

## Dear Patient

In this issue, we are pleased to share information on a few useful services available to our patients in supporting you to prioritise your health during 2025.

We are also sharing information and links to resources to help prepare you for colder spells and seasonal illnesses.

The entire Cairn Team would like to extend a grateful THANK YOU to all our patients who gifted us with cards and treats over the festive period. We so appreciate your kindness and generosity.

*Team Cairn*

## Patient Satisfaction Questionnaires

From time to time patients will be asked to complete patient satisfaction questionnaires. These will typically be handed to you when you attend for an appointment.

We would be very grateful if you would complete these questionnaires about your visit. Feedback enables our clinicians to identify areas they need to improve on and your opinions are therefore very valuable.

There are no right or wrong answers and the individual clinicians will not be able to identify patient responses.



We also welcome your ongoing [feedback](#) about the services we provide. We would like to hear from you if you have a suggestion on how we can do things better to improve the patient experience. We would also like to hear from you if you are pleased with the service you have received. You can email us at the following address: [nhsh.gp56006-admin@nhs.scot](mailto:nhsh.gp56006-admin@nhs.scot)

## Stay Well this Winter

[Help you and your family stay well with these health and wellbeing tips](#)

### Use digital resources for safe and trusted advice

If you're feeling under the weather, [symptom checkers](#) or the [NHS 24 Online app](#) may be able to provide the advice you need quickly.

These tools are free to use and are designed by the experts at NHS 24. They can:

- offer quick information on various symptoms
- provide advice on what to do next
- give details of nearby health and care services

### When should you phone 111?



### Get vaccinated

NHS Scotland strongly recommends that you get your vaccines as soon as they're offered to you.

[Find out more about winter vaccine](#)

### Check you have the correct medical supplies at home

Make sure you have some over-the-counter remedies for common illnesses at home.

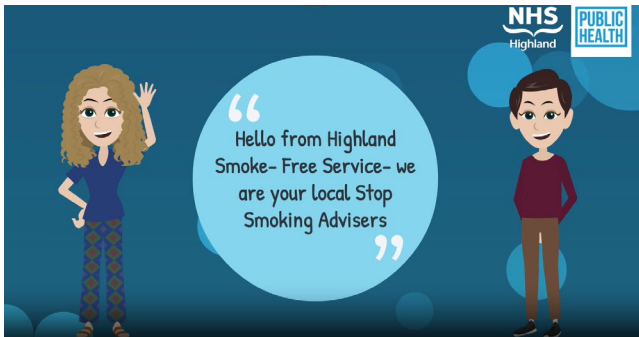
Good things to have available at home include:

- [paracetamol](#) and [ibuprofen](#) for pain relief
- antihistamines to help allergies
- [anti-diarrhoeals](#) for diarrhoea
- [indigestion remedies](#) like an antacid
- [mild laxatives for constipation](#)
- a first aid kit which includes plasters, bandages and antiseptic wipes for cuts and scrapes
- medicines specifically for children
- a thermometer to check for fevers

### Adverse Weather Conditions

During adverse weather conditions, if you feel you are unable to make it safely to the practice for a face-to-face appointment you do have the option to request a change to a telephone appointment where appropriate. To reschedule or cancel an appointment call the practice: Tel: 01463 712233.

## Do you want to STOP Smoking?



You can access smoking cessation via:

Your [Community pharmacy](#) directly who will provide all advice and any nicotine replacement therapy required, or via the [Smoking Cessation Service](#), which provides behavioural support and makes recommendations to your community pharmacy for supply of smoking cessation products.

Simply fill out this online form and the service will get back in touch with you directly: [Contact Us | Smoke Free Highland](#)

## Benzodiazepine Policy

As of February 2025 Cairn Medical Practice will no longer be issuing medications (Benzodiazepines and related drugs) for flying and travel anxiety for patients with a fear of travel or flying.

Diazepam in the UK is a class C/Schedule IV controlled drug. The following [guideline](#) outlines why we have taken this decision as a practice, and explains the issues around flying and why we no longer prescribe such medications for this purpose.

Flight anxiety does not come under the remit of our General Medical Services as defined in the GP contract, so we are not obliged to prescribe this for patients.

Patients who wish to use these drugs for flight anxiety are advised to consult with a private medical service.

Below are some useful websites for flight anxiety and various courses to help:

- [SOAR – Fear of flying course](#)
- [Easyjet – Fearless Flyer](#)
- [British Airways – Flying with confidence](#)
- [Flying without Fear](#)

## Cervical Cancer Awareness

January was Cervical Cancer Awareness month.

Each year, more than 3200 people are diagnosed with Cervical Cancer in the UK. Attending for a Cervical Screening Test (smear) when invited, is the single most important thing you can do to reduce your risk of Cervical Cancer. Despite this, attendance rates are falling.

In Scotland, anyone with a cervix from between the age of 25- 64 is invited to attend for a smear. If you are a trans man or non-binary person, you should have screening too.

An invitation letter will be received in the post every 5 years, or sooner if high-risk HPV or any cervical cell changes are noted.



There can be barriers to attending for a smear; this can be related to a previous negative experience, such as birth trauma or sexual trauma. For a number of women, particularly in peri-menopause, there may be concern around vaginal discomfort. There are products available that can be used to ease this.

"There are a number of adaptations that can be made during your appointment to make you feel more comfortable. If you have been invited for screening but are concerned about attending for any reason, you may wish to book an appointment with GP ahead of time to discuss your concerns," shares Dr Rachel Keltie, one of our GP Partners.

The following [link](#) is a short video explaining what to expect at your smear appointment.

The [Eve Appeal website](#) has lots of useful information regarding Cervical Cancer, Smear Tests and what can be done to make your appointment easier.

