

# **Castle Medical Group**

## Main Site:

Castle Medical Practice

27 Castle Street

Luton. LU1 3AG

## Branch Site:

Churchfield Medical Centre

322 Crawley Green Road

Luton. LU2 9SB

Telephone: 01582 729242

Email: [www.castlemedicalgroup.mail@nhs.net](mailto:www.castlemedicalgroup.mail@nhs.net)

Website: [www.castlestreetsurgeryluton.co.uk](http://www.castlestreetsurgeryluton.co.uk)



## **Welcome to Castle Medical Group**

The doctors and staff at Castle Medical Group in Luton are proud to offer the highest standard of patient-centred healthcare. We run many clinics for the management of chronic diseases such as asthma and diabetes and offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and well-person check-ups.

### **Opening Times**

Monday 08.00 – 18.30

Tuesday 08.00 – 18.30

Wednesday 08.00 – 18.30

Thursday 08.00 – 18.30

Friday 08.00 – 18.30

Saturday – Closed

**NHS 111 service**

If you have an emergency that cannot wait until we reopen, please telephone 111 and you will be advised how to contact a duty doctor. Please remember that this service is intended to provide URGENT medical attention for ill patients. If it is abused

by calling for non-emergencies which could wait until the next surgery, other patients could be put at risk.

Through NHS Luton we have a contract with Herts Urgent Care to provide out-of-hours cover.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

You should call 111 if:

- it's not a 999 emergency
- you think you need to go to A&E or another NHS urgent care service
- you don't think it can wait for an appointment with your GP, or
- you don't know who to call for medical help

**Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.**

### **Register for the NHS app**

Registering for online services using the NHS app will enable you to manage your appointments, order repeat medication, update your personal details and view your records and test results.

The NHS app is available to download for free from the App store or Google Play.

## **APPOINTMENTS**

### **GP appointments**

All available GP Appointments can be booked online using the NHS app or SystmOnline or via telephone from 8a.m. Mon- Fri.

All patients requesting an appointment will be asked some questions by the receptionist and will be offered a telephone consultation with a GP or Physicians Associate.

We also offer face to face appointments with our Minor Illness nurse who can assess patients and is able to prescribe medication.

By offering telephone appointments and giving advice we can support patients to be able to speak to or see a doctor on the day that they call.

Many people do not need to come into the surgery at all; repeat prescriptions can be ordered on line and sent to your local pharmacy for collection.

However if after speaking to the doctor, they feel that you need to come into the surgery they will make an appointment for you.

Please note that an appointment is for one medical problem. If you have a number of issues to discuss, please ask for a longer appointment or you may be asked to rebook.

**\*\*\*IF YOU ARE UNABLE TO ATTEND FOR YOUR APPOINTMENT PLEASE LET US KNOW AS SOON AS POSSIBLE SO THAT IT CAN BE OFFERED TO SOMEONE ELSE \*\*\***

### **Emergencies**

If our clinician appointments are fully booked you may be advised to contact NHS 111. The NHS 111 service will be able to assess your symptoms and book a suitable consultation or signpost you to the relevant local service.

### **Home Visits**

Home visits are only available for patients who are housebound because of illness or disability.

If possible, please try to telephone reception before 10:00am if you require a home visit.

Visits are carried out in the middle of the day between morning and afternoon surgeries.

A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

## **Nursing Services**

In order to direct you to the appropriate nurse specialist you may be asked to give a brief description of your medical needs to the receptionist.

### **Minor Illness Nurse**

Our Minor Illness Nurse can deal with earaches, sore throats, chest infections, cystitis, urine infection, diarrhoea and vomiting, vaginal discharge, eye infections, sinusitis, cough, hay fever, nose bleeds, rashes, eczema, in growing toenails, mouth problems, boils, indigestion, constipation, worms, minor injuries.

### **Practice Nurses**

Our Practice nurses deal with the following: Asthma reviews, B12 injections, Blood Pressure Checks, Cervical Smears, Contraception services, Diabetes Reviews, Dressings, ECG and Immunisations.

### **Health Care Assistants**

Our Health Care assistants can do ECG's, blood pressure checks, blood test. Kim can also do B12 injections, flu jabs/ pneumonia injections (over 16s), minor dressings and suture/ clip removal- please inform the receptionist at time of booking.

## **Contraception**

Our Sexual Health Nurse can deal with contraception, cervical smears, vaginal swabs and chlamydia testing and treatment.

### **Clinics**

Diabetic, coronary heart disease and asthma/COPD clinics are run by specially trained nurses who liaise with the appropriate lead GP to ensure you receive the best and most up-to-date treatment to deal with your condition.

We also run travel vaccination, minor surgery, family planning, baby vaccination, antenatal, postnatal and flu vaccination clinics. We offer appointments for cervical smears.

### **Health Checks**

Where a registered patient between the age of 16 and 75 has not attended surgery within the preceding three years and asks for a consultation, this will be provided and, in the course of the consultation, appropriate enquiries and examinations may be offered.

If you are aged 75 years or over, you should be seen annually either by your doctor or practice nurse. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

### **Minor Surgery**

Dr Zaidi runs Minor Surgery Clinics dealing with moles, warts, verrucae, cysts and skin tags. You will need to have an initial consultation with Dr Zaidi for an assessment.

### **Other Services**

Doctors are prepared to carry out recognised medical services not covered by the NHS and for these a fee will be charged. A list of these charges is on display in reception.

If you wish to make enquiries about administration or non-medical aspects of your health or treatment, our reception staff or Practice Manager will be able to help you.

## **Student Health Centre**

We undertake the medical care of students attending University of Bedfordshire, providing that they are registered with the Practice. Students are entitled to make use of the services we provide. You will be asked to produce your student identification when attending the Surgery.

## **Repeat Prescriptions**

If you are taking long-term medication we recommend ordering your repeat prescriptions using the on-line service either via the NHS app or via our website at [www.castlestreetsurgeryluton.co.uk](http://www.castlestreetsurgeryluton.co.uk). We require at least three working days' to prepare the prescription.

We are unable to accept telephone requests and do not post out prescriptions in the post.

Some chemists operate a collection and delivery service on request; please check with your local pharmacy to arrange this service.

## **Electronic Prescribing**

We now send prescriptions electronically directly to your nominated pharmacy. Please let us know which pharmacy you wish to nominate so that we can update your records.

## **Generic Medicines**

You may notice that the name of your medicines may change or will have changed. This is because we use generic names. If you are worried about the change in name or appearance of your medicines, check with the pharmacist or doctor who will be able to explain why they are different. For example, Paracetamol is the generic name for Panadol.

## **Prescriptions Charges and Exemptions**

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

### **NHS charges**

**These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.**

Correct as of April 2021

- Prescription (per item): £9.35
- 3-month (PPC): £30.25 approx.- please check with pharmacy
- 12-month prepayment certificate (PPC): £108.10 approx.- please check with pharmacy

If you need to pay for four or more prescription items in three months or more than 14 items in 12 months you may find it cheaper to buy a PPC.

- Telephone advice and order line **0845 850 0030**
- General Public - Buy or Renew a PPC On-line

There is further information about prescription exemptions and fees on the NHS website ([www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx](http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx))

### **Sickness Certificates**

You do not require a doctor's sickness certificate for any illness lasting less than 7 days. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website ([www.hmrc.gov.uk/forms/sc2.pdf](http://www.hmrc.gov.uk/forms/sc2.pdf)).

To request a Sick/Fit note please go to the following section on our website:  
<https://www.castlestreetsurgeryluton.co.uk/sick-note/>

### **Evidence that you are sick**

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

### **Statement of Fitness for Work – 'Fit Note'**

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the DirectGov website  
([www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/Illoinjured/DG\\_175850](http://www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/Illoinjured/DG_175850)) (where this information was sourced)

### **Private Letter Requests & Completion of Forms**

Non NHS private work is subject to the discretion of the doctors. If you require a letter or form for work, uni, insurance etc. then you will need to complete a request form at reception or via our website <https://www.castlestreetsurgeryluton.co.uk/navigator/medical-report-request/> where you will be advised of the fee which is payable in advance.

The turnaround time for non NHS work is at least 28 working days. You do not need a GP appointment to request a letter or form. Please do not submit any requests if you are not able to wait at least 28 working days.

### **IT/Electronic Patient Records- Statement of Intent**

New contractual requirements came into force from 1<sup>st</sup> April 2014 requiring that GP Practices should make available a statement of intent in relation to IT developments. Our full statement of intent can be viewed on our web site [www.castlestreetsurgeryluton.co.uk](http://www.castlestreetsurgeryluton.co.uk) or you can request a copy from reception.

### **Practice Area**

Our practice area or boundary is displayed below but can also be found on our website. To check if an address is in our area/ boundary please visit:

<https://www.castlestreetsurgeryluton.co.uk/practice-information/practice-boundary/> and enter the postcode.



## **Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

### **HOW TO MAKE A COMPLAINT**

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE. You should address your complaint in writing to the Practice Manager via email at **castlemedicalgroup.mail@nhs.net**. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

A full copy of our Complaints Policy is available on request.

Alternatively, if you are unable to discuss your complaint directly with the Practice you can contact:

### **Patient Advice and Liaison Service (PALS)**

Patients, relatives or carers occasionally need to turn to someone for on-the-spot advice and support. PALS aims to resolve concerns quickly and efficiently, provide information on NHS services.

#### **Contact PALS by:**

- Phoning 01582 532109 (normal hours 9am- 5pm, Monday to Friday). A voicemail system operates at busy times and out of hours and we will endeavour to return your call by the next working day.
- E-mailing [pals.lutonccg@nhs.net](mailto:pals.lutonccg@nhs.net)
- writing to: The PALS service, 4 George Street West, Luton LU1 2BJ

## **NHS England**

The contact details for NHS England are:

E-mail: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

Postal Address:

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

Telephone: 03003112233

## **How we use your data.**

In the National Health Service, we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Please ask for a copy of our patient information leaflet “How we use your Health Records” for further information.

## **Partners & Managers**

Dr Abbas Zaidi - GP

Dr Ruchira Karunadasa - GP

Dr Mazhar Kiani- GP

Dr Grzeg Chomicz- GP

Dr Abul Chowdhury - GP

Dr Zeeniya Ziyad – GP

Mr Sam Patel – Clinical Pharmacist

Jenny Hayah – Practice Manager

Ambreen Ahmed – Deputy Practice Manager