (coils), diaphragms and contraceptive implants is by appointment.

Child Immunisation

Our aim is to immunise all children registered with our practice. The immunisation programme starts when a baby is two months old. Following the routine infant immunisations, your child will be recalled automatically for subsequent immunisations. Child immunisation is carried out at the Child Health Clinics and by the health visitor team on Thursday afternoons.

Flu Vaccination

In accordance with Department of Health guidelines, we recommend annual flu vaccination for patients with diabetes, chronic heart, lung or kidney disease, residents of nursing and residential homes, carers, patients who have had splenectomy and any patients over 65 years of age. Our annual vaccination programme takes place each year commencing September/October. Details of the vaccination campaign are widely publicised in the media and we also display posters in the surgery. You may receive a letter inviting you contact the surgery and make an appointment for your vaccination.

Pneumovac Vaccination

Pneumococcal infection can develop with frightening speed especially in those already suffering from chronic conditions such as chronic bronchitis, diabetes or heart disease. Protection by immunisation is recommended for patients with these conditions. Most people only require this vaccination once in their lifetime. Patients with some clinical conditions will require more frequent vaccination. The Practice will contact these patients to remind them when their vaccination is due.

Minor Surgery

Small skin lesions can be removed under local anaesthetic in the surgery.

Cryosurgery

In this procedure, liquid nitrogen is used to freeze warts and verrucae. Please ask for an appointment with any GP

Newly Registered Patients

Patients wishing to register with this practice should ask for a 'New Patient Pack' which contains a registration form, information about the practice, a health questionnaire and a sample bottle. To proceed with registration patients must complete and submit a signed registration form (or medical card). You will also need to attend a 'New Patient Health Assessment' appointment with our Practice Nurse (*patients under 14 years of age **do not need to attend a New Patient Health Assessment unless they have existing health conditions; asthma etc***) and you must bring the completed health questionnaire to your appointment together with a sample of urine in the bottle provided and photographic proof of identity (passport, driving licence etc). At the appointment your medical needs will be assessed and current medication will be recorded. If you need to see a doctor about a medical condition, please arrange a separate appointment.

If you find you cannot attend your New Patient Health Assessment appointment it is very important that you let us know in advance so that we can cancel/reschedule your appointment. Patients who fail to attend for their 'New Patient Health Assessment' will not be accepted onto our practice list.

CARERS

The practice aims to identify and provide additional support for carers where possible. If you, without payment, provide help and support to a partner, child, relative, friend or neighbour who could not manage without your help, please ask for a Carers Questionnaire at reception. The criteria do vary; the person you care for may need your help and support due to age, physical or mental illness, addiction or disability.

CHANGE OF ADDRESS

We are required by NHS Ayrshire & Arran to notify them immediately of any change of name and/or address of our patients.

Please inform the surgery as soon as possible of any changes to your personal details. You can now do this via our website www.cathcartstreetpractice.scot.nhs.uk or by phone, or in the surgery.

PATIENTS AGED 75 YEARS AND OVER

We recommend an annual health check for all patients aged 75 years and over. Please make an appointment to see the Health Care Assistant.

HOUSEBOUND PATIENTS

The health visitor/district nursing service is provided for those patients who have chronic illnesses or who are housebound. If you are unable to come to the surgery, we can arrange for the health visitor or district nurse to call to take bloods, change dressings etc.

WORK AND SICKNESS

Self-certification with form SC1 is all that is required for illnesses lasting six days or less. Form SCI is available from your employer or to download/print from the HMRC Website. After six days you must consult a doctor.

SERVICES THAT ARE NOT COVERED BY THE NHS

Insurance medicals and non-NHS examinations & services (eg HGV medicals, sports medicals, pre-employment, Certificates) are undertaken by mutual arrangement with the GP of your choice. A fee will be charged in accordance with the recommended BMA rates. Current charges are displayed in the reception area.

SUGGESTION BOX

We are always keen to receive constructive comments and suggestions for improving the service to our patients. Please make use of the suggestion box located in the main entrance, or speak to any member of the practice team.

ACCESS FOR DISABLED PATIENTS

We have a wheelchair ramp available for use at the entrance to the building (please ring the doorbell for assistance) and handrails have been fitted at either side of the front entrance doorway (two steps). Once inside the building our consulting rooms are located on the ground floor and first floor of the building. There is a passenger lift between floors and we have a toilet for disabled patients on the ground floor.

DATA PROTECTION

The Data Protection Act - Your Personal Health Information

To provide you with the care you need, we hold details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment, e.g. GP, health visitor, practice nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes exchange information about your personal health with other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital, we will send relevant details about you in the referral letter and receive information about you from them.

We will provide an Emergency Care Summary (ECS) to Accident and Emergency departments and to 'out of hours' organisations (such as NHS 24) on request. The Emergency Care Summary contains basic information about you, such as prescribing and allergy information, and is designed to enhance your care in an emergency situation. The practice commends this system which can be accessed electronically by OOH and A&E departments throughout Scotland. You can, however, opt out of this service by writing to the Business Manager.

Our practice participates in regional and national programmes such as the Scottish Cervical Cytology Recall System (SCCRS). Your name and address, date of birth and NHS number may be provided for these organisations so you can be included in these NHS health screening initiatives.

We are required to provide basic details about you to NHS Ayrshire & Arran and also to NHS National Services Scotland in order to receive payment for any services provided to you. These organisations have a duty to protect public funds, and are authorised to verify that payments are being properly made. We are required to co-operate with these checks and the disclosure of your basic data is a necessary part of our provision of health care services.

Sometimes we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that information is anonymised and any details that may identify you are not disclosed.

From time to time we are involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and given your consent for us to do so.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details. We may be required by law to pass on certain information, e.g. the notification of births and deaths, notifiable diseases and criminal acts.

Our use of your personal health information is protected by a duty of confidentiality and is regulated by the Data Protection Act. The Act gives you a number of rights in relation to how your personal information is used, including a right to access information we hold about you.

Everyone working in the NHS has a legal duty to keep information about you confidential and adheres to a code of practice on protecting patient confidentiality. Further information on this can be found at www.nhsis.co.uk/confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information, or would like to access your information, please contact our Business Manager.

Freedom of Information Act Publication Scheme

The Freedom of Information (Scotland) Act 2002 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions.

The practice publication scheme document is available to view. Please contact the Business Manager for more information.

GENERAL MEDICAL SERVICES

The Cathcart Street Practice is a GP partnership. It has a General Medical Services (GMS) Contract with NHS Ayrshire & Arran and provides a full range of services and facilities for NHS patients.

You can contact NHS Ayrshire & Arran Health Board at:

NHS Ayrshire & Arran
Eglinton House, Ailsa Hospital
Dalmellington Road, Ayr KA6 6AB

Telephone: 0800 169 1441

USEFUL TELEPHONE NUMBERS

Surgery - Day Or Night	01292 264051
Health Visitors Ayr	01292 885532
District Nurses Ayr	01292 513881
District Midwives	01292 285893
Community Psychiatric Nurses	01292 619699
The Ayr Hospital	01292 610555
Ayrshire Central Hospital	01294 274191
Crosshouse Hospital	01563 521133
Ailsa Hospital	01292 610556
Arrol Park	01292 610558
NHS Ayrshire & Arran	0800 169 1441
NHS Ayrshire & Arran Chaplaincy Service	01292 513023
Or	0800 169 1441
NHS 24	111
Biggart Hospital	01292 470611
Abbey Carrick Glen Private Hospital	01292 288882
Social Work Headquarters, Holmston House	01292 612059
Social Work Department South	01292 281993
Social Work Department North	01292 267675
Social Work Department Prestwick	01292 470099
Breast Screening Unit (Ayrshire Central)	01294 274191
DSS	01292 666000
Ayr Police Station	01292 664000
Samaritans	01563 531313
Turning Point	01292 287777
Alcoholics Anonymous (Meetings)	01292 263126
“ “ “ (24hr Service)	0141 221 9027
Ayrshire Council On Alcohol	01292 281238
ChildLine	0800 1111
Rape Crisis	01292 611301
The Princess Royal Trust for Carers	
South Ayrshire Carers Centre	01292 263000