



Welcome to Pipeland Medical Practice. In order for us to provide the best possible care and services we have put together this handy guide to help you know when and how to contact the practice.

### **APPOINTMENTS – Tel: 01334 476840**

Our commitment - we pride ourselves on being able to offer pre-bookable appointments with our clinicians, something not all practices offer, which allows us to deliver the best possible care but also provides convenience for you. We offer a mix of telephone and face-to-face appointments with a wide range of clinicians, depending on your concern.

What we need from you – Mondays are by far our busiest day at the practice therefore we ask that you only contact the surgery on a Monday morning about a new or changing medical concern over the weekend. For anything else we ask you contact the practice out with this time. We do not offer a walk in service so please do not visit the practice without an appointment. If you are unable to attend an appointment please let us know so we can offer it to someone else.

### **PRESCRIPTIONS – Email: Fife.f21380pipelandrx@nhs.scot**

Our commitment - we have a dedicated prescriptions administration team within the practice who work closely with our pharmacists and local pharmacies to ensure a slick process when it comes to your medication.

What we need from you – we ask that you allow 72 hours (excl. weekends) between requesting your medication and it being ready at your requested pharmacy. Why not get set up with access to our online service where you can order repeat medication at the click of a button? Alternatively you can order repeat medication by emailing the above inbox. For any other medication queries please contact 01334 476840 and select option 4.

### **RESULTS – 01334 465635**

Our commitment – results are available over the phone daily on the above dedicated results line between 11am – 4pm.

What we need from you – please allow at least 5-7 working days before calling for your results.

### **DOCUMENTATION**

Our commitment – there is a wide range of forms, documents and letters that we can assist with for various medical enquiries. Please note this often incurs a fee, more information would be provided at the time.

What we need from you – your patience is appreciated when dealing with requests, as although these may be important to you they are not urgent and we must prioritise them accordingly. Please allow up to 10 working days before enquiring about their progress.

### **AT THE SURGERY**

Our commitment – we want to make your visit to the practice as easy and straight forward as possible. We have self service check in screens located near the front entrance to the hospital that will guide you to which waiting area you should go to. We aim to have our reception desk manned from 8:30am – 5pm but even when it's not we have a direct number through to our dedicated team who will assist you.

What we need from you – please ensure you arrive for your appointment in plenty of time. If you are late you will be asked to make another appointment.

### **KEEP UP TO DATE**

Our commitment – you can find a wealth of information and useful links on our website [www.pipelandmedical.com](http://www.pipelandmedical.com)

Why not follow us on our Facebook page Pipeland Medical Practice to stay up to date with the latest practice news.

What we need from you – if there is any change to your person details such as telephone number, email address or residential address it is really important that you let us know.

We value our team at Pipeland and they all work extremely hard to ensure you get the best possible care therefore we ask that you treat them with respect. Any form of verbal or physical abuse will not be tolerated and may result in you being removed as a registered patient.