

CASTLE MEDICAL GROUP PRACTICE

Practice Leaflet

PARTNERS

Dr A Zaidi, Dr M Kiani, Dr A Chowdhury, Dr Z Ziyad, Dr G Chomicz, Mr Sam Patel

PRACTICE MANAGER

Jenny Hayah

OPERATIONS MANAGER

Jolene Weston

BRANCH ADDRESS's

Castle Medical Group Practice

27 Castle Street, Luton, LU1 3AG

Churchfield Medical Centre

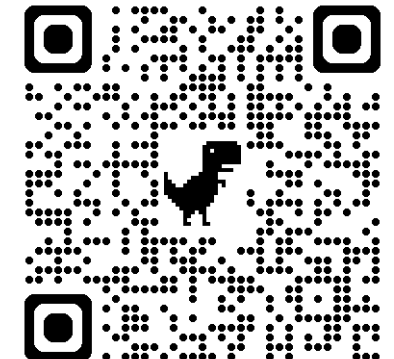
322 Crawley Green Road, Luton. LU2 9SB

PHONE

01582 729242 / 01582 399444

For more information, why not visit our website by scanning the QR Code here.

Website: www.castlestreetsurgeryluton.co.uk



Castle Medical Group Practice Vision

We aim to provide the best possible outcomes for our patients in a safe and welcoming environment. Our doctors and staff aim to treat you with dignity and respect

We aim to be a 'Centre of Excellence' for teaching and training of medical students, GP Registrars and Trainee pharmacists

We aim to use technology smartly to improve the efficiency and effectiveness of our administration, patient contact and clinical activity.

We will continue to invest in our staff, diversity and developing our skills and knowledge base to ensure that we have a highly skilled, resilient and adaptable workforce, to meet the needs of our patient and communities.

We will seek to collaborate and work in partnership to strengthen community links and respond to local regional and national initiatives.

Castle Medical Group Practice Partners & Management

Practice Opening Hours

Monday: 8am to 6:30pm

Tuesday: 8am to 6:30pm

Wednesday: 8am to 6:30pm

Thursday: 8am to 6:30pm

Friday: 8am to 6:30pm

Saturday: Closed

Sunday: Closed

This practice will be closed on all Public Bank Holidays



Patient Prescriptions

Ordering your Prescription

The easiest way to order repeat prescriptions are:

Using your NHS Account (through the NHS website or in the NHS App)

Using the GP online system on line by scanning the QR code below.



Fill out a repeat prescription request form at the practice

We do not accept prescription request over the phone

Collecting your Prescription

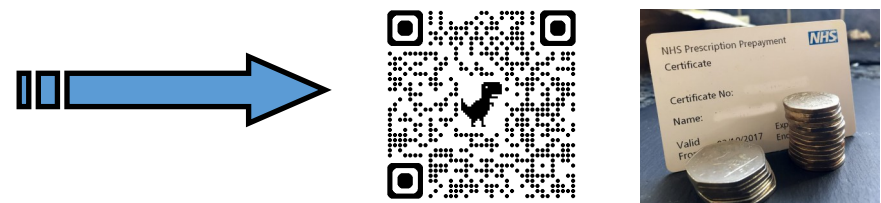
Once ordered, you can usually collect your prescription 3 working days after you have ordered it, from your nominated pharmacy.

Save money on NHS Prescription Charges

If you need more than 12 prescribed medicines a year could save money with a prescription pre-payment certificate.

You can buy a 3 or a 12 month prescription pre-payment certificate (PPC).

You could be losing as much as £205.00 by not buying a PPC For more information please scan the QR code here.



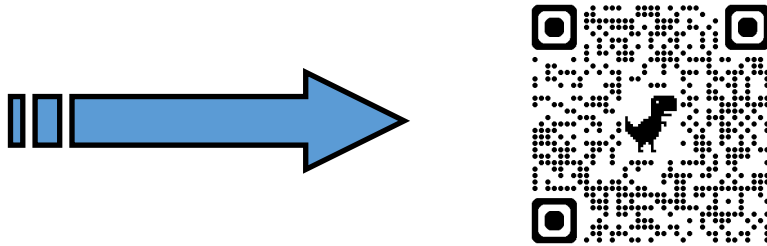
New Patient Registration

We'd love to welcome you to **Castle Medical Group Practice**

If you live within our catchment area, registration can take just a few minutes

How to register with us

Please scan the QR code below to begin your registration



What you'll need:

Your NHS number if you have it and proof of address.

We accept patients who live within our catchment area.

Further information can be found on our registration page.

Also no need to deregister from your old GP practice as we can do that all for you.

If you don't have a smartphone or access to the internet, please speak to a member of our practice reception team.



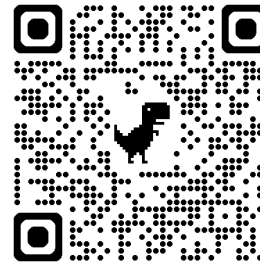
We look forward to welcoming you at Castle Medical Group Practice

How to book an Appointment

To make sure you get the right care at the right time, we use online triage

It'll only take you a few minutes

- 1: Scan the QR code below with your phone camera
- 2: Tell us about your problem
- 3: A Clinician will review your triage and contact you with your next steps.



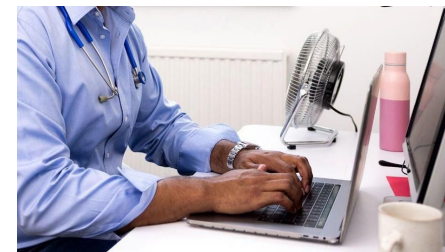
We aim to respond within 2 hours

If you don't have internet access, just call our receptionist and we'll complete your triage over the phone.

Need Urgent help today?

Please call us on: 01582 729242 or contact: 111

For an emergency, please call 999



Test Results

We know waiting can be worrying

If your result show that you need more tests or treatment, we will contact you.



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

In your NHS Account (Via the NHS website or NHS App)

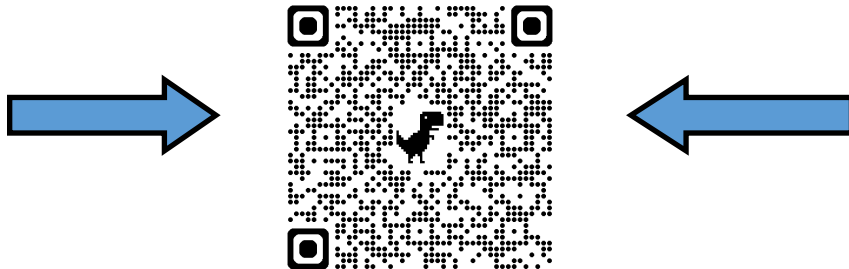
In your SystmOnline Account

By Phoning us at Castle Medical Practice and we will let you know your results.

01582 399444

Questions about your results

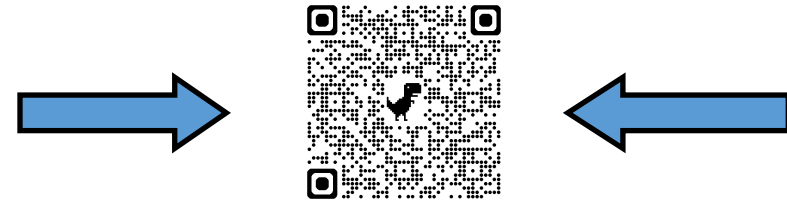
If you want to talk to someone about your results fill out a Test Result Request form by scanning the QR code below or contact a member of our reception team who will be able to do this for you



Sick (Fit) Notes

If you have been off sick from work for more than 7 day, you may need a sick (fit) note from us.

The quickest way is to scan the QR code below to for an online request



We can Help

Off sick for 7 days or less?

You don't need to see a GP. Ask your employer for a Self-Certification form

Off sick for more than 7 days?

We can issue you with a sick (fit) note. Scan the QR code above to request one online or simply call our reception team .



A Clinical will review your request. We usually issue fit notes within 2 working days and there is no charge to NHS for Sick (fit) notes.

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.

Paramedic

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, our Health Care Assistant 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

Patients can attend the sexual health for new contraception and the pharmacy for renewal of contraception.

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.

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.



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, university, 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 1st 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 or you can request a copy from reception.

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
- writing to: The PALS service, 4 George Street West, Luton LU1 2BJ 13

NHS England

The contact details for NHS England are:

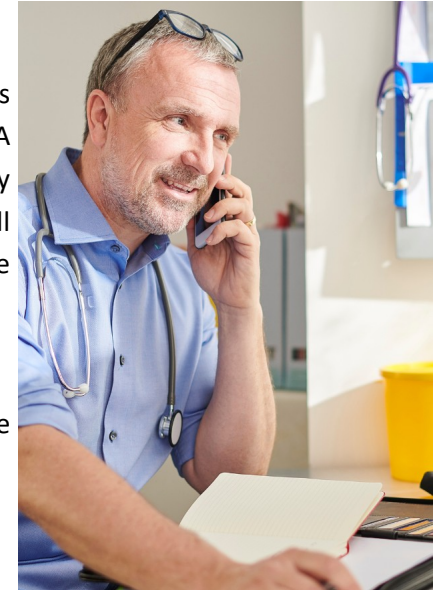
E-mail: nhscomissioningboard@hscic.gov.uk

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.



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/practiceboundary/>
and enter the postcode



We'd love to hear your feedback

Your opinion matters to us, as it helps us improve and lets other patients know what we are like too.

Tell us what you think

We are always learning. Please consider leaving us a Google Review to help us make improvement for you and our community.

Simply scan the QR code below and let us know what you think. Alternatively, if you'd prefer to talk to us directly about a concern you have, please ask at reception or email us on:

Castlemedicalgroup.mail@nhs.net

