

CULLODEN MEDICAL PRACTICE

NEWSLETTER OCTOBER 2020

R.E.A.C.T (Regular Education and Continuing Training)

REACT is a programme of education and training for Practice staff to ensure they can provide you with the best possible level of service throughout the year.

On the following day the Practice will be closed from 1.00pm onwards for REACT:

TO BE NOTIFIED

AGGRESSIVE OR ABUSIVE BEHAVIOUR

We have recently had a few instances of our Receptionists being subjected to rude, aggressive or abusive behavior from patients at Reception or on the telephone. Fortunately, this is not a common occurrence and the numbers of patients who do this is small; however, such behaviour is on the increase and we are keen to stop this. Please remember that we will not tolerate behaviour of this kind and patients can be removed from our Practice List as a consequence. We understand the frustrations our patients face from time to time, but all our staff are doing their best to help you - please bear that in mind when you contact the Practice.

Muscle or Joint Problems? Did you know you can help yourself? For advice and self-care information, visit: www.nhsinform.co.uk/msk or call 0800 917 9390.

MISSED APPOINTMENTS

We are **still** getting a lot of patients who do not attend for a booked appointment. We realise that there are many reasons why you are not able to keep your appointment but **please** always try to let us know if you are unable to attend so that we can allocate the appointment to someone else. With the number of patients at this Practice, we are extremely busy and short of appointments; therefore, every spare appointment is crucial!

Thank you!

FLU CLINICS

We are now providing Flu Vaccination Clinics for those patients in the relevant clinical categories. If you are eligible for vaccination in Phase 1 (1 October - 30 November 2020) you will already have been sent an invitation letter for your appointment; if you are eligible for a vaccination in Phase 2 (1 December 2020 onwards) you will receive a letter in due course. There is no need to contact the Practice for an appointment unless you cannot attend for the appointment given. Reception: 01463 793777

COVID - 19 PRECAUTIONS

Patients will be aware of the importance of doing all we can to minimize the possibility of spreading Covid - 19 infections. Our mode of operation has been greatly modified to rely wherever possible on telephone and video consultations to avoid in-person appointments as much as we can. This is being done for genuine clinical reasons; our Receptionists are only doing their job when they offer a telephone consultation in response to your request for an appointment - if it is necessary for you to be seen in person, the doctor will make that decision after your initial telephone consultation and arrange an appointment for you. Please help us to help you in these very difficult times.

ACUTE DENTAL OR EYE PROBLEMS

If you are suffering from an acute Dental or Eye complaint, please make an appointment with your Dentist or Optometrist as appropriate in the first instance. They will then refer you for medical treatment if they consider it necessary. If you are not registered with a Dentist, emergency dental treatment can be provided by the Inverness Dental Centre at Raigmore: 0845 644 2271. Emergency Dental Out-of-Hours Service: 0845 424 2424.

PHARMACY FIRST SCHEME - BEAT THE APPOINTMENTS QUEUE!

Before you call the Practice about acne, athlete's foot, constipation, cough, diarrhoea, earache, headache, eczema and allergies, haemorrhoids (piles), hay fever, head lice, indigestion, period pain, thrush, sore throat, threadworms, warts or verrucae - have you asked your Pharmacist about treatment for these on the 'Pharmacy First' Scheme? Advice, treatment and medications can be provided through the Scheme, so patients can access treatment directly from your local pharmacy at no cost. Advice and treatment can be given on a 'walk-in' basis with no appointment needed and patients can leave with the treatments you would receive from your GP. This service can also be accessed at weekends.