

TANYARD MEDICAL PRACTICE CUMNOCK



2 TANYARD, CUMNOCK, AYRSHIRE KA18 1BF

Tel: 01290 421157 & 422723

Fax: 01290 425444

www.cumnockhealthcentre.co.uk

Dr R Lockens, Dr P Dunlop, Dr F Mitchell, Dr G Powell,
Dr B Henderson, Dr A Paulina, Dr P Church & Dr K Lowry

Welcome To Tanyard Medical Practice

We hope that this booklet will provide you with the information necessary to help you make the best use of our services. Many of our patients come from families who have been our patients for several generations. We are delighted to continue and encourage this continuity of care for family medicine. We welcome new patients to the practice and would encourage them to read the information in this booklet and to contact our staff if they have any questions about any aspects of our service. If you have any questions or comments about the information in this booklet then please do not hesitate to contact our practice manager.

SURGERY OPENING TIMES

Monday - Friday **08.30 hours - 17.30 hours**

APPOINTMENT TIMES

Monday - Friday **08.30 hours - 10.50 hours**
11.30 hours - 12.50 hours
14.00 hours - 17.30 hours

EVENING SURGERIES

The practice now has evening appointments available to patients. An evening surgery runs once a week with two GPs consulting. Appointments are available between 17.30 and 20.20. Please note, during these surgery times, it will not be possible for blood tests and certain physical examinations to be carried out.

EMERGENCIES

Should you consider this to be a life or death situation please dial 999 at any time.

Monday - Friday **08.30 hours - 17.30 hours**

Emergencies are covered by the partners. Please phone **01290 421157**.

OUT-OF-HOURS EMERGENCIES

Monday - Thursday **17.30 hours - 08.30 hours the following morning**
Friday **17.30 hours - 08.30 hours on Monday**

For medical attention outwith normal working hours, please phone the out-of-hours service on **08454 24 24 24**. Telephone advice and triaging is provided by NHS 24. House visits and hospital-based clinics are provided by NHS Ayrshire Arran Out-of-Hours Service; they have taken over from "ADOC" who previously delivered this service.

PLEASE DO NOT ABUSE THE EMERGENCY SERVICES.

The Out-Of-Hours Service Is Able To Offer:

1. Advice by phone from either doctor or nurse.
2. An appointment (up to midnight) for you to see a GP in Ayr Emergency Treatment Centre (Ayr Hospital).
3. If the patient is too ill or unable to attend the surgery and the doctor or nurse thinks a home visit is necessary, then a doctor will call at your home. Should the patient be unconscious, suffering from severe chest pains, collapsed etc please dial 999 and request an ambulance. There is no need to consult a GP first.

Visit our website: www.cumnockhealthcentre.co.uk



What A Picture!

K & M Photography offers the whole range of photographic services that you would expect from any good professional photographer, including commercial, portrait, fine art, engagement portraits and, of course, weddings. After all, what better way to preserve those special memories forever than in photographs?

Whilst offering a full range of services, K & M Photography have been a specialist wedding photographer for six years bringing a fresh, modern approach to wedding photography. Their service can begin before the big day, with a pre-wedding shoot at the venue, so that you can meet and get to know the photographer who will be there on the day, and explore the venue to ensure you get the best possible shots. On the 'big day' the photographs cover the whole occasion - from the preparation, through the service, reception and evening celebrations. K & M Photography is a family business and most weddings have at least two and often three members of the family in attendance so you can be certain to get just the photograph you want.

As part of his modern approach, Kenny publishes all of your photographs on a C.D. and within a few days they will supply you with a website link so that you and your family and friends can re-live your wedding day, and see all of the emotion and spectacle - some of which perhaps you missed.

Once you have selected your favourite photographs they can be presented in a story-book album, which can include the relaxed shots taken on the pre-wedding shoot.

Visit the website at www.kandmphotography.co.uk then contact K & M Photography to enquire about their total service and prices - you may be very surprised.

Advertising Feature

To feature your business in our booklet call 0800 612 1516

	<p><i>The Royal Hotel</i></p> <p>1 Glaisnock Street Cumnock, Ayrshire KA18 2LL</p> <p>Tel: 01290 420822 Fax: 01290 428777</p>	<ul style="list-style-type: none"> • Food served all day • Function suites • Conference facilities • En suite bedrooms • Weddings
	<p></p> <p><i>Lochside House Hotel</i></p> <p>Nr New Cumnock Ayrshire KA18 4PN</p> <p>Tel: 01290 333000 Fax: 01290 333002</p>	

Your Local Hotel

In a busy stressful world making time to unwind and relax is vital to maintain good health so why not check out the services on offer and indulge yourself at your favourite local hotel.

We tend to think that hotels are for business travellers or holiday makers. In fact, they are part of the local community and, as such, they look forward to welcoming local residents to experience all the services they have to offer.

Hotels offer a wide range of services, from Health Clubs / Beauty Salons to a meal out, and the hotel staff are always keen to ensure your stay, however long or short, is both a memorable and enjoyable one, so that you will return again and again.

It is always a good idea to check with staff for special offers, like theatre bookings, special excursions, local places of interest and general attractions or perhaps even a themed evening.

Of course, hotels also cater for those very special family events, like wedding receptions, birthday celebrations, christenings and, less happy but equally important, receptions after funerals. For local businesses, of course, they are delighted to help with conference facilities, product launches etc.

Don't forget, the hotel restaurant is available for an intimate dinner for two as well as parties and celebrations. So check out the facilities on offer at your local hotel - you will be pleasantly surprised with just what they have to offer you.

To advertise your business in our booklet call 0800 612 1516

YOUR DOCTORS

Dr Rosalind Lockens	MBBCh 1989 (Belfast) DRCOG DCH
Dr Paul Dunlop	MBChB 1998 (Glasgow) MRCGP
Dr Fiona Mitchell	MBChB 1998 (Glasgow) DRCOG MRCGP
Dr Gareth Powell	MBChB 1994 (Dundee) DRCOG DCH MRCGP
Dr Bruce Henderson	MBChB 1996 (Dundee)
Dr Awfa Paulina	MBChB 1993 (Baghdad, Iraq) MRCGP
Dr P Church	MBChB 2000 (Glasgow) BSc (Hons) DCH MRCGP
Dr Karen Lowry	MBChB 1997 (Dundee) DRCOG

SURGERY CHARTER

Your doctors and their staff will always do their best for you. But they need your help to provide the best care for all patients. Please show your support by following these simple guidelines:

- Please treat your doctor and their staff as you would expect to be treated by them - with politeness and respect.
- Please cancel appointments that you cannot attend or no longer need - somebody else is always waiting.
- Please think twice before calling a doctor to your home - is a visit really necessary?
- Please do not expect a prescription every time you visit the surgery - good advice is often the best treatment.
- Please remember that you can find basic health information elsewhere - for example your local pharmacist and NHS 24 on 08454 242424.
- Please request your repeat prescriptions at least three days in advance - this will help avoid delays.
- If you do have a genuine complaint, please contact the practice manager to discuss your concerns. This is the quickest way to solve any problems.

Violence And Abuse

This will not be tolerated under any circumstances. The police will be called if necessary, and any patient violent or abusive to doctors or staff will be removed from the practice list immediately.

PRACTICE STAFF

Practice Nurses

Mrs Marie Chalmers

EN, RGN Diabetic Dip

Mrs Jacqueline Stewart

RGN, Asthma Dip, COPD, Independent Prescriber, Marie Curie Breast and Cervical Cytology Screening, and contraception services.

Mrs Linda Waddell

RGN, Independent Prescriber, BSc Advanced Practice in Primary Care, COSCA Counselling Skills Certificate and Higher National Diploma in Adult Nursing.

Mrs Avril Clark

RGN

For the latest information: www.cumnockhealthcentre.co.uk

DNAs (DID NOT ATTEND)

Every week we have approximately 50 patients who do not arrive for their appointments and they fail to cancel. These appointments are valuable and could be used for patients who really need to see the doctor that day. Please telephone well in advance if you cannot attend or no longer need your appointment.

Persistent failure to attend without notification may result in a patient being asked to register with another practice.

REPEAT PRESCRIPTIONS

If you need regular prescriptions and your doctor does not need to see you every time, you will be issued with a 'repeat prescription'. When you collect a prescription you will note that it is perforated down the centre. The left-hand side is the actual prescription. The right-hand side (re-order slip) is a list of medicines that you can request without booking an appointment to see a doctor. Please tear off this section (and keep it) before handing the prescription to the chemist for dispensing.

When you need to order your medicines please tick the items you require on the re-order slip, place the re-order slip in the box which is located to the left hand side of the reception desk, or post it to us if at all possible. Please note, should you wish to receive your prescription by post an SAE should be enclosed with your request.

There is also a 24-hour answering machine should you wish to phone in your repeat prescriptions on **01290 427657**. Please leave your name, date of birth, address, the names of the medication you require, spelling any difficult words. Should you require everything on the re-order form, please state "All".

The prescription (and another re-order slip) will be ready for collection at reception, your local chemist, or delivery as requested 48 hours (two full days) later. Therefore requests received on a Friday will not be available until the following Tuesday.

Please remember:

1. Make your request for medicines at least one week before you need them.
2. Do not run out of medicine.
3. Telephone requests will only be accepted on the prescription line number.
4. Always bring your re-order slip when visiting the health centre or any hospital department.

Unfortunately a small minority of patients are repeatedly running out (or just about to run out) of their medication. 'Urgent' requests of this nature cause a great deal of disruption to the smooth running of the practice. Please be aware that such requests will be questioned very carefully by the reception staff and may well be refused by the GP. A record is kept of such requests.

HOME VISITS - 01290 421157 (IF EMERGENCY, DIAL 999)

The doctors will only make a home visit to those patients who are unable to come to the surgery because of the severity of their illness or because of disability.

We no longer routinely visit patients discharged from hospital or "mother home with new baby".

Visit our website: www.cumnockhealthcentre.co.uk



Roof Doctor
Roofing + Building Repairs

- Conservatory roof cleaning
- Gutter cleaning scheme
- Save £££s on your repair work
- Re-roofs, uPVC systems, flat roofs
- Roughcast repairs, slating and tiling
- Fencing and slabbing work
- Exterior painting
- FREE estimates and expert advice
- All work guaranteed

For more information, please call Keith on
01290 426141 or 07821 817006
email: roofdoctor@live.co.uk • 16 Cairnscadden Road, Cumnock KA18 3AZ

CALL THE DOCTOR NOW!!!

Crowning glory

THE roof is the crowning glory of your home, but because of its position is constantly open to the elements.

That is why it needs to be well constructed and well maintained - and if any problems arise, you need to be able to turn to a skilled roofing contractor who really knows his trade.

Roofers have various specialities, including slating, tiling, asphaltting, high performance felt and sheet leading.

They need to know their way around scaffolding and, of course, have a head for heights.

The Confederation of Roofing Contractors and National Federation of Roofing Contractors apply strict codes of practice in relation to health and safety and have full public and employer liability.

The organisations employ very strict vetting procedures that ensure only companies of high repute become members.

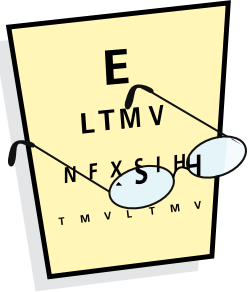
They also ensure that all materials and methods used conform strictly to the requirements laid down in their codes of practice.

Members provide a 10-year written guarantee, fully supported with a comprehensive 10-year insurance cover (issued by Quality Assured National Warranties) to give you peace of mind on all new roof installations.

To feature your business in our booklet call 0800 612 1516



James R Shaw & Sons
Optometrists



**Practices at Cumnock
and Mauchline**
for all your optical needs
FREE NHS eye examinations for all
Phone 01290 421421 or 551466

One of the Family!

The keeping of pets and caring for animals has been shown to have a beneficial effect on people and, as a result, pet owners can live healthier and longer lives. It follows therefore that whilst you and your family are registered with this surgery, your pet should be registered with a local Veterinary Surgeon. Just like you, your pet needs a regular check-up and, like children, needs regular injections for the prevention of various diseases.

Your local Vet can offer your pet a wide range of services including dental care and dietary requirements. Some Vets also provide a wide and varied range of complementary therapies and will even assist in choosing a pet.

There can be no more worrying time than when your pet goes missing from home. So many Vets now offer a 'chipping service'. So if your pet is lost, Veterinary practices, police and pet rescue centres can scan over the lost pet, contact the central computer and unite you with your pet.

So do your pet a favour: contact your local Vet and find out more about the services they offer.

To advertise your business in our booklet call 0800 612 1516

Sight – Don't lose it!

The gift of sight is most precious and one we need to take special care of. It is natural for eyesight to change over the years, and these changes are rarely for the better. When you consider the frightening consequences of failing vision it is amazing how many people do not bother to have their eyes checked regularly.

Your local optician does not just perform a 'sight test' but also tests for various disorders and minor eye problems, so any potential problems can be diagnosed and treated at the earliest possible stage.

Opticians usually have a wide selection of spectacles and contact lenses and are happy to advise on the best solution for you.

An eye examination is completely painless and includes a discussion about any history and symptoms you may have and a check of any glasses or contact lenses you may already be wearing. So don't take unnecessary risks with your eyesight – one of the greatest gifts you possess. If you have not visited your local optician for some time, or have any concerns regarding your vision, contact them today.

Advertising Feature

Please help your doctor to help you!

If it is possible for you to attend the surgery then please do so. REQUESTS FOR HOME VISITS SHOULD BE MADE BEFORE 10.30 HOURS IF POSSIBLE. This allows the doctor to plan his calls efficiently. Please be prepared to give some information about your condition to the triage nurse to determine the urgency of the call. The triage nurse will decide whether a home visit is necessary or whether treatment at the surgery or telephone advice is appropriate. Please ensure you give the correct address.

TELEPHONE ADVICE

If you require to speak to a GP or nurse for medical advice, please state this. You will be asked to give your details and a member of the triage team will return your call. You can also leave a non-urgent message for a GP and he/she will return your call on a specific day as stated by the receptionist.

SECURITY

In addition to the sophisticated alarm system, CCTV (closed-circuit television) has been installed both inside and outside the health centre. The cameras are linked to a central monitoring office and record all movements inside and outside the building. The monitoring office is also in direct contact with the police.

TELEPHONES

Following the introduction of the triage system, getting through to the practice has become easier; there is no longer the need to call in the early morning to obtain an appointment. All requests for appointments are dealt with in the same way by a trained health professional. We now have a system that will put you through to the person best able to deal with your call. When phoning the surgery you will be asked to choose either:

Option 1 Appointments within 72 hours or a house call

Option 2 Routine appointment or any other enquiry

You can make your choice at any time as soon as you hear the recording; you do not have to listen to the whole message each time.

We hope that this important change is an improvement when you call the surgery, as your call will now be diverted to the most appropriate person who can help you.

RESULTS

Please phone 01290 427655 between 14.00 and 16.00 hours. You will be asked for some personal details when calling to confirm your identity. A receptionist has the right to refuse the release of medical information if he/she feels that it does not pertain to the person calling. We hope that our patients find our high standards of confidentiality satisfactory with regards to releasing this type of information.

Advertising Feature



**Caring for all animals,
large & small, 24 hours a day**

The whole team at Crossriggs is dedicated to working together to provide a high professional standard of veterinary care



52 Townhead Street, Cumnock KA18 1LG
Tel: 01290 420255

For the latest information: www.cumnockhealthcentre.co.uk

OTHER SERVICES

Family Planning

A comprehensive service is available during normal surgery consultations. The fitting of coils is carried out by Dr Lowry but requires a special appointment. (Please contact the practice for more details on this service and see Annual Coil Review overleaf.) Dr Lowry is also available for the insertion and removal of sub dermal contraceptive devices such as Implanon. Please ask at reception for further information or an appointment.

Cervical Smears

These are carried out by any of the doctors, Nurse Stewart or Nurse Waddell in the weekly Well Woman/Smear Clinic. All ladies between 20 and 60 should have regular smears, ideally every three years. This is a simple procedure. Please request a smear appointment at reception. You will receive a computer generated letter asking you to make an appointment. You will then receive a letter directly from Scottish Cervical Cytology Recall System notifying you of your results.

Vaccinations and Immunisations

Children's vaccinations can normally be carried out at any time by the practice nurse or health visitor. It is, however, preferable to make an appointment.

Special clinics are also run:

Pre-school booster clinic	Tuesday	15.00 - 16.30 hours
Baby immunisations	Tuesday	10.30 - 12.30 hours (by health visitor)
	Thursday	09.30 - 11.30 hours

It is important that your children are fully immunised against all the childhood diseases.

Holiday vaccinations are available by appointment with our practice nurses.

Flu vaccine clinics will be advertised when the vaccine becomes available (normally September/October each year). If you are aged over 65 or suffer from any of the chronic diseases shown in bold type below, then the GPs strongly recommend that you are vaccinated. If you are a voluntary carer for a family member, neighbour or friend, who, without your help, could not cope on a daily basis, it is recommended that you are vaccinated against flu.

Adults: are you up to date with tetanus and polio?

If you require routine vaccination and travel immunisation, please make arrangements to see one of the practice nurses.

Chronic Disease Clinics

We offer a wide range of clinics to manage specific conditions and to promote better health. These include:

Asthma/COPD	Child Health Surveillance	Diabetes	Hypertension
Heart Disease	Thyroid Disorders	Epilepsy	Immunisations
Medication Monitoring	Anti-coagulation	Heart Failure	Stroke/TIA
Dementia	Kidney Disease		

If you suffer from any of the above you will be informed by letter or telephone when you are due a checkup. Appointments for clinics are now booked by patients themselves, therefore allowing each patient the freedom to choose a day and time to attend when it is most convenient. However, please do contact the surgery if you are experiencing any problems in between times.

Minor Surgery

All of the GPs are accredited by the health board to carry out certain minor surgical procedures at their discretion.

Annual Coil Review

The practice has a responsibility to review any patient who has had a coil fitted either here at the practice or elsewhere. Each patient will receive a letter notifying them when they are due for review and can see their GP or attend a Well Woman Clinic for this to be done at their own convenience.

Child Health Surveillance

All of the GPs are currently accredited to hold clinics in child health surveillance. Dr Lockens and Dr Mitchell hold the clinic at the practice on Tuesdays from 09.00 - 11.30 hours as an alternative to the Ayrshire & Arran Primary Care Trust baby clinics.

Newly Registered Patients

All newly registered patients will be asked to complete a questionnaire and have a consultation with the practice nurse or doctor within one month of registering. This allows our clinicians to gather as much medical information as possible, including medical history and details of current medications, until the practice receives your medical records. Patients who are found to fall into a specific disease category will be added to our register and will be cared for appropriately. Medical care is provided from the date you register.

Under the current contract for general practice, you will no longer be registered with a specific doctor. Instead, you will be registered with Tanyard Medical Practice.

Non-NHS Examinations

Medical examinations for special purpose eg elderly drivers, pre-employment, fitness to undertake sports, fitness to travel, HGV, PSV, life insurance etc are undertaken at various times. A special appointment must be made and a fee will be payable. Any enquiries can be directed to the reception staff.

ACCESS FOR THE DISABLED

There is car parking for the disabled at the front of the health centre and the nearby public car park also has designated parking bays.

The practice has automatic doors installed and a wheelchair is available inside the hallway if required. Should you require any further assistance, please ask at reception.

AYRSHIRE & ARRAN HEALTH BOARD

You may obtain information about health services in this area by contacting them at:

Ayrshire & Arran Health Board
Heathfield House
Heathfield Road, Ayr
Tel: 01292 513853

To ask to be assigned to a GP, contact:

Practitioner Services
Clifton House
Clifton Place
Glasgow

Tel : 0141 300 1364

NHS24 Website: www.nhs24.com

Tel: 08454 242424

MINOR AILMENTS

There is a scheme whereby pharmacists are now authorised to diagnose minor ailments eg, cold sores, hay fever etc and supply certain medication without the need to see your doctor. At the present time this service is only available for patients who do not normally pay for their prescriptions, and who are registered with the pharmacy. Please ask at your local Lloyds chemist about this service.

CHEMIST AVAILABILITY

Lloyds (Health Centre)	Monday - Friday	09.00 - 12.45 hours 13.30 - 17.30 hours
	Saturday	Closed
Lloyds (Townhead Street)	Monday - Friday	09.00 - 17.30 hours
	Saturday	09.00 - 17.00 hours

Please note that there is no chemist open in the Cumnock area on Sunday or after normal hours. In the event of requiring a chemist please contact the local police station who will be able to give details of the duty chemist.

PATIENTS' HELP

The practice asks you to help us by:

1. Arriving on time for your appointment. The GP/nurse may not see you if you are more than 10 minutes late.
2. Informing the practice as soon as possible if you cannot make your appointment or if it is no longer necessary.
3. Booking appropriately if more than one person needs to be seen. Individual appointments are for one person only.
4. Informing us if you change your address or telephone number. Please also inform any Hospitals/Clinics you attend; we do not inform them of this.
5. Only asking for home or night visits if really necessary. Remember the doctor can see three to four patients in the surgery in the time it takes to see one patient at home. Before a home visit is granted it is essential that you give full details to the nurse. It may be that advice over the telephone will be sufficient or it might be more appropriate for the patient to visit the surgery where the doctor will have access to any necessary equipment.
6. Showing the same courtesy and respect to reception staff as you would wish shown to yourself.

The **NHS Helpline** is a **FREEPHONE** network, which provides free, confidential information on a range of health issues on **0800 2244 88**. Open times are Monday to Friday 18.00 - 22.00 hours.

COMPLAINTS PROCEDURE

The practice operates a complaints procedure. If you have a complaint please ask to speak to Mrs Morag Ward, practice manager, or any of the GPs. A copy of the complaints procedure is available on request from reception.

YOUR PERSONAL HEALTH INFORMATION

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

We sometimes disclose some of your personal health information to 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. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare 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 as far as possible any details that may identify you are not disclosed.

We are sometimes 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 would seek your permission before giving them your details.

Sometimes we are required by law to pass on information eg the notification of births and deaths and certain diseases or crimes to the government is a legal requirement.

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

Everyone working for 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.nhs.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 practice manager.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act Scotland 2002 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

THE DATA PROTECTION LAW

We comply with current data protection laws. All information is confidential and is divulged to third parties only with the patient's written prior consent. Information may be shared with other NHS bodies on a 'need-to-know' basis. All NHS employees have a duty both professionally and legally to keep information about patients confidential and only share this information in line with the Caldicott Principles recommended by the Caldicott Guardian.

The Caldicott Committee was set up to review all patient identifiable information passing from NHS organisations to other NHS and non-NHS bodies for purposes other than direct patient care, medical research or where there is a statutory requirement for information.

The Caldicott Principles are:

- Justify the purpose
- Do not use patient identifiable information unless it is absolutely necessary
- Use the minimum necessary patient identifiable information
- Access to patient identifiable information should be on a strict need-to-know basis
- Everyone should be aware of their responsibilities
- Understand and comply with the law

If you would like to know more about how we protect patient information, please contact our Caldicott Guardian:

Dr Alan Green, Medical Director, Eglinton House, Ailsa Hospital, Dalmellington Road, Ayr.

USEFUL TELEPHONE NUMBERS

Ailsa Hospital	01292 610556
Alcoholics Anonymous	0845 7697555
Auchinleck Health Visitors	01290 422438
Auchinleck District Nurses	01290 423199
Ayr Hospital	01292 610555
Ayrshire & Arran Primary Care NHS Trust	01290 422214
Ayrshire Central Hospital, Irvine.....	01294 274191
Ayrshire Maternity Unit	01563 825306
Bentinck Centre	01563 574237
Bridge Project	01290 421602
Chemist, Auchinleck.....	01290 421944
Chemist, Health Centre.....	01290 420107
Chemist, Townhead Street.....	01290 421632
Crosshouse Hospital, Kilmarnock.....	01563 521133
Cumnock Police Station	01290 306600
Dental Emergency (Weekends)	01292 479682/01592 740230
District Midwives	01290 425287
District Nurses	01290 427669/01290 421689
East Ayrshire Community Hospital.....	01290 429429
Health Visitors.....	01290 427660/01290 425643
Heathfield Hospital (Out-patients).....	01292 610557
Home Detoxification	01292 472250
National Drug Helpline	0800 77 66 00
NHS 24.....	08454 24 24 24
NHS Helpline (open seven days per week)	0800 22 44 88
Psychiatric Nurse - Adult	01290 425947
Psychiatric Nurse - Elderly	01290 420926
RELATE (Couple Counselling).....	01292 265270
Samaritans.....	01563 531313
Social Work Department	01290 428372
Tanyard Medical Practice.....	01290 421157/422723

**James Wilson & Son
(Auchmillan) LTD**
Joiners & Building Contractors

Auchmillan, Mauchline

All types of work carried out

- Extensions
- Renovations
- Alterations

**Suppliers of timber and
bespoke joinery manufacturers**

Tel: 01290 550253

Fax: 01290 553628

Email: james@wilsonofauchmillan.co.uk



Joiner

Many people derive great pleasure from working and improving their home undertaking many and various projects, and indeed the current trend with all the house makeovers actively encourages us to 'DIY'

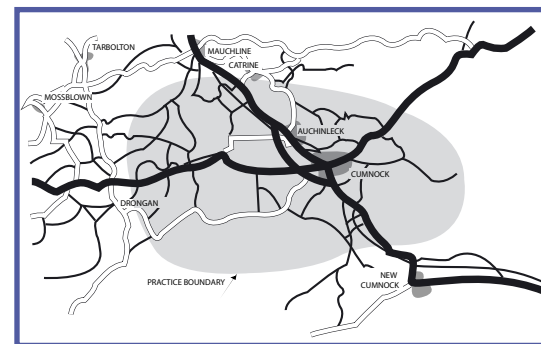
However, when it comes to any form of carpentry or joinery quite often it is cheaper to get in a tradesman to undertake the jobs for you. You will, almost certainly, get a better job, and they will have to hand all the necessary tools (which you may have to go out and buy – and then use only once).

Perhaps you have decided to makeover a room because an older or disabled person is going to use it and needs easy access to all the cupboards and appliances. Or maybe you have just decided you want a new look. Your local joinery specialist will have a wealth of experience and will be able to offer advice and ideas as to what will work for you and your family.

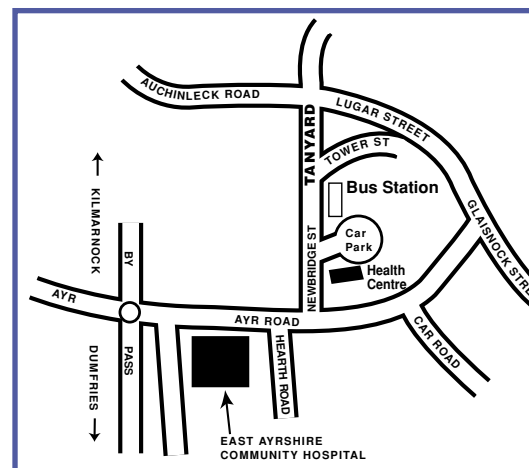
So whether it's a whole make-over for a room or that laminate flooring you have been promising yourself contact your local joiner for a quotation.

Advertising Feature

PRACTICE BOUNDARY



**TANYARD MEDICAL PRACTICE
CUMNOCK**



2 Tanyard, Cumnock, Ayrshire Tel: 421157 & 422723

ACHES & PAINS?

Relief available NOW with Bioflow magnetic therapy!

Bioflow bracelets have helped my family and myself cope with the pain and stress associated with arthritis, back pain, IBS, ME, hayfever, low energy and car sickness, all naturally without drugs.

Highly recommended by doctors, physiotherapists, chiropractors etc.

Buy The Genuine Bioflow.

Don't be fooled by imitations.

To find out more, send for a FREE video/DVD and/or full colour brochure.

(Bioflow has featured on TV's "Health Watch" and has recently been on trial with the Arthritis Research, results in BMJ, Dec 2004)

90-day money back trial!
www.magjonline.com

I am an independent distributor for Ecoflow plc

FBS

**Generate more business
with a Pay - Monthly
website from OPG**



We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

**from £20
per month**

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out
more simply call
0800 612 1408
or email us at
payasyougo@opg.co.uk**

**OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 30 YEARS**

**PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd**

A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020

Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.





Dr R Lockens



Dr P Dunlop



Dr F Mitchell



Dr G Powell



Dr K Lowry



Dr P Church



Dr B Henderson



Dr A Paulina



**Back Row
(left to right)**

- Allison Brown
- Jacqueline Stewart
- Jayne Gall
- Linda Mitchell
- Rebecca Hume
- Elizabeth Fleming
- Gemma McCall
- Colin Mitchell
- Maureen Alexander
- Leanne Kidd
- Tricia Grant
- Maria Smith
- Susanne Wallace
- Anna Arthur

**Front Row
(left to right)**

- Linda Waddell
- Marie Chalmers
- Jane Malone
- Morag Ward
- Catherine Grierson
- Arlene Harvey
- Susan Todd