

Dear Patient

We have some temporary changes to our GP team to share with you in this issue.

We are also appealing to our patients to remember to cancel any appointments they no longer need or can no longer attend.

The Scottish Vaccination and Immunisation Programme commences every Autumn. This issue shares information about who is being offered the flu and COVID-19 vaccines and how to book an appointment.

Patients are being asked to return any unused walking aids that they borrowed from our onsite physio team.

Team Cairn

Winter Vaccination Programme

Viruses like flu and COVID-19 spread more easily during the colder months as we spend more time indoors with others. That's why those most at risk of getting seriously ill are being offered the flu and COVID-19 vaccines. It's important those eligible take up the offer of vaccination to get the best protection this winter.



Why get vaccinated?

Having the COVID-19 vaccine is an effective way to reduce chances of hospitalisation by around 50%. Getting the flu vaccine helps prevent serious illness from flu and passing it to others.

Find out if you're eligible and book an appointment

For more information about who is being offered the flu and COVID-19 vaccines or to book an appointment, visit

<https://www.nhsinform.scot/wintervaccines>

Remember appointments are no longer carried out at the practice.

Need help?

For additional help or assistance, call the Vaccination

GP Absences and Staff Changes

Dr Anne Rennie has commenced maternity leave and is due to return to practice towards the end of 2025. Dr Robert Ashmore has been appointed as a new GP at the practice during this period.

Dr John Mitchell, who you might have met whilst he has been a GP trainee with us over the last 2 years, joined the practice as a newly qualified GP in October.

Dr Andrew Dallas remains on a phased return to work and during this time we will have locum GPs supporting the practice where possible.

Despite the national GP shortage and absences in our team, we are pleased to remain well staffed. However, we are impacted by pressures from non-attendance and appointments that could have been dealt with at a local pharmacy.

Patients remain encouraged to contact their local pharmacy with minor illness concerns. The [NHS Pharmacy First Scotland](#) and Pharmacy First Plus services allow patients to use a community pharmacy as the first port of call for treatment. If you have a minor illness, a pharmacy is the first place you should go for advice. Your local pharmacist or a trained member of the pharmacy team will give you advice and provide medicine if needed. They may refer you to another healthcare professional if they feel your condition needs further investigation or more specialist care.

PHARMACY FIRST 

Need healthcare advice
without an appointment?

Go to your Pharmacy First

You can see your local Pharmacist for any of the following ailments free of charge

Acne	Diarrhoea	Mouth ulcers
Allergies	Earache	Sore throat
Athlete's foot	Eczema	Pain
Backache	Headache	Period pain
Blocked or runny nose	Head lice	Threadworms
Cold sores	Haemorrhoids (piles)	Thrush
Constipation	Hay fever	Warts
Cough	Impetigo	Verrucas
Cystitis (in women)	Indigestion	

Cancelling Appointments



When a patient misses their appointment, it is referred to as a 'Did Not Attend' (DNA).

Reducing missed appointments helps to ensure that clinical time is used effectively and means we can better meet the demand for our services.

In September **88 patients failed to cancel** their appointments with us! This is a significant cost to NHS Scotland and unnecessarily prevents other patients from accessing our services.

If you find you cannot attend a pre-booked appointment please remember to cancel your appointment at least 2 hours in advance. This allows us to offer that valuable appointment time to another patient.

Cancelling an appointment is easy. We offer 3 simple ways to cancel an appointment:

1. Access your appointment reminder text message and select 'cancel appointment'.
2. Call the practice on 01463 712233 and when prompted select option 2 to cancel an appointment; you will then be directed to leave a voicemail message which must include your name, date of birth and date & time of your appointment.
3. Speak to a team member at reception.

Unused Walking Aids – Return & Reuse!

If the practice Physiotherapy team has supplied you with a walking aid, such as crutches, in the last 24 months, which you are no longer using, please return these to reception at your earliest convenience.

Walking aids, such as walking sticks, frames, rollators and crutches, can be safely refurbished and reused repeatedly. Reusing walking aids provides an excellent opportunity for carbon savings due to the high greenhouse gas intensity of aluminium manufacture. In addition to reducing carbon emissions, increasing the amount that are returned and reused can also help improve access for patients and save money.

Please note that walking aids provided by another service should be returned to the service that issued them.

Thank you for your consideration in this regard.

Free & Confidential Listening Service



As a medical practice we recognise how important good listening is for the health and wellbeing of our patients. That is why we are working together with the charity Listen Well Scotland who offer a free & confidential listening service here at the practice.

Perhaps you are experiencing:

- Change and uncertainty
- Issues at work
- Relationship difficulties
- Carer responsibilities
- Long term illness
- Bereavement and Loss
- Stress and Anxiety
- Loss of confidence

Medical treatment, however, may not always be necessary. Having someone trained who will listen well is often more appropriate and helpful to prevent more serious physical and/or mental health issues developing. Talking things over is often very helpful in exploring ways of managing life's stresses.

[LT4U](#) offers a safe space where you have the opportunity and time to explore your concerns or worries in confidence with a trained, registered listener. Each Listening session is 50 minutes.

To make an appointment with the [LT4U](#) service please ask at reception or call the practice on 01463 712233.