



CAIRN
MEDICAL
PRACTICE

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Car Park Honesty Box



Donations to charity

Those eagle-eyed patients amongst you may have spotted our honesty box that was put in place last winter.

Because we are aware that members of the public use our car park out of hours, we felt it was appropriate to encourage them to make a donation for the opportunity to park so close to town.

All monies received will be donated to charity. We haven't yet made a decision on which charity to support and hope to involve Cairn staff in this decision.

Please mind to make a donation yourself if you choose to park at our practice out of hours.

Dear Patient

The recent spell of sunshine has certainly spread some joy amongst the Cairn team and we've been able to enjoy our breaks and lunches outside in the fresh air and appreciate the amazing efforts of the volunteers associated with the Inverness [IncrEdible Edible](#) group! Our green space is looking delicious with an array of edible plants through this sustainable, community-led gardening method!

It has also been a joy to see and hear how our patients are engaging with the outdoors in various ways as they look to benefit from the rewards an active lifestyle offers. Remember to get in touch with our Active Health team, Lisa & Jodie, if you are keen to be more active but aren't quite sure where to start: mobile 07514 786218 or email activehealth@velocitylove.co.uk.

We are also very proud of our very own Dr Katie Walter who was recently awarded the title of *Healthcare Professional Walking Champion* in the Scottish Walking Awards. Dr Walter is passionate about ensuring our communities have opportunities to stay active and is an avid campaigner for improved walking opportunities.

The warmer temperatures will see us venturing outside more often and whilst going outside is great for your physical and mental health, please continue to keep yourself safe (even if you have been vaccinated!) and observe the Covid-19 safety measures in your area. It's recommended to take the best measures you can to stay safe while outdoors, including wearing a face covering when needed and practicing social distancing.

We wish you health, happiness & lovely weather this summer.



Look Who's Back!

Our incredible retired clinicians have been helping us out at our Covid-19 vaccination clinics. We've been fortunate to welcome Drs Lindsay & Ronald MacVicar, Dr Jerry O'Rourke, Dr Phil Wilson and Nurse Vicky MacInyre back into the practice and are so appreciative of their unwavering support at this challenging time.



Covid-19 Update

The deadline to have offered everyone over 18 years a first dose is end July 2021. We are ready as a practice to meet this deadline; however this is dependent on the regular supply of vaccine which is outwith our control.

Our team will contact you to let you know when to book your appointment. Please do not call the practice about receiving your vaccine unless you have been specifically asked to do so.

Please make every effort to attend BOTH your Covid-19 vaccine appointments when invited. If you cannot make your appointment it is important that you call the practice to cancel to avoid vaccine waste.

Where possible please do not drive to your vaccine appointment, this is to avoid congestion in our car park. If you are able please walk, use public transport or arrange a lift.

After you get the vaccine you will still need to follow the latest government advice on physical distancing. For more information please visit <https://www.nhsinform.scot/covid-19-vaccine>.

National campaign: "If I die it will be your fault"

At the end of May the [Institute of General Practice Management](#) (IGPM) launched their campaign to end all abuse towards general practice staff.

The 'If I die it will be your fault' campaign aims to raise awareness of the zero-tolerance approach to abuse and encourage all practice staff to feel confident about reporting incidents.

You can view their impactful video [here](#) which contains real-life examples of patient interactions from practices across the UK. These include:

- GP staff whose tyres were slashed by a patient who had not been able to get an appointment that day;
- A receptionist with Chinese heritage, who received racist abuse and was spat on in relation to the Covid-19 virus;
- Daily verbal threats including the common phrase: "If I die, it will be your fault".

Although the majority of Cairn patients will find it unthinkable, unfortunately our staff are also subjected to this type of abuse.

At Cairn we have a zero tolerance approach to violent, aggressive, intimidating or abusive behavior. Any behaviour threatening the safety of staff will lead to: ♣ removal from the building and an immediate report to the police ♣ immediate removal from the practice list ♣ information about the incident being passed to other healthcare providers.

Appointment Availability



We are working tirelessly to try to meet the healthcare needs of our patients.

To limit footfall through the practice, in keeping our team and patients safe during the pandemic, patients are initially offered a telephone or near me appointment with a suitable clinician. The clinician will then decide whether it is appropriate to invite the patient in for a face-to-face consultation.

Unfortunately, we continue to experience significant appointment waste where patients do not answer a GPs scheduled call or fail to turn up for their appointments without letting us know. Most recently we secured a locum GP for a morning where only 30% of the appointments were utilised appropriately.

This is valuable time lost for our clinicians and is unfair to the hundreds of patients calling us daily to make appointments.

Please consider our wider patient community and if you find you are unable to attend your appointment, please contact us as soon as possible to cancel or reschedule with enough notice so that we can offer that slot to another patient.

Practice Closure Days

The Practice will be closed on the following dates:

2nd July	15th October
2nd August	27 th /28 th December

If you have a medical concern when the practice is closed please contact NHS 24 on 111. **In a medical emergency please call 999.**