**Office hours – Ballantrae**

Monday – 8.30am – 6.00 pm

Tuesday to Friday inclusive – 8.30am – 5.30pm

Dispensary opening times - Ballantrae: 9-11am; 3-5pm

**Surgery Hours – Doctor, Ballantrae**

Monday 9.00am – 11.00am 3.30pm – 6.00pm

Tuesday 9.00am – 11.00am 3.00pm – 5.00pm

Wednesday 9.00am – 11.00am 3.00pm – 5.00pm

Thursday 9.00am – 11.00am 3.00pm – 5.00pm

Friday 8.40am – 11.00am 3.00pm – 5.00pm

**Surgery Hours – Nurse, Ballantrae**

Monday 8.30am – 1.00pm 1.00pm – 6.00pm

Tuesday 8.30am – 12.30pm 2.00pm – 5.00pm

Wednesday 8.30am – 12.30pm 1.00pm – 5.30pm

Thursday 9.00am – 1.00pm 1.00pm – 5.00pm

Friday 8.30am – 12.30pm 1.15pm – 5.15pm

**Office / Surgery Hours - Doctor, Barrhill**

Monday 3.00pm – 6.00pm

Thursday 2.30pm – 5.30pm

**Office / Surgery Hours – Nurse, Barrhill**

Tuesday 9.00am – 1.00pm

Wednesday 9.30am – 12noon

Medications/prescriptions can be collected from Barrhill within these times

**Telephone Advice Surgery – Monday – Friday**

Please contact the practice, your details will be taken and a doctor or nurse will call you back at the earliest opportunity.

**Antenatal Clinic (by appointment), Ballantrae/Barrhill**

Tuesday 10.30am – 11.00am

**Child Health Clinics - Ballantrae**

Child Health Surveillance & Immunisation - by appointment

**SURGERY TIMES ARE OCCASIONALLY SUBJECT TO CHANGE AT SHORT NOTICE.**

**BALLANTRAE MEDICAL PRACTICE**

**PRACTICE LEAFLET - GUIDE FOR PATIENTS**



Practice catchment area: Glendoune roundabout in the

North and Dumfries and Galloway boundary in the South & East.

**Dr Katy Sloan**

**Dr John Owen**

**Dr Ravindra Sondhi**

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**Opening hours – 08:30hrs – 18.00hrs Monday**

**08.30hrs to 17.30hrs Tuesday to Friday**

**IN AN EMERGENCY PLEASE PHONE 999**

**After 17:30 hrs and at weekends please call**

**NHS 24 – 111 www.nhs24.co.uk**

Ballantrae Surgery Barrhill Surgery

30 Main Street 44 Main Street

Ballantrae KA26 0NB Barrhill KA26 0QP

Tel: (01465) 831302 Tel: (01465) 821218

Fax: (01465) 831583

**Website:** [**www.ballantraemedicalpractice.co.uk**](http://www.ballantraemedicalpractice.co.uk)

**MEDICAL TEAM**

**Katy Sloan** MBChB (1993 Aberdeen), MRCGP.

**John Owen** BSc MBBS MRCGP

**Ravindra Sondhi** BSc. (Hons), MBBS, MBA

**Ms Isabelle Rostaing** Infirmiere Diplomee d’Etat Practice Nurse

**Ms Jennifer Cairns** RGN, BSc, Dip HE Practice Nurse

**Mrs Kate Hand** CTAC Nurse

**STAFF**

**Mrs Tanya Orr** Practice Manager

**Mrs Carole Wallace** Receptionist

**Mrs Sharon Robertson** Administrator

**Mrs Linda Johnstone** Administrator

**Mrs Fiona Maclean** Dispensary Manager

**Ms Carla Aitkenhead** Dispenser

**Mrs Kim Edwards** Dispenser

**Miss Natalie Brawls** Trainee Dispenser

**Miss Lucy Warwick** Health Visitor

**Mrs Tracy Walker** Midwife

**Mrs Sharon Andrew** Dietician

**Mr Liam McGee** General Practice Clinical Pharmacist

**Ms Deborah McClymont** Mental Health Practitioner

**District Nursing Team**

**Isabelle Rostaing** District Nurse

Ballantrae Medical Practice is contracted by NHS Ayrshire & Arran to provide primary medical services. NHS Ayrshire & Arran can be contacted at:

**The Primary Care Team,**

**NHS Ayrshire & Arran,**

**Eglinton House, Ailsa Hospital**

**Ayr, KA6 6AB 01292 513600**

*Leaflet revised November 2023*

**TEACHING AND TRAINING**

The Practice takes part in the teaching of medical students and nursing students. Your consent will be requested before you are seen by a student.

**FOREIGN TRAVEL**

Lots of useful travel health information is available online from the Fit for Travel website [www.fitfortravel.nhs.uk](https://www.fitfortravel.nhs.uk/home.aspx) provided by NHS (Scotland). **It is important that you read through the information available online first before contacting NHS Ayrshire & Arran’s Travel Health Service.**

Please contact NHS Ayrshire & Arran’s Travel Health Service by emailing [travelhealthenquiries@aapct.scot.nhs.uk](mailto:aa.travelhealthenquiries@aapct.scot.nhs.uk) for further information. You will then receive a travel risk assessment form to complete and return. A member of the Travel Health Service will then contact you to advise what your next steps are.

**NEW PATIENT REGISTRATION**

Our registration is open to all patients who are eligible for NHS care and who live within our Practice boundary, as shown on the front page. Please ask at Reception if you are unsure whether you live within the catchment area.

When registering, please bring proof of your address and one form of photographic ID. There are two forms to be completed – a registration form and a patient information form.

As medical notes often take some time to reach us from your previous practice, you may be asked to come to the surgery for a new patient medical. This medical will include taking a brief medical history, blood pressure, height, weight and a urine check.

**DISPENSING**

Due to our rural location we can dispense prescription medication to most patients. You will be advised if you live outwith this location and will be given a prescription to take to the chemist.

**REPEAT PRESCRIPTIONS - DIRECT DIAL 01465 831600**

Prescriptions can be ordered and collected between 9am and 11am and 3pm and 5pm Monday to Friday from Ballantrae.

***Please allow a minimum of 48 hours notice for repeat prescriptions***.

**MEDICINES CANNOT BE COLLECTED**

**AT THE SAME TIME THEY ARE ORDERED**

**APPOINTMENTS & HOME VISITS**

To arrange a telephone consultation with a doctor, please telephone 01465 831302 during office hours. A face to face appointment will then be arranged if required. If you have a preferred practitioner you may have to wait longer for a consultation.

Should you wish to make an appointment with our Practice Nurses, please telephone 01465 831302 during office hours.

Home visits will normally only be available for those who are housebound or whose illness prevents them visiting the surgery. **If possible, please make requests for home visits by 10am, as this allows the doctor to better plan visits and so reduce delays.**

**Extended Hours –** At BallantraeGP appointments are available from 08.40am on a Friday and up to 6pm on a Monday. At Barrhill GP appointments are available up to 6pm on a Monday. Nurse appointments are available at Ballantrae up to 6pm on a Monday and from 08.30am on a Tuesday and Friday.

**Home Visits –** Please phone before 10.00am for home visits.

**COMMENTS, FEEDBACK & COMPLAINTS**

Constructive comments are most welcome. Please put them in writing and pass to reception staff or put in suggestion box situated beside the Dispensary at Ballantrae and in waiting area at Barrhill.

The Practice follows the NHS complaints procedure and operates an in house complaints procedure. If you have any complaints or feedback about your treatment or the service offered please see or write to

Tanya Orr, Practice Manager, who is our complaints officer.

If you feel you cannot raise your complaint with us or if you are dissatisfied with the result of your investigation please contact

Ms Martha McCrae, Patient Relations & Complaints Officer, Executive Offices, NHS Ayrshire & Arran, Ailsa Hospital, Dalmellington Road, Ayr, KA6 6AB.

**FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**

Information about the Practice, information held etc. is available in a separate leaflet – please ask at reception for a copy if required.

**DISABLED FACILITIES**

Both surgeries have ramps and facilities for the disabled and wheelchair users.

**AVAILABLE SERVICES**

The practice offers a range of services including minor surgery; family planning; pre-conception advice; contraceptive services (long acting reversible contraceptives – contraceptive implants); wound dressings; blood samples; INR testing; Well Woman and Well Man; travel advice and vaccination;

DMARDS management; chronic disease management

**DIABETIC CLINIC**

The diabetic clinic is currently being restructured.

**DIETETICS**

We have access to Dietetic services which are held locally.

**PODIATRY**

Patients can self refer to the Podiatry Service – forms are available from Reception. Please note the Podiatry no longer offers a nail cutting service– this can be provided by FootcAyr and incurs a small fee – a leaflet describing this service is also available from Reception.

**PHYSIOTHERAPY**

Our Physiotherapist is in practice on a Tuesday morning. Please contact Reception to make an appointment.

**CERVICAL SMEARS**

Recommended for all women between 20 & 60 years of age and should be carried out every 3 years. Appointments are with Practice Nurse Cairns.

**CHILD HEALTH SURVEILLANCE**

The Practice offers child health and immunisation clinics in conjunction with NHS Ayrshire & Arran Early Years Staff Nurses and Health visitors. For further information please contact our Health Visitor**, Lucy Warwick**, who can be contacted on **01465 716458** or via the Surgery.

**DISTRICT NURSE**

The District Nurse should be contacted direct on **01292 616703** – this number has a voicemail facility and messages left will be attended to as soon as possible by the District Nursing Team.

**OUR RESPONSIBILITIES TO YOU**

We are committed to giving you the best possible service.

**Names –** People involved in your care will give you their name and ensure that you know how to contact them.

**Waiting time –** We run an appointment system for all clinicians. We will aim to see you at this time. You should not be kept waiting more than 30 minutes without an explanation for the delay.

**Telephone –** We will try to answer the phone promptly and ensure that there is sufficient staff available to do this.

**Test Results –** If you have undergone tests or x-rays organised by the practice we will let you know the results at your next appointment or advise you how and when to obtain the results if no further appointment is needed.

**Information –** We will give you full information about the services we offer.

**Data Protection –** We adhere to the current Data Protection Act. We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care. Patients may be contacted by letter, telephone or e-mail. Those who consent to the practice using their mobile phone number will be sent text reminders of appointments and other messages relating to the provision of health care.

**Health Records –** You have the right to see your notes, subject to certain limitations in the law. Your notes are kept strictly confidential at all times and will only be shared with others as needed for your care. All staff are aware of their duty regarding confidentiality and there is a code of practice which is adhered to.

Further information can be found at [www.nhsis.co.uk/confidentiality](http://www.nhsis.co.uk/confidentiality)

**Emergency Care Summary –** Your Emergency Care Summary (ECS) is made available to the NHS out of hour’s provider. For more information please see Emergency Care Summary leaflet, accessed via the Practice website.

**YOUR RESPONSIBILITIES TO US**

Please help us to give you the best possible service.

**Change of Address/ Name –** Please let us know if you change your name, address or telephone numbers (including mobile number).

**Appointments –** Please do everything you can to keep appointments and tell us as soon as possible if you cannot. This minimises the delay for other patients.

**Home Visits –** Please ask for home visits only when the person is housebound or too ill to visit the surgery. Where possible, please make requests for home visits by 10am. We have a Home Visit information leaflet available.

**Respect –** We will treat you with respect and courtesy - please treat staff with respect and courtesy. If a patient is violent or abusive towards a Doctor, Nurse, Practice staff or other patients on the Practice premises, this may result in that patient being removed from the Practice list and may also result in further action being taken.

**Information –** Please read the Practice booklet. This informs you of how to get the best out of the services we offer. Please ask if you are unsure about anything.