🕾 01738 828294

🖷 01738 827770

🖂 [Tay.stanleyprescription@nhs.scot](mailto:Tay.stanleyprescription@nhs.scot) (prescription emails)

🖂 [Tay.stanley@nhs.scot](mailto:Tay.stanley@nhs.scot) (general emails)

🖳 www.stanleymedicalcentre.co.uk

Out of hours contact: call NHS24 on 111 or for emergencies call 999

May - June 2025

Appointment System

We have received a few queries regarding our appointment system and how it works. We can confirm the following:

* GP appointments – we offer a mix of prebookable appointments and appointments which are available for booking on the day. The prebookable appointments are released two weeks in advance – we have this timescale in place as when we released them for a longer period in advance, many of the appointments were not attended – therefore, wasting vital clinical time. We are currently looking at options of offering prebookable appointments later in the day (instead of at the start of afternoon surgeries). We do appreciate that it is not ideal to phone up a few days in advance and there are no prebookable appointments available, thereby meaning you need to call at 8am on the day you require to be seen. If all appointments are booked and you feel your medical concern is urgent and cannot wait until the following day (and the Pharmacy cannot assist), then a message will be put through to the Duty Doctor on that day. They will then clinical triage the urgent requests.
* Practice Nurse / Healthcare Assistant appointments – these appointments can be booked up to six weeks in advance. We do experience several failed attendances regretfully, however there are some procedures that do require forward planning, and we have therefore kept this timescale in place. You may also be booked in with the Community Treatment and Care Service based at Stanley Medical Centre (for bloods, long term condition reviews, woundcare).
* Care Navigation / Signposting – all Reception staff have been fully trained to signpost patients to the most appropriate healthcare professional at point of contact. Please note – this can save patients quite some time overall seeing the correct healthcare professional first – for instance, First Contact Physio. In this instance, seeing First Contact Physio first for a sore neck / back / hip gets you in the ‘system’ immediately – they can offer key physiotherapy advice, pain relief, arrange X-Rays if required etc. Seeing your GP first (as this was the case prior to this service being introduced) can result in delays of seeing a Physiotherapist for anything up to 3 – 4 months. Appointments for First Contact Physio are often available either on the day or within a few days (at Blairgowrie or Dunkeld). In addition – your local Pharmacy can often assist with a number of minor ailments (colds, cough, colds sores, diahorrea, simple skin complaints to name a few) – if medication is required, you may receive this via Pharmacy First (free of charge) or the Pharmacy will contact ourselves if a more complex examination is required.

Long Term Condition Reviews

We will be changing the way you are notified you are due your long-term condition review in the coming months.

For all long-term conditions, apart from Diabetes presently, you will receive and email, text or automated voicemail on your landline. This is via a new system called MedLink and the sender will be noted at StanleyGP.

This new system will allow you to complete the majority of your review online via a link, which is safe to click on. There will also be a QR code available if you prefer to use that.

Once you have completed the online part of your review, you may be prompted to make an appointment for bloods and / or blood pressure. Please ensure that you follow the booking instructions given as soon as possible – this then ensures that our Practice Nurse / GP can review your online submission and test results quickly.

If you do require a follow up appointment (face to face / telephone consultation), you will be contacted to get this arranged.

Right Care – Right Place – Right Person

There are a number of alternative service providers who may be more suited to deal with your health concern. Some of these healthcare providers are based at Stanley Medical Centre, within the local community or at Blairgowrie Community Hospital / Craigvinean Surgery, Dunkeld. For further details, please visit our website or ask our Reception Staff for more details.

Practice Closures

Wednesday 4th June 2025 - Protected Learning afternoon (13:00 – 18:00hrs)

Monday 28th July 2025 - Public Holiday (all day)

Wednesday 3rd September 2025 - Protected Learning afternoon (13:00 – 18:00hrs)

Monday 6th October 2025 - Public Holiday (all day)