



It's a great time to update you with what is going on at Taymount & Scone surgeries. This has been a very difficult and challenging period for us all but we want to reassure you that we are ready and here to help with any medical assistance you may require during these unprecedented times. We have had to adapt and make a few necessary changes in the practice over the last few months. With these changes in place we can continue to deliver healthcare and slowly restart services in a safe manner.

WHAT TO EXPECT WHEN ARRIVING AT THE SURGERY

Restricted access remains at both Taymount and Scone surgeries with protective screening in place at reception areas. At Scone surgery a new intercom system with automated doors now in operation means entering the surgery is a relatively "touch-free" process reducing the risk of transmission of Covid-19 or other viruses or infections. Hand sanitiser is available in multiple areas throughout the practice and it is highly recommended that patients and visitors use this on entry and exit from the building. Wherever possible, please attend for your appointment alone (unless you require assistance from another person). Please arrive as close to your allocated timeslot, reducing the time spent in the waiting areas within the surgery.

CONTACTING THE SURGERY

Following ongoing guidance from Public Health Scotland, ALL initial contacts with the practice should continue to be made by TELEPHONE. Patients are asked NOT to attend either Taymount or Scone surgeries in person unless specifically asked to do so by one of our clinicians. This is for your safety and the safety of our practice teams.



TAYMOUNT:
01738 627117

SCONE:
01738 551739

VIDEO CONSULTATIONS (NEAR ME)



Did you know that you can see your GP without actually leaving home? "Near Me" is a video consulting service that enables patients to have consultations from home or wherever is convenient. All you need is a device for making video calls like a smartphone, tablet or PC and a good internet connection. This service has been hugely beneficial during these last few months and the feedback from our patients and our staff has been very positive.

For more information you can visit our website:
www.perthandscone.co.uk/appointments.htm



PERSONAL PROTECTIVE EQUIPMENT (PPE) & FACE COVERINGS

After your initial telephone or video consultation you may be asked to attend the surgery in person if the GP needs to see you face to face. It is vital that our staff and patients feel confident that they are safe and protected, therefore you may be seen by one of our clinicians wearing personal protective equipment (PPE).

In line with Scottish Government guidance, patients or visitors attending our surgery sites should wear a face covering **AT ALL TIMES** (unless exempt from doing so).

PRESCRIPTIONS

Are you on regular medication? If so, let us know your pharmacy of choice and we can forward your prescription when it is ready for collection.



LONG TERM MEDICATION

Many patients may benefit from regular dispensing of long-term medication through their local pharmacy. Instead of ordering medication from the surgery, patients can simply collect it at agreed intervals from their nominated pharmacy. Please ask our reception team for details.

OTHER HEALTHCARE PROFESSIONALS

When calling for a GP appointment our receptionists will ask you for some information regarding the nature of your appointment request. Our doctors have specifically asked the reception staff to ask for as much information from you in order that they can best direct you to the most appropriate healthcare provider to meet your needs, as this may not always be a doctor. By doing this we can ensure there is more capacity for our patients with needs that can only be dealt with by a GP. You can of course decline to share this information but please be assured that our staff are not prying into your personal life when asking for this information, they are simply trying to get you to the most appropriate healthcare professional without unnecessary delay for you. At this time we would also remind you that as well as our own doctors and nurses we still have our Pharmacy team, First Contact Physiotherapist and our Mental Health & Wellbeing Nurse working alongside us. They too will make contact with you by telephone just like the GPs. They are a great resource for patients who have medication related queries, those suffering from joint pains and/or musculoskeletal issues or who may be experiencing depression/anxiety related problems. They can all be accessed without seeing a GP beforehand.

ROUTINE SERVICES

Phased plans are in place to restart our more routine services such as Cervical Screening and Coils and Implants in the coming weeks. Priority will initially be given to those who were due to have these services carried out prior to the lockdown.

SURGERY OPENING HOURS

Taymount: Mon – Fri 8am – 6pm

Score: Mon, Tues, Thurs & Fri 8am – 4pm *
Wed 8am – 2pm

*from October 8am to 6pm

Please check our website for all the practice news and updates on www.perthandscone.co.uk

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Medical Group



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Guidance on every aspect of CORONAVIRUS can be obtained from NHS inform at:-
www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19