

Patient Information Sheet - Wellheads Facility



1 Location

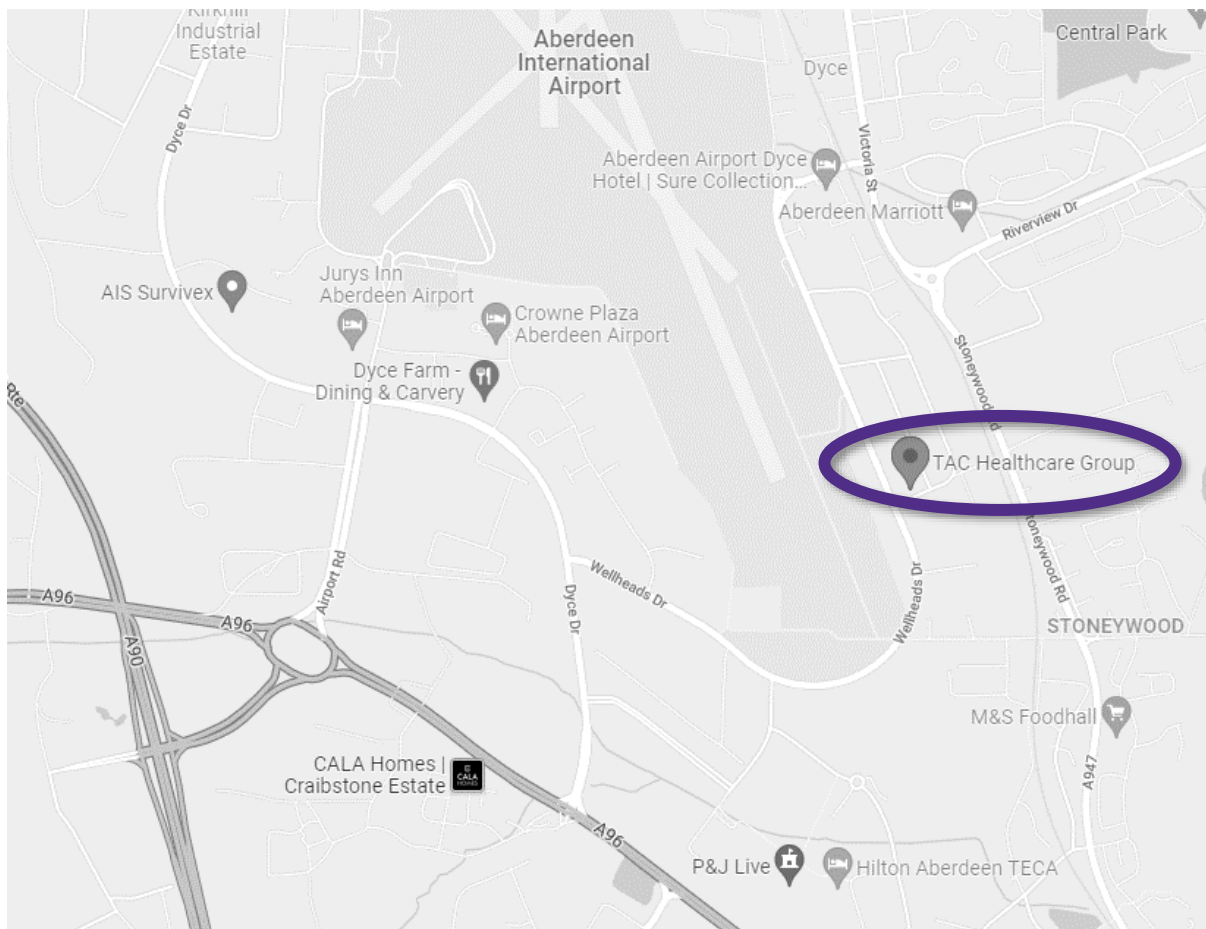
Address: TAC Healthcare Facility, Wellheads Crescent, Dyce, Aberdeen, AB21 7GA

Appointment with: **Contact:**
General: **Main Reception:** 0333 014 3488
Email: admin@tachealthcare.com OR
booking.team@tachealthcare.com

Occupational Health (OH): OH Reception: 0333 014 3488
Email: OH@tachealthcare.com
Out of hours: 07966 422 067



- [Google Map Link](#)



Note: Search for TAC Healthcare when using map applications/satnav, entering the postcode only leads you to the area.

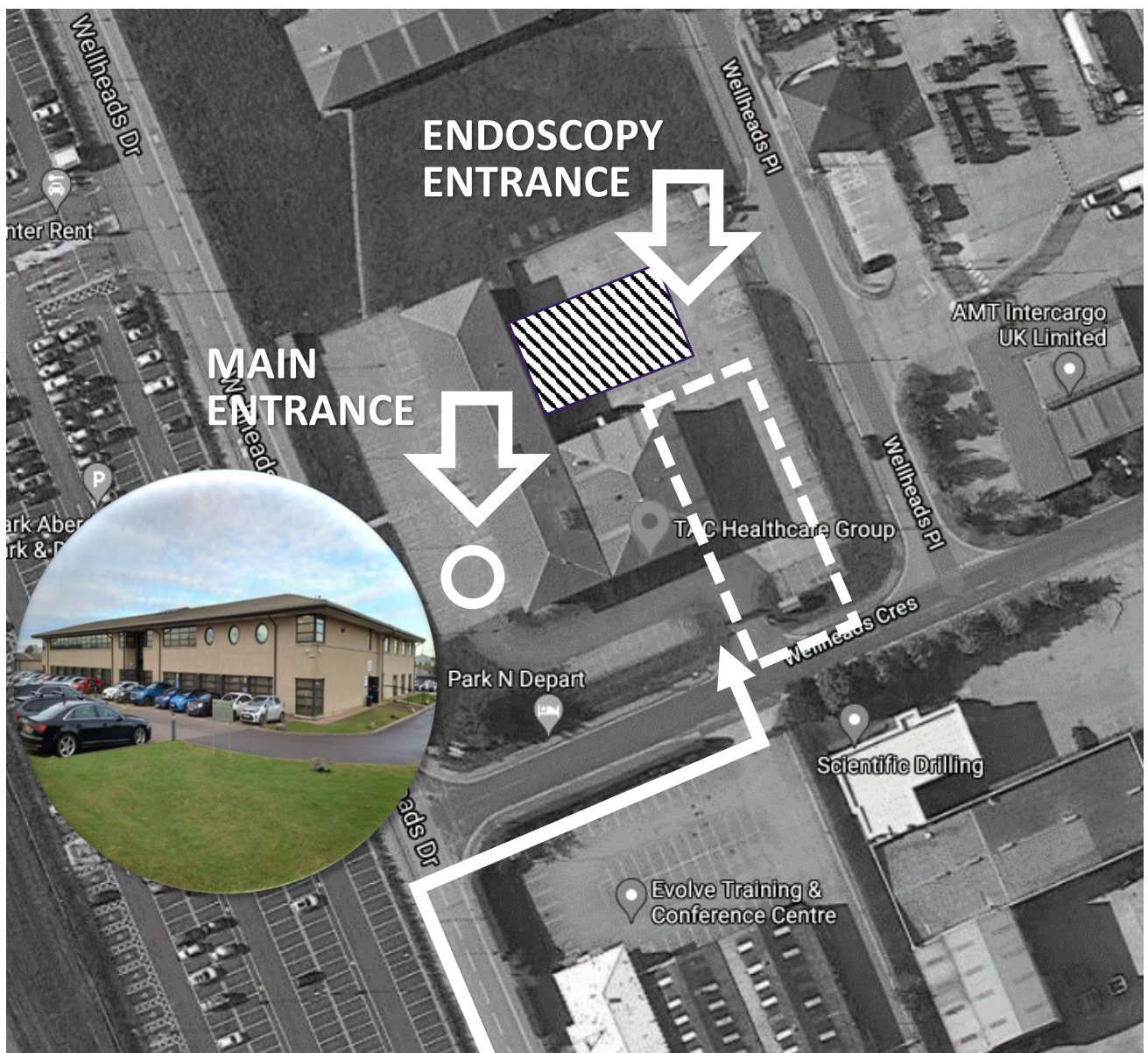
2 Arrival and Parking

Entering from Wellheads Drive onto Wellheads Crescent take the first left through the gate into the TAC car park:

- Patient parking is on the right – shown by the dashed rectangle on the aerial view below.
- Disabled Parking is to the left, follow the signs to Staff Car Park and dedicated spaces are on the right next to the main reception entrance – shown by the circle on the aerial view below.

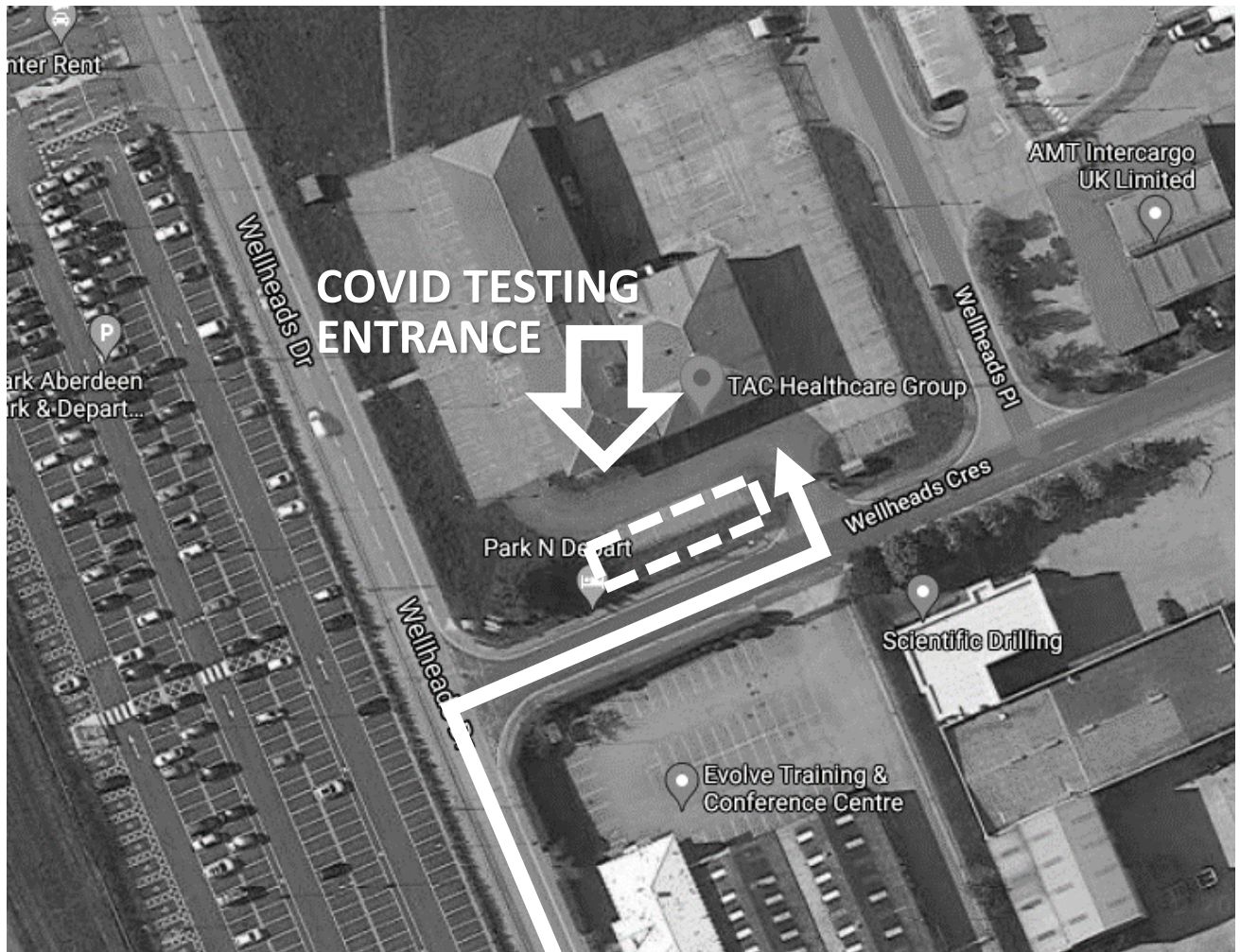
The main reception is located on the left-hand side of the building from the entrance gate at the airport runway side.

The endoscopy reception is located behind the main building on the right-hand side (striped rectangle).



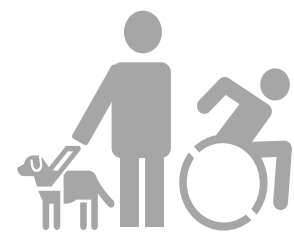
The COVID Testing entrance is located on the left-hand side from the entrance gate.

- Drive Through Parking bays are shown by the dashed rectangle on the aerial view below.



3 Disabled Access

- Main Entrance is ramped, and access is via intercom.
- Accessible toilets are located on the ground floor.
- There is a self-motorised lift for access to the first floor.
- Assistance dogs are welcome in all public areas.
- Wheelchair available upon request.



4 Language and Understanding

There is access to a tablet for communicating where language or sensory solutions are required as well as [LanguageLine Solutions Service](#) for TAC Staff to use.



5 Patient Requirements and Additional Requests

Should you have any questions regarding your appointment or have any additional requirements for your visit please contact the clinic.

- If you are bringing a Chaperone please contact the clinic to request a [Chaperone PI Sheet.pdf](#).
- Hearing Loop equipment can be requested at the Main Reception or contact the clinic to have this made available.



Please advise if you need assistance to make your visit easier.

6 Bookings and Cancellations

We understand that circumstances change, and you (or Employer Representatives) may need to cancel an appointment.

As such, we respectfully ask that you give us as much notice as possible if you wish to cancel or re-arrange an appointment otherwise this may impact on our clinic staff.

The notice of cancellation will only be effective from the time that it has been received.

Cancellations Charges

- Non-Attendance 100%
- Cancellation 2 days* before appointment No charge
- Cancellation 1 day* before appointment 50%
- Cancellation on day of appointment 100%

*A day refers to a working day. For example: if an appointment is on a Tuesday, we expect to be notified (for the 2-day rule) on the previous Friday.

Our appointment confirmations reflect this policy, by having a statement at the bottom saying that:

“If you cancel an appointment with less than 2 working days’ notice, this will incur a cancellation fee. If you need to cancel or change your appointment, please contact TAC Healthcare Group Ltd on 0333 0144 488.”

If your employer has made the appointment for you, you are also advised to let them know that you are cancelling your appointment.

Please note that we do not accept responsibility for employees notifying their employers that they have cancelled an appointment, but where possible we will let the Client know if appointments are cancelled or not attended.

7 Reports Process and Information Security

The process for receiving results or reports will be provided by staff when patients attend for appointment as this may be different for individual services.

TAC Healthcare understand the importance of information security and comply with all legal and regulatory requirements.

Our Medical Records and Information Governance and Security Policies are available on request.

8 Web links

- [Terms and Conditions](#)
- [Privacy policy](#)
- [Complaints and feedback](#)
- [Speak Up Have Your Say](#)

