



# Practice Information

## Practice Boundary

If you are unsure if your address is covered by this practice, please get in touch by email or give us a call for more information.



## Premises

Fullarton Medical Practice is a long established practice in the centre of Ayr, dating back to 1885. From 1961, the practice operated from premises in Fullarton Street and moved to our new premises at 40 Dalblair Road, Ayr in October 2002.

The premises are purpose built with doctors' and nurses' consulting rooms, along with treatment room, minorsurgery room, enhanced administrative, study and conference facilities. All patient and clinical activities are confined to the ground floor. There is pram access, a childrens' play area, disabled toilet and baby changing area.

## Awards

The practice enjoys Practice Accreditation status from the Royal College of General Practitioners and is a training practice for GP Registrars. This means that we provide doctors with a placement in a general practice on a 6 month and 12 month rotational basis.



This booklet is intended to inform you of the services the practice provides and to help you to get the full benefit from them.

We hope you find it useful and keep it somewhere safe and convenient.



# Opening Hours Appointments

## Opening times and hours of Consultation

Mon: 8.20am – 5.30pm

Tues: 8.20am – 5.30pm

Wed: 8.20am – 5.30pm

Thurs: 8.20am – 5.30pm

Fri: 8.20am – 5.30pm

Sat: CLOSED

Sun: CLOSED

Please note: The practice is closed from 1.00pm – 1.45pm Every Wednesday for staff training.

More details regarding the appointment system are also noted in the section “[How to see your Doctor](#)”. In addition to these consultation hours the doctors undertake practice administration and carry out home visits to housebound or terminally ill patients.

## Cancelling Appointments

If you need to cancel an appointment with a doctor or a nurse, you can email us via the practice website. However, we can only accept cancellations by email if the appointment is at least 48 hours ahead. If you need to cancel and/or re-book an appointment with less than 48 hours notice please telephone the surgery.

# New Patients Existing Patients

## Updating your Personal Health Record

If you have recently attended a hospital appointment and had your height, weight or blood pressure recorded you can include this in your practice notes.

## New Patients

To register with the practice you will be asked to complete a questionnaire and a registration form and will need photographic ID e.g. driving licence. Once registered you will be invited for a basic health medical. Patients who fail to keep their first booked appointment with a doctor or nurse will not be accepted on our practice list. Please note we can only accept patients who live within the practice boundary. Please refer to the practice area map on page 1.

## Changing Personal Details

If you have moved house, or changed your name or telephone number it is important that you let the practice know so that we can amend your practice notes.





# How to see your Doctor

## Consultations

All consultations are by appointment. You may consult any of the doctors by telephoning the surgery in advance during opening hours. You can also register for **Patient Access our on-line appointment booking service**. Please ask the receptionist for more details. Urgent problems (conditions which can't wait a day or two) will be triaged by a member of the clinical team who will offer advice, treatment or make an appointment for you. Otherwise you will be offered the first available time with the doctor of your choice. Priority is always given to babies and young children. If you can't keep an appointment please let us know as soon as possible.

Failure to attend appointments, or to cancel an appointment no longer needed will result in an initial warning letter. If this continues it may result in your removal from the practice. The practice offers a text reminder service for appointments. If you prefer not to receive these reminders please let the receptionist know. You may express a preference in writing to receive services from a particular Doctor/Health Care Professional either generally or in relation to a particular condition. We shall endeavour to comply with reasonable requests but reserve the right to decline if the preferred person has reasonable grounds to refuse, or does not routinely perform the service in question.

## Home Visits Test Results

### Home Visits

Home visit can be arranged for patients who are too unwell to come into the surgery, housebound or terminally ill, please try to telephone before 10am, or as early as possible to help the doctor to plan his/her rounds. If you are in doubt about the need for a home visit, remember the facilities for examination are better at the surgery and a home visit takes up to four times as much of the doctor's time.

### Test Results

Advice about hospital reports or test results may be obtained by telephone after 2pm any weekday afternoon. In order to maintain confidentiality only general statements will be made.

### Out of Hours

Out of hours care is provided by NHS 24. This service is operated from 5.30pm to 8.30am Monday to Thursday, and 5.30pm Friday evening to 8.30am Monday morning.

**NHS 24 telephone number is: 111** this is for urgent emergency problems only. The number to contact is on the answering machine at our surgery and is listed under the useful telephone numbers in this booklet.

If you require a doctor for an urgent medical problem during the hours mentioned then please call this number. You will be given advice and/or asked to attend the primary care treatment centre at Ayr Hospital, or visited if this is warranted.



# Text Reminders Prescriptions

## Automated Patient Appointment Reminder and Message Service

Patients are offered text reminders 48 hours before their booked appointment.

Text messages are also used for health promotion for example during flu vaccine campaigns, or to provide smoking cessation advice.

We may also send text reminders when routine health checks are due.

If you want more details about medical messenger, or want to be excluded from text messaging please speak to the receptionist.

## Prescriptions

It is advisable that prescriptions are renewed at least 7 days before the medication runs out.

All prescriptions will be kept at the reception desk for collection for a period of one week, after which they may be destroyed. All repeat prescription requests are carefully monitored and you will be asked to make an appointment to review your treatment.

Computerised printing and recording of prescriptions is in place.

Please do not ask for medication on repeat that you have not had before.

No new medication will be given without discussion with a doctor.

## Prescriptions Out of Hours

### Prescriptions (Cont.)

There are 4 ways to request your repeat prescriptions.

#### ONLINE

Order your prescriptions with Patient Access (see website)

#### REPEAT PRESCRIPTION RE-ORDER FORMS

If you have a re-order form, this should be placed in the box at reception.

#### TELEPHONE

We have an automated prescription telephone service which is available 24 hours a 7 days a week. Please allow 2 working days for us to process your request.

#### POST

Enclose your request in a stamped addresses envelope and post it to us.

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# Staff Information

## Practice Doctors

### **Dr Alan A J White**

MB ChB (Glasgow 1983)

MRCGP, DRCOG

### **Dr Joanne L Ashcroft**

MB ChB (Glasgow 1988)

MRCGP, DFSRH

### **Dr Linsey Walker**

MB ChB (Edinburgh 1998)

MRCGP, DRCOG

### **Dr Stephen Dunne**

MB ChB (Dundee 2008)

MRCGP, DRCOG, DOH

### **Dr Gemma Freestone**

MB ChB (Glasgow 2008)

MRCGP, DRCOG, DOH

### **Dr Naomi Brown**

MB ChB (Glasgow 2009)

MRCGP, DRCOG, DOHMRCGP,  
DRCOG, DOH

## Advanced Nurse Practitioner

### **Mrs Lynn Callaghan**

RCN Approved Nurse Practitioner  
Independent & Supplementary  
Nurse Prescriber, BSc Nursing  
Studies RGN, RSCN

### **Mrs Lisa Malcolm**

RCN Approved Nurse Practitioner  
Independent & Supplementary  
Nurse Prescriber, BSc Nursing  
Studies RGN, RSCN

### **Mrs Joanne Cullen**

RCN Approved Nurse Practitioner  
Independent & Supplementary  
Nurse Prescriber, BSc Nursing  
Studies RGN, RSCN

## Practice Staff

## Practice Nursing Team

### **Sandra Wylie**

RGN, FPC, Asthma Dip, COPD,  
Diabetes

### **Nicola Nisbet**

RGN

### **Shannon Jones**

RGN

### **Gillian McDonald**

Healthcare Assistant

### **Practice Manager**

Joanne Gibson is in overall charge of the day to day running of the practice. She co-ordinates and implements practice policy and ensures staff training remains the highest priority. If you have suggestions, or complaints, please make them known to Joanne, or one of the doctors.

## Reception & Admin

There are 6 full-time and 3 part-time staff who carry out admin and reception duties. Reception staff are trained and qualified for their job and are a very important part of the health care team. They act on the Doctors' instructions and maintain strict patient confidentiality.

When telephoning for medical attention reception staff may ask you for some personal details which may include date of birth for accurate identification. This information helps them to deal with your enquiry quickly, effectively and efficiently. Reception staff are able to signpost you to the most appropriate service or appointment. They can only do so if you provide them with the information they need.



# Practice Staff (Cont.)

## Community Psychiatric Nurses

They are based in various locations e.g. Ailsa Hospital, Seafield base or Ayrshire Central Hospital campus. They are normally contacted via the GP practice. Patients who are currently under their care can contact them directly. Patients can request to see their CPN at the surgery rather than at one of the local bases.

## Advance Nurse Practitioner (ANP)

Our ANPs are registered nurse who are clinically trained to assess, diagnose and treat patients. They are highly skilled and have expertise in caring for patients with minor illnesses and conditions.

Patients requesting a same day urgent appointment will be triaged by a member of the clinical team and may be booked in with an ANP or another member of our clinical team.

## Practice Nurses

Our Senior Practice Nurse, Sandra Wylie works along with Nicola Nisbet, Shannon Jones and our healthcare assistant Gillian McDonald. As well as general nursing duties they are available for general health and dietary advice, well person clinics and blood tests. Our Practice Nurses have a particular interest in family planning and are closely involved in running diabetic Clinics and asthma/respiratory Clinics with doctors.

## Community Nursing Staff

There is a community nursing team service attached to the practice. They are available to give nursing care to patients in their own homes at the request of the hospital, the practice clinical team, or relatives.

## Health Visitors

Karin Smith, Emma Bruce and staff nurse Linda McGinn are involved in the healthcare of patients particularly, children.

Along with the doctors in the practice they carry out Child Surveillance Clinics. They are based in North Ayr Centre.

## Mental Health Practitioner

Michelle Robertson can see you for an assessment of your mental health and further signpost or refer you to other services. Michelle sees patients aged between 18 and 64 years who are not currently known to mental health services.

## Community Links Practitioner

Rebecca Watson can help you to find about activities in your area.

Offer support and advice about money problems, dealing with loss and loneliness.



# Special Services

## Diabetes

The practice nurse, along with community pharmacist, run a weekly diabetes clinic. Dietetic advice is provided by the dietitian.

## Dietitian

There are regular weekly clinics run by a dietitian attached to the practice.

## Family Planning

A full confidential service is provided, including oral contraception, coil fitting, implants and a full range of barrier methods. Initially, a routine appointment is made either with the practice nurses, who are fully family planning trained, or with one of the doctors.

## Cervical Smears and Well Woman Advice

Simply request an appointment with the practice nurse or one of the doctors. It should be noted that all women between 25 and 65 should have regular smears every three years. This is a simple procedure. There is a fully computerised recall system to deal with the initial appointment and any subsequent follow-up.

## Well Man/Well Women Clinics

An appointment can be given at the patient's request. We also offer health checks for those who are over 75. If you think you would benefit from a health check please ask for an appointment.

## MSK Services

Brian Scarisbrick our Practice Physiotherapist sees patients in the surgery on a Tuesday. Please ask the receptionist for more information.

## Minor Surgery

Dr White and Dr Dunne carry out minor surgery procedures. These include removal of cysts and moles, joint injections and cauterization. These and other minor surgical procedures are fitted in at times to suit patients.

## Medication Advice or Reviews

Our pharmacy team is made of pharmacists and pharmacy technicians. They are usually available Monday to Friday to answer any medication queries you might have.

## Phlebotomy/ Blood Samples

This clinic is run along the same lines as a hospital phlebotomy service. For routine blood monitoring needs, you may be asked to attend one of these clinics.



## Nurse led Chronic Disease Clinics

For information about comprehensive nursing care, including home and nursing for the chronically ill, contact the receptionists.



# Special Services

## Eye Care

Opticians are experts in examining and diagnosing eye problems. They have much better equipment for examining eyes than the GP Surgery and can provide treatment and ongoing referral if required. Locally there is a scheme called Eye care Ayrshire where opticians offer on the day appointments for new eye problems. Just phone your usual or nearest optician.

## Dental Care

GPs do not have any training in treating dental problems. If you have a dental issue you need to see a dentist. If you are not registered with a dentist please call the Ayrshire Dental Helpline on 01563 578666. You can also get dental advice by phoning 111.

## Pharmacy First & Minor Ailments Service

Your local pharmacy can offer advice and medication without an appointment. They also offer Pharmacy first which can provide free treatment for some urinary infections, skin infections and shingles. Pharmacies also run the Minor Ailments Scheme which provides free medication for certain conditions to children, those aged over 60 or those receiving certain benefits. Pharmacies also offer emergency contraception, sexual health advice and may offer NHS stop smoking clinics.

## Basic Health Tips

### Eight Ways to Keep Healthy

1. Blood Pressure Has yours been checked in the past 5 years?
2. Overweight Some people are overweight, others are "Undertall". Chances are, you are overweight.
3. Smoking More & more people are giving up smoking. There are various programmes available to help you quit.
4. Exercise Regular exercise has both physically and mental health benefits
5. Relaxation Tension and anxiety can be helped by doing something you enjoy and which helps you relax
6. Alcohol Can make a good servant but a bad master.
7. Cervical Smears We recommend that women should have a regular, three yearly cervical smear.
8. Tetanus Prevention We will check if you are immune and bring your cover up to date.



# Fit Notes Comments/ complaints

## Absence From Work Fit Notes

Self-certification with form SC2 is all that is required for illness lasting 5 working days or less. This form is available from your employer or downloaded from [hrmc.gov.uk](http://hrmc.gov.uk)

Private forms or holiday cancellation forms require a fee to be paid, as do passport forms.

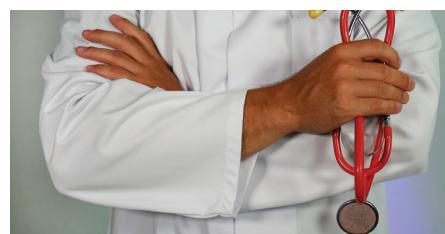
Please enquire at reception regarding current fees. Please let us know if you have changed your address, or telephone number. If you are waiting for a hospital appointment please also let the hospital know.

## Comments Complaints or Suggestions

Fullarton Medical Practice is committed to providing high quality treatment to patients through the delivery of safe, effective and person-centred care. We understand, however, that sometimes things go wrong. If you are dissatisfied with something, please tell us and we will do our best to put things right. Or ask a member of the team for a copy of the practice complaints policy.



## Help Us Help You



## Help Us To Help You

Please do not request a home visit unless you are housebound or genuinely too ill to attend the surgery. The out of hours service has been commissioned by Ayrshire & Arran Health Board and is for emergencies and urgent problems. Please do not abuse this service. If you are unable to attend an appointment please cancel as early as possible as this frees up the appointment for someone else.

## Chaperoning

All patients have the right, if they wish to have a chaperone present during a consultation, examination or procedure as this can be stressful and/or embarrassing for the patient. The Doctor may also wish to have a nurse available in some instances. Patients wishing a chaperone should inform the practice prior to the examination or procedure where upon a mutually suitable person (usually a nurse) will be asked to help.



# Patients' Rights & Responsibilities

## Summary of Patients' Responsibilities

As a patient you have certain rights and entitlements, some of which are outlined below. To use the NHS and to be treated equally, no matter what your income, race, sex, age, sexuality or disability. Your records are confidential. Information is disclosed to a 3rd party only with your consent. Legally we must provide information, when requested to do so, to other NHS bodies for audit purposes. Everyone working in the NHS has a professional and legal duty to keep the information confidential. You may accept or refuse treatment including examinations, tests and

diagnostic procedures. We will provide you with enough information to make an informed choice about whether to accept or refuse treatment. You are able to see your records, any medical report prepared for an insurance company or employers. For information on getting access to your records, contact the receptionist. You may complain if you are not happy with the treatment or service you receive from the practice. Please contact the receptionist regarding the complaints procedure.



## Patients' Rights & Responsibilities

## Summary of Patients' Responsibilities

A proper balance between the patients' rights and patients' responsibilities is required to help the practice work more efficiently. Please help us to help you by adhering to the following.

- Try to follow advice given to you. If you are unsure please ask.
- Only take medicine prescribed for you and finish the course of treatment. Do not take medicines which are out of date. Give your old medicines to your pharmacist for disposal. Your pharmacist will also be happy to advise you about any concerns you may have.
- Only ever use the Out of Hours service when you can not wait until the surgery is open.
- Only ever use the emergency services in a real emergency. Do not forget that there may be seriously ill people who require the service.



# Useful Telephone Numbers

**Surgery - Day and Night**  
01292 264 260

**NHS 24/7**  
111

**Health Visitors**  
01292 88 55 32

**District Nurses**  
01292 51 38 78

**Community Psychiatric  
Nurses**  
01292 610 556

**Ayr Hospital**  
01292 610 555

**Ailsa Hospital**  
01292 610 556

**Crosshouse Hospital**  
01563 521 133

**Crosshouse Outpatient  
Appointments**  
01563 828 070

**Biggart Hospital**  
01292 470 611

**Carrick Glen Hospital**  
01292 288 882

**Arrol Park Resource Centre**  
01292 610 558

**NHS Ayrshire & Arran General  
Enquiries**  
0800 169 1441

**Social Work Department  
North**  
01292 267 675

**Social Work Department  
South**  
01292 281 993

**Social Work Department  
Prestwick**  
01292 470 099



**40 Dalblair  
Road, Ayr,  
KA7 1UL**

**Call: 01292 264 260  
Fax: 01292 292 160**