

### Dear Patient

We hope you have been able to enjoy as much time as possible outdoors in the fresh air this summer! Our team certainly manages to keep moving!

In this issue we explain what to expect when you opt for any private healthcare.

We also share detail on the range of appointments available to patients to guide you in making the most appropriate choice for your healthcare needs.

*Team Cairn*

### Staying Active!

Team Cairn recently dedicated a week to active movement which saw our staff enjoying a range of accessible exercise from walking and cycling to lawn sports and pilates.



### Velo City & Cycling UK

[Velo City](#) promotes positive mental and physical health across Inverness & the Highlands, working closely with [Cycling UK](#) to offer inclusive cycling experiences and [free taster sessions](#).

#### Want to feel more confident on a bike?

Whether you're an absolute beginner or someone that is looking to brush up on their cycling skills, their skills sessions can help you. Experienced instructors know that there can be barriers to cycling, and are used to supporting people in getting on the bike. Free sessions are run with individuals, small groups and families with bikes/helmets provided. There is also access to e-bikes and adaptive bikes. For more info and to speak to one of the instructors sign-up using these [Velo City](#) and [Cycling UK](#) links.

### Private Referrals

We understand that some patients will opt to have some or all of their treatment privately, and we support your right to do so. However, to prevent any misunderstanding we would like to take this opportunity to briefly explain how the NHS and General Practice work alongside Private providers of care.

**How can I be referred for Private healthcare?** Your GP will write a referral letter if they feel this is appropriate; it isn't always required.

You will need to contact your Health Insurance Company and/or private provider of your choosing to organise the appointment. Our team are unable to make specific recommendations: choosing who you will see is your decision.

Please note that if an insurance company wishes for a specific form to be completed you may be charged for this additional work.

**Seeing the Specialist** If the Specialist thinks that you need any tests - including blood tests - or a surgical procedure, then the Specialist is responsible for:

- Arranging tests and any medications that might be needed prior to the test, as well as explaining how and when you will receive a date for the test, and what to do if the date is not suitable for you;
- Giving you your results and explaining what they mean. This may be via letter or a further face to face appointment.

Please do not contact the practice to discuss the results of tests organised by Private clinicians. It is the private providers responsibility to discuss this with you, and the practice may not have access to the results or be able to interpret them.

This [leaflet](#) describes in more detail what you can expect to happen if you see a Specialist privately.

### Heidi Consultation Software

In September some of our GPs will be trialing a new clinical software system called 'Heidi'.

Heidi is a helpful tool that allows your clinician to focus entirely on you, the patient, during your visit while still allowing them to accurately capture medical information, ensuring a comprehensive and precise record of your care.

Your consent for the clinician to use Heidi software during your consultation is crucial. You will soon be able to read all about this software and your options on our website and in our waiting rooms.

## What type of appointment do you need

**Can anyone else help?** Before you make an appointment, please think about whether there are any other services that might be more appropriate.

For example, remember that [community pharmacists](#) are trained to give advice, diagnose and offer treatment for a range of health problems including:

Community	Pharmacy	Services
<ul style="list-style-type: none"><li>• Acne</li><li>• Allergies</li><li>• Athletes foot</li><li>• Back pain</li><li>• Conjunctivitis</li><li>• Cold sores</li><li>• Constipation</li><li>• Cough</li><li>• Cystitis</li><li>• Diarrhoea</li><li>• Dry eyes</li></ul>	<ul style="list-style-type: none"><li>• Dry skin</li><li>• Earache</li><li>• Piles</li><li>• Hay fever</li><li>• Headache</li><li>• Headlice</li><li>• Impetigo</li><li>• Indigestion</li><li>• Mouth ulcers</li><li>• Nappy rash</li><li>• Pain</li></ul>	<ul style="list-style-type: none"><li>• Period pain</li><li>• Ringworm</li><li>• Scabies</li><li>• Scalp disorders</li><li>• Sore throat</li><li>• Skin infections</li><li>• Threadworms</li><li>• Thrush</li><li>• Warts</li><li>• Verrucae</li></ul>

Patients can also access [NHS Inform](#), Scotland's online national health information service which aims to provide the people in Scotland with accurate and relevant information to help them make informed decisions about their own health and the health of the people they care for.

### ROUTINE appointments can be made after 8.30am

If you wish to make or change a routine appointment or have a general enquiry, please call the practice after 8.30am and before 5.30pm and selection option 1.

The purpose of routine appointments is for general health queries, diagnoses, and monitoring of conditions. Routine appointments last for 15 minutes. When you contact the surgery you will be offered the next available appointment.

Our Doctors begin telephone consulting at 0730, and provide appointments at this time of the day being mindful of the difficulty that working people may have in getting to an appointment within working hours. If you think an appointment at this time will suit you please bear this in mind when you speak to a member of our team.

### URGENT/acute 'same day' appointments

Same day appointments are available to deal with '**significant**' health issues that, whilst not deemed as life threatening, require immediate attention.

On a daily basis we will have GPs and Advanced Clinical Practitioners who manage our same day appointments. Patients will initially be triaged by telephone to determine what may be best for them according to need.

Please don't request an urgent (same day) appointment unless your medical concern requires immediate attention. Inappropriate requests for same day appointments mean that it is more difficult for patients with genuine urgent problems to be seen.

Please be prepared to share relevant information with our receptionist when requesting your appointment.

### Other Appointments

- First Contact [Physiotherapist](#) – for any musculoskeletal issues such as back/neck/joint pain. Please note you do not need to see a Doctor first to access these appointments, you can simply contact the practice and book directly into one of these slots. Our Physios are skilled in assessment, diagnosis and management of a range of musculoskeletal conditions, and are able to organise an x-ray or specialist referral when appropriate. They can also administer steroid injections when clinically necessary
- Primary Care [Mental Health](#) Workers – for patients suffering a wide range of mental health conditions, a GP can refer you to this service
- [Community](#) Link Workers – support for a wide range of problems including loneliness, financial issues, physical inactivity, sleep problems, and help with losing weight, a GP can refer you to this service
- [Nurse](#) appointments – for taking blood samples requested by a clinician, health checks, cervical smears, ECGs etc.