



Castle  
Healthcare  
Practice

# PATIENT INFORMATION GUIDE

## WELCOME TO CASTLE HEALTHCARE PRACTICE

CASTLE HEALTHCARE PRACTICE  
EMBANKMENT PRIMARY CARE CENTRE  
50-60 WILFORD LANE  
WEST BRIDGFORD  
NOTTINGHAM  
NG2 7SD

TEL: 0115 883 2626  
FAX: 0115 981 0424

[WWW.CASTLEHEALTHCAREPRACTICE.NHS.UK](http://WWW.CASTLEHEALTHCAREPRACTICE.NHS.UK)  
[WWW.FACEBOOK.COM/CASTLEHEALTHCAREPRACTICE](http://WWW.FACEBOOK.COM/CASTLEHEALTHCAREPRACTICE)

Please ask at reception for further assistance.

## OPENING HOURS

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
Weekends/Bank Holidays	Closed

Phone lines are open 8.00am – 6.30pm Monday – Friday

## RUSHCLIFFE ENHANCED ACCESS SERVICE

As a Rushcliffe patient you can access routine appointments in the evenings and at weekends. These appointments are best suited for things that will not need ongoing review by the Practice.

Please note that Enhanced Access appointments may be located at other Rushcliffe GP practices and are pre-bookable by speaking to reception.

## USEFUL MEDICAL CONTACTS

**NHS 111** is the NHS non-emergency number and is available 24 hours a day, 365 days a year. You should call 111 if the Practice is closed and you urgently need medical help or advice but it's not a life-threatening emergency.

**Call 999** if there is a life-threatening medical or mental health emergency, at any time.

**The Emergency Department** (Formerly A&E) is located at Queens Medical Centre, Derby Road, Nottingham, NG7 2UH. Telephone: 0115 9249924.

**The NHS Urgent Care Centre** (walk-in centre) is located at Seaton House, London Road, Nottingham, NG2 4LA.

## APPOINTMENTS

### ROUTINE APPOINTMENTS

Routine appointments can be booked up to 4 weeks ahead. Patients have a choice over how they consult with their GP or Advanced Clinical Practitioner. Patients are able to choose whether they see their GP or Advanced Clinical Practitioner face-to-face or speak with them over the telephone. Nurse Prescribers, Practice Nurses, and Healthcare Assistants offer face-to-face pre-bookable appointments only.

### ACUTE APPOINTMENTS

Acute appointments are only available for urgent medical conditions, that require immediate attention. The receptionist will take brief details about your problem to enable them to triage you to the correct clinician. If your appointment is not medically urgent, you will be offered a routine appointment (as above).

### COMMUNICATION SUPPORT

The Practice is able to provide support to patients with communication requirements e.g. translation services/ sign language.

Please ensure you have informed our reception team of your required support before your appointment.

### CHAPERONES

Sometimes it is helpful to both the patient and the GP to have another person in the room during an appointment e.g. a physical examination. Patients have the right to choose if a chaperone is present.

### PATIENT COMMUNICATION

We will send you text message reminders of appointments and booking links to book into specific clinics. Please ensure reception have your correct contact details.

## NEW PATIENTS

If you live within the catchment area for Castle Healthcare Practice and would like to register, you can obtain registration forms from our website or from reception.

## PRESCRIPTIONS

If you are taking certain medicines on a regular basis, your GP may authorise you to obtain repeat prescriptions from the Practice.

How to order repeat prescriptions:

- NHS App
- SystmOnline
- Filling in the paper medication request slip at reception
- Filling in the repeat prescriptions request form, attached to your prescription and dropping it off at reception

Prescription requests are not taken over the phone.

Please ensure you have nominated a pharmacy for your prescriptions to be sent electronically to. This can be done on the NHS App, by contacting reception or by contacting your chosen pharmacy.

## TEST RESULTS

Please allow 5 working days for test results to be processed. If your test results show that you need more tests or treatment, we will contact you.

Once a GP has reviewed your test results, you can:

- View them on the NHS App
- Request them via the online Accurx form (accessible via the Practice website)
- Phone or visit us after 11:00am for them

## ONLINE SERVICES

### NHS APP & SYSTMONLINE

You can use the free NHS App or SystmOnline to access a range of online services, including:

- Ordering repeat prescriptions
- Booking appointments
- Get health information and advice
- View your health record
- View your NHS number

To access the NHS App, download it via: [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app). Please note you will have to verify your identity within the NHS App before use.

To access SystmOnline, visit the Practice website. Please note you will need to contact reception to register before using SystmOnline.

## PRACTICE POLICIES

### CONFIDENTIALITY

The Practice complies with data protection and access to medical records legislation.

### VIOLENCE AND AGGRESSION

The NHS operate a zero-tolerance policy with regard to violence and abuse and the Practice has the right to remove violent patients from the list with immediate effect in order to safeguard Practice staff, patients and other persons.

### SUGGESTIONS AND COMPLAINTS

Patient feedback is important to us as it helps us to improve the service we provide to patients. The forms to make a suggestion or a complaint can be found on our website.

If you would like information on Practice policies, please visit our website.

## MEET THE TEAM

### GENERAL PRACTITIONERS

Dr Jonathan Ashton, Dr Jeremy Griffiths, Dr Nicholas Hutchinson, Dr Rachel Janyshiwskyj, Dr Alison Di Mambro, Dr Claire McCall, Dr Lynn Ovenden, Dr Arjun Tewari, Dr Helen Walsh, Dr Kirran Bilkhu, Dr Rebecca Briggs, Dr Charlotte Burton, Dr Ghomaisa Rosie, Dr Christopher Woodrow and Dr Matthew Woodrow

### ADVANCED CLINICAL PRACTITIONER

Paul Wade

### PRACTICE NURSES

Amy Harding (Clinical Nurse Lead), Kim Black, Charlotte Moore and Frankie Parnell

### HEALTHCARE ASSISTANTS

Helen Butt and Claire Watts

### SENIOR MANAGEMENT

Lisa Sullivan (Business Manager) and Jack Eyre (Operations Manager)

### SENIOR ADMINISTRATORS

Louise Davis and Vicky Styles

### RECEPTION MANAGERS

Catherine Eyre (Reception Manager), Joanne Bride (Reception Duty Manager) and Rachel Barton (Senior Receptionist)

### SENIOR SECRETARY

Susan Berrington

### RECEPTION AND ADMINISTRATION STAFF

We have a dedicated team of receptionists and office staff who carry out a wide range of administrative and secretarial duties to keep the Practice running efficiently.