

## CLINICS & MEDICAL SERVICES

### We provide the following services:

- General Medical Services
- Cervical Screening
- Minor Surgery
- Physiotherapy
- Contraceptive Services
- Medicals & Reports (fee applies)
- Management of chronic illness e.g. asthma, coronary heart disease, diabetes, epilepsy, MS, hypertension

### 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 information and practical help towards healthier living.
- **To honesty, respect and the preservation of dignity.**
- To access, with safeguards, 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.**

### EXPECTED BEHAVIOUR POLICY

Patients and staff have a right to be treated politely and with respect. To protect both staff and patients we have a zero tolerance policy and respectfully point out that, whilst we understand that you may be upset, the following inappropriate behaviour will not be tolerated: Rudeness, swearing, shouting, threatening or abusive behaviour, drunkenness, verbal/physical abuse.

Where such behavior is observed:

- we reserve the right to withdraw treatment and ensure removal from the premises and our patient list
- if staff feel threatened the police will be called
- information about you may be 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 in writing:

- 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.

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. Drop off or email your [complaint form](#) to the Practice. 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.



**CAIRN  
MEDICAL  
PRACTICE**

15 Culduthel Road Inverness IV2 4AG

**Tel:** 01463 712233

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

**Email:** [nhsh.gp56006-admin@nhs.scot](mailto:nhsh.gp56006-admin@nhs.scot) **Website:** <https://cairnmedical.gp.scot>

**Facebook:** [www.facebook.com/cairnmedical](https://www.facebook.com/cairnmedical)

### OPENING HOURS

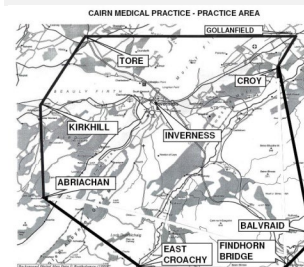
Monday to Friday 8am – 6pm

### REGISTERING WITH THE PRACTICE

Please download a Registration Form from our website or collect one in practice. 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.

Please email completed forms to [nhsh.gp56006-admin@nhs.scot](mailto:nhsh.gp56006-admin@nhs.scot). If you do not have access to email please drop your form off at the practice, or post it to us at the above address.

### PRACTICE AREA



Please note that 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.

### ACCESS

Our building is on two floors without 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 an appointment.

### 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).

## CLINICIANS

### The Practice has 5 Partners

|                   |   |
|-------------------|---|
| Dr Rod Sampson    | MBChB, PHD FRCGP (Aberdeen 1996)        |
| Dr Andrew Dallas  | MBChB, MRCGP (Aberdeen 2006)            |
| Dr Emma Rushworth | MBChB, DFRH, MRCGP, MRCP (Glasgow 2004) |
| Dr Anne Rennie    | MBChB MRCGP (Glasgow 2011)              |
| Dr Rachel Keltie  | BSc, MBChB, MRCGP (Aberdeen 2013)       |

**GPs:** Dr Lorna Sampson, Dr Euan Orr, Dr Daniel Simpson, Dr Alan Cuthbert, Dr John Mitchell

**Consultant Pharmacist:** Gordon Rushworth **Advanced Pharmacist Practitioner:** Joan MacLeod

**Practice Nurse:** Kristine Neill **Health Care Assistant:** Kirsty Farmer

**Physiotherapist:** Lorna Rutherford

## OFFICE PERSONNEL

**Practice Manager:** Sarah Chapman

**Assistant Practice Manager:** Emma Macdonald

## APPOINTMENTS

We have a computerised appointments system for doctors and nurses. Normally, all appointments can be booked up to 6 weeks ahead.

Each appointment is only for one person and one presentation. 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. If you miss a call back the GP will leave a message and text you to advise of the attempt. You may need to rebook your appointment.

### Video Appointments

You can choose to have your appointment online using the NHS Near Me service. Just ask when making your appointment.

### SMS Text Appointment Reminders

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

## REPEAT PRESCRIPTIONS

You will receive an order form attached to your repeat prescription which lists your repeat medicine, keep this order form safe until you require your next prescription. When your medicines start to run low, (approximately 1 weeks supply left if you get a monthly supply or 2 weeks if you receive a 2 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 reception
- Post in the request
- Community Pharmacies offer a prescription collection service. Hand your prescription request form into the Pharmacy and they will deliver it to the Practice.
- Order online via our website <https://cairnmedical.gp.scot/our-practice/order-a-repeat-prescription> or email to [nhsh.gp56006-prescriptions@nhs.scot](mailto:nhsh.gp56006-prescriptions@nhs.scot)

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

- Do not run out of your medicines: Order your medicines 1 to 2 weeks before you need them & only order 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.

## TRAINING

As an NHS Education for Scotland approved training practice, we provide educational support for General Practice Specialty Trainees (qualified doctors training to become GPs). We are also an accredited practice supporting the training of Aberdeen University medical students. GP trainers in practice support ScotGEM placements (postgraduate students who are now completing medical training). If you have any questions around training of GPs or students in the practice, please speak to our Practice Manager, Sarah Chapman.