



## **Winter 2025 Newsletter**

Welcome to the latest issue of our Newsletter; designed to keep you up to date with what's going on at the practice.

### **Practice News**

There have been positive changes made at the practice and we are also delighted to introduce some of our new staff members who are already making a positive impact on the practice.

Deborah Clarkson – Practice Manager  
Dr Jess Hunter  
Dr Adeniran Odeleye

### **Prescription waiting times have improved**

What was previously a 5 working day turnaround for repeat prescriptions we are delighted to say that this has been reduced to 3 working days. If you have not registered for our online prescription service and would like to then please visit our website [Barbauchlaw Medical Practice](https://www.barbauchlaw.co.uk) to complete the On-Line Services Repeat Prescription Request form or you can pop into the surgery and you can collect a paper form to fill out and return.

### **E consult Call Back Times:**

We have seen great improvement on the call back times from when patients submit an E consult we are now contacting patients back on average the same day or at the latest the following day.

## **Routine GP Appointments:**

Routine GP appointments are now available within 2 weeks on average.

## **Christmas & New year Arrangement's**

**Thursday 25<sup>th</sup> December 2025- Closed**  
**Friday 26<sup>th</sup> December 2025 - Closed**  
**Thursday 1<sup>st</sup> January 2026 - Closed**  
**Friday 02<sup>nd</sup> January 2026 – Closed**

**Please place any prescription requests in good time before the festive closures – Thank You.**

## **Important festive changes to services:**

E Consult will be switched off from 18th December, until the 5<sup>th</sup> January, during this period we will be offering same-day telephone and face to face appointments only. When you contact the practice our reception team who have all had training from the GP Partners in care navigation and will ask you some questions to help ensure you are directed to the right healthcare professional for your needs. The receptionists are important members of the practice team who uphold the same confidentiality rules as clinicians. The receptionists are not being

nosy, nor are they 'trying to be a doctor'. The receptionist at instruction from the GP's, needs to ask for this information so that the GP can triage appropriately and deal with the most urgent issues in a timely manner. The receptionists also have a pathway guide that allows them to advise you to attend other services for. Examples of services that you may be signposted to include are below

**Pharmacy** - Local pharmacists can help with some minor illnesses including coughs, colds, sore throats, certain urine tract infections, pain relief, cold sores, indigestion, constipation, impetigo, urinary infections, aches and pains, eczema, insect bites, thrush, worms and conjunctivitis (Over 2 years of age)

**Dentist** – a dentist can deal with any condition involving your teeth and /or mouth.

**Opticians** – All eye conditions including dry, red, watery, sticky or itchy eyes, Visual disturbance should be seen by the Optician first for their expertise. They have the correct equipment to examine the eye and can refer you directly to the hospital, if required

**Addictions Service** – the Addictions team can be contacted on 01506 282845 for help and support with alcohol and drug addiction.

**Mental Health** - If you feel like you may be close to acting on suicidal thoughts or have seriously harmed yourself, you should call 999 or go to A&E directly if you need immediate help and are worried about your safety. ACAST is a 24/7 365 days a year service at St John's Hospital that offers same day unscheduled mental health assessments.

**Breathing Space** – A confidential phone line for anyone in Scotland over the age of 16 , feeling low, anxious or depressed  
Call free on 0800 83 85 87

**NHS 24 111** - If you need urgent medical advice that can't wait until your GP practice is open, or you have a sudden onset or worsening of condition, call NHS 24 on 111

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**Thank you for your understanding during this period—it helps us ensure the safest possible service**

Thank you again for being part of our practice community.

Warm festive wishes,  
Barbauchlaw Medical Practice