TAYVIEW MEDICAL PRACTICE

How do I	Preferred Method	When to contact the practice
arrange: EMERGENCY OR URGENT APPOINTMENTS Emergency Appointments	By telephone	Bookable between 8am and 10am each morning
HOME VISITS	By telephone	Bookable between 8am and 10am each morning
ROUTINE APPOINTMENTS	Online (preferred method) By telephone	Bookable after 10am each morning. Appointments available up to 1 week in advance. Phone from 10am each day
TESTI	By telephone	After 2pm each day
PRESCRIPTION REQUESTS Prescription Directions:	Online (preferred method) By telephone (option 5)	Online - 24 hours
SICK NOTE EXTENSIONS Statement of Fitness for Work For social security or Statutory Sick Pay Patient's name assessed your case on: / / / advise you that: I advise you that: If available, and with your employer's agreement, you may benefit from:	Email (preferred option) By telephone	Fife-UHB.F21609Tayview@nhs.net (detail name, date of birth, how long you need an extension for and which practice you wish to collect your line from) After 12pm each day

The above email address <u>must only</u> 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.