




# TAYVIEW MEDICAL PRACTICE

How do I arrange:	Preferred Method	When to contact the practice
<p><b>EMERGENCY OR URGENT APPOINTMENTS</b></p> 	By telephone	Bookable between 8am and 10am each morning
<p><b>HOME VISITS</b></p> 	By telephone	Bookable between 8am and 10am each morning
<p><b>ROUTINE APPOINTMENTS</b></p> 	<p>Online (preferred method)</p> <p>By telephone</p>	<p>Bookable after 10am each morning. Appointments available up to 1 week in advance.</p> <p>Phone from 10am each day</p>
	By telephone	After 2pm each day
<p><b>PRESCRIPTION REQUESTS</b></p> 	<p>Online (preferred method)</p> <p>By telephone (option 5)</p>	Online - 24 hours
<p><b>SICK NOTE EXTENSIONS</b></p> 	<p>Email (preferred option)</p> <p>By telephone</p>	<p><a href="mailto:Fife-UHB.F21609Tayview@nhs.net">Fife-UHB.F21609Tayview@nhs.net</a> (detail name, date of birth, how long you need an extension for and which practice you wish to collect your line from)</p> <p>After 12pm each day</p>

The above email address **must only** be used for extension requests for sick notes (MED3). Please allow 48 hours before collecting. Any other correspondence sent to the above email address will not be actioned and patients will be informed of an alternative method for contacting the practice. Where a sick note is refused, you will be contacted by the practice.