

### *Dear Patient*

It certainly feels like July has just blown in with all this windy weather we've been experiencing in recent weeks!

Team Cairn have been looking at improving access to our services now that our waiting rooms have been open for a few months. We have recently reviewed our appointment booking system and from mid-July the new system enables patients to book either a face-to-face, phone or video appointment based on their medical need.

We are also working on a very exciting building improvement project which will see additional consulting rooms created on the ground floor to support accessibility for our growing patient population. These works are expected to start on our ground floor space towards the end of the summer and we will of course keep patients informed as the project develops.

Please remember to check our website <https://cairnmedical.gp.scot/> and [FaceBook](#) page for important Practice updates!

Team Cairn

## Cairn GP Team Changes *Dr Walter moving on*

Our much-respected GP partner, Dr Katie Walter, will be moving on at the end of July as later in the year she will be taking up a post in Ullapool to fulfil a long-term desire to become a rural GP.

Whilst Dr Walter's patients will no doubt miss her exceptional quality of care, we are determined to deliver a seamless service to these patients through integration, coordination & sharing of information across our strong GP team.

As much as we are going to miss Dr Walter, we are also very pleased to share that Dr Rachel Keltie will join us in August as a salaried GP on a permanent basis. Many of our patients may already have had the pleasure of meeting Dr Keltie who has spent much time with us over the last 12 months as a GP locum.

We are sure you will join us in wishing Dr Walter the very best in her onward journey whilst at the same time welcoming Dr Keltie into the Cairn community!

## Appointment Booking Changes

On Monday 18<sup>th</sup> July the practice will adopt a new GP appointment system.

Our appointments have been constantly under review since the beginning of the pandemic. We were one of the first practices to move towards increased face-to-face last year. However, at that time we were still operating with some constraints in relation to how many patients we were allowed to have in the building at once. Though Covid-19 is still very much an ongoing problem leading to staff absence and long waiting lists for specialist input, we remain committed to doing all we can to improve access.

Our new appointment system will allow all appointments to be booked as either a face-to-face, phone or video appointment based on the patient's needs.

What we have learnt through the pandemic is that many appointments can be conducted by phone or video to the benefit of the patient and the efficiency of the service we offer. However, from week-to-week the proportion of each type of appointment needed varies. We are keen to meet the demand as best we can and allow flexibility for our patients. If we can continue to conduct an appropriate proportion of appointments by phone or video, it will make our service more efficient for all so we would ask that patients continue to use phone and video appointments where appropriate.

We are confident that this change will lead to improved access for our patients.

## Donation to Highland Foodbank



We are acutely aware that the cost of living crisis is affecting our own communities here in Inverness and as such we've made the decision to donate the monies raised this past year through our car park honesty box to Highland Food Bank.

We would like to extend our gratitude to all our patients & friends who've made a donation.

Please continue donating when you choose to park at our Practice out of hours as another charity will benefit from your generosity next year!

## Charity Challenge Success!

Cairn's charity challenge was a roaring success. Not only did we raise an incredible amount of money, £26, 275, which was divided between our 3 chosen charities – The Archie Foundation, Calum's Cabin and Young lives versus Cancer – we also had a lot of fun!

There were around 200 participants and overall we covered a total distance of 31,646.2kms (that's over ¾ of the way around the world!).

There were teams from local GP practices, a team from Raigmore Hospital, and other teams made up of our family and friends. Everyone enjoyed the competition and we are pleased to report that Team Cairn managed to cover the distance from Land's End to John O'Groats in the fastest time! We are thankful to everyone who supported us. We would like to say a big thank you to any of our patients who donated to this event.

We spent a coffee break with representatives from each of the charities a few weeks ago and they are all really grateful

## Asthma & COPD Clinic

The pandemic disrupted our review appointments for Asthma & COPD. In the coming year we will be working hard to make sure everyone with these conditions is reviewed. We are delighted to have Joan Macleod join our team. Joan is an Advanced Pharmacy Practitioner who has worked in specialist lung clinics and will now be taking over the clinic here at Cairn.

Historically, response rates are fairly poor when we contact patients, especially amongst those with Asthma. It is important that we improve uptake. We know that the UK has poorer asthma outcomes than elsewhere in Europe and this is at least in part related to an over-reliance on salbutamol (the blue "reliever" inhaler). It is vital that we try to have all our patients on the best Asthma management we can.

Most patients will be invited during their birthday month but a cohort of patients identified as using concerning levels of blue inhalers will be invited sooner. We would urge all patients who use an inhaler to respond when they receive their notification.

### Are you in the Armed Forces or a Veteran?

The Armed Forces Covenant is changing. In order for NHS Highland to meet its commitment to improving the health and wellbeing of our Armed Forces and Veterans community, they need to be able to identify those who are or have served.

To support this initiative, we would like to update our patient records at Cairn. If you have ever served in the British Armed Forces (Regular or Reserve) or been deployed on UK military operations as a member of the Merchant Navy, please let us know so that we can update your records. You can send an email with your name & DOB to [nhsh.cairncmg@nhs.scot](mailto:nhsh.cairncmg@nhs.scot). Partners and children of serving personnel and veterans are included and should also let us know.



Image: Team 'LEJOG' who cycled all the way from Land's End to John O'Groats!

for the money that has been donated and have told us about ways in which it will support families of young people who are going through cancer treatment.

What a positive thing for us all to have been involved in. Well done Team Cairn & friends!