

CLINICS AND MEDICAL SERVICES

We provide the following services:

- General Medical Services
- Maternity Services
- Cervical Screening
- Medicals and Reports (there is a fee for this)
- Child Health and Child Immunisations
- Minor Surgery
- Contraceptive Services
- Physiotherapy (referral)
- Health Promotion
- Smoking Cessation
- Management of chronic illness e.g. asthma, coronary heart disease, diabetes, epilepsy, multiple sclerosis, hypertension
- Travel advice/immunisation
- Well man/women checks

YOU HAVE THE RIGHT

- To receive the highest possible quality of care at appropriate times/places for your medical needs
- To receive continuity of care
- To access to information and practical help towards healthier living
- To honesty, respect and the preservation of dignity
- To access, with safeguards, to information held about you by the NHS; and to be sure that this information will be kept confidential. You also have a right of access to medical reports made for insurance or employment purposes
- To be involved in making decisions about your own care and treatment

Violent, Aggressive or Abusive Behaviour

Patients and staff have a right to be treated politely and with respect. Whilst we understand that you may be upset; violent, aggressive, abusive or intimidating behaviour towards patients or staff **will not be tolerated under any circumstances**. Any behaviour threatening the safety of patients or staff will lead to:

- removal from the building and an immediate report to the police
- immediate removal from the practice list
- information about you being passed to other healthcare providers

COMPLAINTS

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** (ideally within a matter of days or at most a few weeks) because this will enable us to establish what happened more easily.

We have a time limit for complaints. Normally, you must make your complaint:

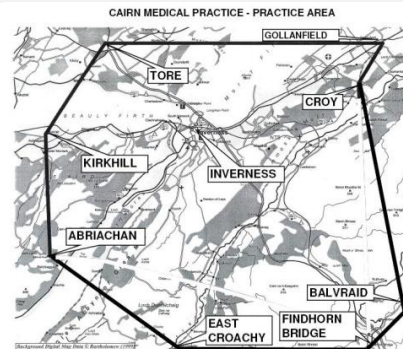
- within six months of the event you want to complain about, or
- within six months of you finding out that you have a reason to complain – but no longer than 12 months after the event.

However, if you feel the time limit should not apply to your complaint, please speak to the person dealing with the complaint. In certain circumstances, we can accept a complaint after the time limit.

You will receive an acknowledgement within 3 working days and a reply within 20 working days. If we cannot resolve your complaint then you have the right to escalate the matter to the Ombudsman.

Complaints should be addressed to our Practice Manager: Sarah Chapman. Email: sarah.chapman2@nhs.scot

PRACTICE AREA



Please note at we cannot take registrations from outside of the Practice Area. In the main, this is because we cannot provide our contracted service out of hours or provide home visits to you if you live far away. If you move to a new home outside of our Practice Area then you will need to register with a local GP Practice. We will allow a period of 2 weeks for you to do this.



15 Culduthel Road Inverness IV2 4AG

Tel: 01463 712 233

Fax: 01463 725 459

Email:
nhsh.gp56006-reception@nhs.scot

Website: www.cairnmedical.co.uk

Facebook:
www.facebook.com/cairnmedical

In a **life threatening emergency**, you should **call 999** and ask for an ambulance.

REGISTERING WITH THE PRACTICE

Please download a Registration Form from our website.

On registration you will be asked to fill out a form and a new patient questionnaire with details of previous illnesses, height and weight.

Patients are registered with the practice, not with an individual doctor or nurse, and can see any of the medical staff in the practice. If you prefer to see a particular doctor or nurse, you can ask us to record this on your medical record.

Please email completed forms to nhsh.gp56006-reception@nhs.scot
If you do not have access to email please call the practice to make alternate arrangements for us to receive your form.

OPENING HOURS

Monday to Friday 8am – 6pm

Closed Tuesday's (for training) 12:30pm-2.30pm
(During closed periods you can contact NHS 24 for assessment and advice by dialling 111 from a mobile or landline)

ACCESS

Our building is on two floors with no lift access. The building is accessible at ground floor level for wheelchair users and disabled access. Patients who cannot use the stairs will be seen in a ground floor consulting room. Please let us know if you need this when booking your appointment.

APPOINTMENTS

We have a computerised appointments system for doctors and nurses. Normally, all appointments can be booked up to 6 weeks ahead. Please telephone **712233** to request an appointment.

Each appointment is only for one person. If you are attending with another member of your family, please book an appointment for each person who needs one.

If you cannot attend your appointment, please let us know as soon as possible so that we can offer this time to another patient.

Telephone Appointments

The doctors offer telephone consultations at specific times. These can be booked in the same way as routine appointments.

SMS Appointment Reminders

We offer an SMS service to confirm and remind you about appointments. If you give us a mobile number at registration then we will register you for this service. Existing patients can register via our website or by filling in a form from Reception.

Consultations within 48 hours

We aim to provide contact with a primary health care professional within 48 hours of request, either by telephone consultation or face-to-face appointment, with a GP or one of our practice nurses.

CLINICIANS

The Practice has 6 Partners

Dr Beth Macfarlane	MRCGP, DFFP (Aberdeen 1991)
Dr Rod Sampson	MBChB, MRCGP (Aberdeen 1996)
Dr Katie Walter	MBBS, MRCP, MRCGP, DFSRH, DTM&H (London 2003)
Dr Andrew Dallas	MBChB, MRCGP (Aberdeen 2006)
Dr Emma Rushworth	MBChB, DFSRH, MRCGP, MRCP (Glasgow 2004)
Dr Anne Rennie	MBChB MRCGP (Glasgow 2011)

GPs: Dr Lorna Sampson, Dr Euan Orr, Dr Sarah Vincent, Dr Daniel Simpson, Dr Georgina Zissler

Advanced Pharmacist Practitioner: Gordon Rushworth
Advanced Nurse Practitioner: Stuart Swanson

Practice Nurses: Tricia Hannah

Health Care Assistants: Eilidh Davies and Kirsty Farmer

Physiotherapists: Lorna Rutherford

Active Health Workers: Lisa Matheson and Jodi Sharpe

OFFICE PERSONNEL

Practice Manager: Sarah Chapman

Assistant Practice Manager: Diane Macnicol

Office Manager: Emma Macdonald

REPEAT PRESCRIPTIONS

You will receive an order form attached to your repeat prescription which lists your repeat medicines. You should keep this order form safe until you require your next prescription.

When your medicines start to run low, (approximately one weeks supply left if you get a monthly supply or two weeks if you receive a two monthly supply) please complete the order form by ticking the box next to **each** medicine that you require.

Only order the medicines you need. If the medicines you need are not listed on the order form, write the name of the medicine and dose on the request slip.

You can order your repeat medications in several ways:

- Place the order form into the prescription box at the front door of the Practice
- Post in the request
- Many Community Pharmacies offer a prescription collection service where you can hand your prescription request form into the Pharmacy and they will deliver it to the Practice.

- Order online via our practice website www.cairnmedical.co.uk

If you want your prescription to be collected by a Pharmacy (Chemist) write the name of the Pharmacy on the request slip, if not already printed on it.

To minimise the risk of errors, we **DO NOT** take requests for prescription orders over the telephone.

Help Us to Help You

- Think in advance
- Order your medicines one to two weeks before you need them
- Do not run out of your medicines
- Only order the medicines that you need
- If there is a medicine listed on your order form that you no longer take please tell the surgery
- Holidays** – please speak to us if you need to order early as we will reject requests for repeat prescriptions that are ordered too early

Review of Your Medicines

For those patients on regular medicines, your medicines will be reviewed at least once a year. Sometimes the doctor will want to see you personally to carry out this review and you will be asked to attend the Practice before we issue a repeat prescription. We may remove items from your repeat list if they have not been claimed for some time.

HOME VISITS

Home visits reduce the number of appointments available in the surgery, so we appreciate it if you can come and see us in the surgery where possible.

The NHS does not consider a simple lack of transport an appropriate reason for a home visit but the doctor may visit you at home when this is medically appropriate (illness or mobility).

Patients should telephone before **10am** to request a home visit and provide our staff with as much information as possible so the doctors can prioritise their visits