



Auchtermuchty Health Centre

12 Carswell Wynd, Auchtermuchty, Fife, KY14 7AW

www.auchtermuchtymedical.co.uk

Fax: 01337 828986

Tel: 01337 828262

Consultations by Appointment

Results (3.00pm-5.30pm)

Home Visits (Tel before 10.00am)

Social Media Update 27/07/20 – Appointment System

As we begin to remobilise General Practice, we continue to adjust our appointment system to ensure we follow Government guidelines, whilst maintaining a safe environment for Patients, Staff and the wider community.

Going forward, all appointments are triaged by our dedicated Clinical Care Team in the first instance, and where clinically necessary a video consultation or face to face appointment may be scheduled by one of the Clinicians.

We have seen a huge increase in demand for consultations over the last few weeks, and as such we have had to “cap” the number of telephone consultations each day as the workload was becoming unmanageable.

Unfortunately the Practice can not offer an infinite amount of appointments each day, and as such we now have scheduled telephone consultations rather than a dedicated triage list.

Please note, you can no longer pre book appointments with GPs as all appointments are booked on the day to allow for social distancing and staggered arrivals.

We do ask that you make yourself available for any telephone consultation. Administration Staff will be unable to offer another telephone consultation should you fail to answer the call.

If you miss your telephone consultation, you will be advised to contact the Practice the following day.

Please be advised that the Clinical Care Team telephone number will show as an unknown number.

As you can imagine, any face to face appointment now takes considerably longer than the previous 10 minute allocated slot Patients were given historically. This is to allow the Clinician to prepare their PPE (personal protective equipment) which is required for all face to face Patient interactions. Following all face to face appointments it's also necessary to deep clean the consulting room. All in all each appointment now takes considerably longer which directly impacts on appointment availability, as we can no longer offer the volume of appointments previously offered.

We recommend that all Patients ring from 08:00 each morning if they require a telephone consultation that day, however when capacity is reached you will be advised to ring the following morning.

Please note, we continue to ask Patients to provide photographs where clinically appropriate. This process has proved hugely successful and allows these photographs to form part of your clinical notes.

Dr Graham Pollington (GP Partner) Dr John Alex Collinson (GP Partner)

Mrs Carla Scott: Business Manager (Partner)

Dr Lisa Szylak Dr Neil Arnott Dr Kenneth Bell

We appreciate that change is often challenging for Patients, however it is our intention to keep you informed where possible and we thank you for your patience.

Please feel free to share with friends & family

- Please note our Facebook page is for the Practice to share information-we do not answer any queries or comments.

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