



A GUIDE TO OUR SERVICES

Address: 118 Burton Road
Ashby-de-la-Zouch
Leicestershire
LE65 2LP

Telephone: (01530) 414131
Fax: (01530) 560732
Website: www.castlemedicalgroup.co.uk

- ◆ **Opening hours: Monday, Tuesday, Thursday and Friday 07:30 until 18:00**
- ◆ **Wednesday 07:30 until 20:00 (late surgery)**
- ◆ **Phone lines open from 08:00**
- ◆ **Evenings and weekends 111**

This practice is within the West Leicestershire Clinical Commissioning Group (CCG)

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Welcome

Castle Medical Group serves the whole of Ashby as well as its closest villages. Our team includes seven GPs (plus up to three trainee GPs), two specialist nurse practitioners, five sisters, three health care assistants as well as our practice manager and reception and admin staff.

We offer a full general practice service and run specialist clinics for children and pregnant women, heart disease, diabetes, asthma sufferers, travel advice, smoking cessation and for patients needing minor surgery. Contact West Leicestershire Clinical Commissioning Group **(01509) 567700** for services we do not provide. At Castle Medical Group, we aim to treat all our patients promptly, courteously and in complete confidence.

Castle Medical Group is a 'training practice'. This means hospital doctors wanting to enter general practice spend a few months with us in order to gain the experience they need to become family doctors. In addition we regularly have medical students who spend 6 weeks with us as part of their training to become a doctor.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

Registering with us

If you live in our practice area (see next page) and would like to register with us, please come to the Health Centre to complete a registration form. Please bring with you:

- Your medical card if you have it
- Proof of any medication you are taking (for example bring in the packaging)
- If you are registering children under 6 then we will need details of any immunisations and vaccinations they have had. (This can be found in the red book from the Health Visitors)

Practice Area

The current area covers the following:

- Ashby
- Packington
- Smisby
- Boundary (as far as the Water Tower)
- Donisthorpe
- and Moira (including Via Devana and Donisthorpe Lane but not under the bridge i.e. Shortheath)

The following areas are not eligible to join our practice:

- Oakthorpe
- Lount

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- Measham
- Coleorton
- Shorth Heath
- Newbold
- Blackfordby
- Worthington
- Normanton-le-Heath.
- Ravenstone

However there are exceptions to the above. Where a relative moves into the same house as an existing patient they will be accepted.

Unfortunately due the pressures of an increasing list in a building which is already too small for us, we have made a policy that we cannot keep on any existing patients who move out of our current practice area under any circumstances.

Clinics and Services

We run a range of clinics. For an appointment or further details, please call **(01530) 414131**.

Antenatal

| | | |
|---------------------|-----------|-------------------|
| Ante Natal Clinics: | Monday | 12:00 until 16:00 |
| | Wednesday | 13:30 until 16:00 |
| | Thursday | 09:15 until 13:00 |
| | Friday | 09.15 until 13:00 |

(These days and times are subject to change without notice)

This clinic is run by the midwives for ladies throughout their pregnancy here at the practice.

If you are unable to see the midwife then the doctors will undertake your checks for you.

Post Natal Care

Your baby will have an 8 week check with the doctor.

Vaccination Clinic

Tuesday 14:00-16:15

Childhood immunisations are carried out on Tuesday afternoons. The health authority sends all new babies and children up to school age invites for vaccinations as they become due.

Minor surgery

The doctors perform minor surgery such as lesion removal (things like warts and moles). Please discuss this with your doctor who will then arrange for you to be given an appointment.

Long Term Conditions Clinic (for patients with Heart Disease, who have had Strokes, Diabetics or those with Respiratory problems)

These run most afternoons from 13:30 until 16:30.

We invite patients suffering from heart disease or diabetes or who have had strokes or mini-strokes or have respiratory disease (Asthma or COPD) or a combination of these conditions to attend once a year for an annual check. The check takes approximately 15 minutes (or half an hour for diabetes)

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and offers advice and general health check-ups. If you suffer from two or more of the above conditions, for example both diabetes and heart disease, then please make a double appointment.

If you have heart disease, stroke or diabetes then a blood test is required 2 weeks before the clinic appointment and instructions for this will be given to you when you book. You will be given the results in the clinic so there is no need to phone or come to see the doctor for the results.

If you have a respiratory condition please bring your inhaler to the clinic with you.

Please be aware that we will invite you to this clinic by letter and we are required by the government to call you three times each year if you do not respond to our letters.

Smear tests

These are generally undertaken by one of the nurses. Ladies between the ages of 25 and 49 will routinely be called by the health authority (not the surgery) every 3 years. Ladies between 50 and 64 will be called every 5 years. Ladies aged 65 and over will only be called if they have not been screened since the age of 50 or if they have had recent abnormal tests.

Contraception Advice

Contraception Advice is provided by all the doctors; and the nurses in the treatment room. Alternatively the following services are available:

Family Planning Clinic at Coalville Community Hospital - 01530 467442

| | | |
|----------------|----------|-------------------|
| By Appointment | Tuesday | 18:15 until 16:00 |
| Drop – in | Thursday | 18:15 until 16:00 |

We offer, in addition to all our other contraceptive facilities, the 3 year implant (Implanon).

Travel Advice and Immunisation Clinic

Our travel clinic provides advice and vaccinations (where required) for those travelling abroad.

In order to obtain travel advice and immunisations all travellers should:

1. Be informed about the areas you are travelling to. Log on to www.fitfortravel.scot.nhs.uk to look at recommended vaccinations/side effects etc. Please make a decision on which vaccinations you would like to receive before coming for your Travel Clinic appointment.
2. Collect from the health centre or download from our website a Pre-Travel Health & Vaccination Assessment form.
3. Return the completed forms to the Health Centre. **This must be done at least 8 weeks prior to departure or we will be unable to see you.**
4. One of our receptionists will ring you to arrange an appointment a few days after you have submitted the form (after the treatment room nurses have assessed the form and decide how long an appointment will be needed).

The clinic will endeavour to see everybody but there are limited spaces and in addition it takes time to give a course of vaccinations and then after the course has been given they take a few days to become fully effective.

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Please note that there will be additional charges if you need any of the following:

- Rabies
- Yellow fever
- Malaria; and
- a few other illnesses which will be notified at your appointment.

If you are travelling at very short notice and we can't fit you in there are a number of commercial travel clinics who may be able to help:

Private Travel Clinics

We do not endorse or recommend these clinics in any way; we merely list them for your convenience.

| | |
|---|--|
| MASTA Travel Clinic Pinfold Medical Practice Pinfold Gate Loughborough LE11 1DQ Tel: 0330 100 4257 | Private GP for Travel Immunisations Beech House 3 Knighton Grange Road Leicester LE2 2LF Tel: 0844 800 8673 |
|---|--|

Other health care services

Primary care services not available at our practice are provided by West Leicestershire Clinical Commissioning Group (CCG) and their telephone is **(01509) 567700**.

Prescriptions

Repeat prescriptions

If you take medication on a long-term basis, you can ask for a repeat prescription by:

- faxing your medication request to the surgery (01530) 560732
- dropping in the repeat prescription in person to the surgery or posting through our letterbox
- via the website (www.ashbyhealthcentre.org.uk)

Unfortunately **we are unable** to accept repeat prescription requests via the telephone.

Your prescription will be available for you to pick up in two working days or we can arrange for Boots (Ashby branch), Dean & Smedley (Ashby branch), Ashby Pharmacy or Tesco (Ashby branch) to collect your prescription.

Patients who are housebound and live in Ashby can arrange with the chemist to deliver these prescriptions - a small charge may be incurred.

Please Note - Repeat prescription requests are designed to assist patients on regular long-standing medications only. All requests for repeat prescriptions will be seen and verified by the doctor and therefore, only requests from patients entitled to receive repeat prescriptions will be accepted. If

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you are in any doubt as to whether this applies to you, please check with the Surgery before forwarding your details.

Holidays - In order to prevent over-prescribing of any medication, our system keeps track of when and how much medication is prescribed for each patient. It will not therefore routinely allow early printing of prescriptions. However we do understand that there are some occasions, for example if you are going on holiday, when you may need your prescription early. If this is the case please let us know when putting in your request. This will allow us to override the system if the circumstances justify it.

Urgent Prescriptions Policy

If you have run out of medication and come down to ask for a repeat prescription, we will produce another prescription for you and have it signed by 5pm on the same day for you to collect from the Health Centre. However we will only be able to do this a maximum of 2 times in two years for you.

Repeat Dispensing

If you are stable on long-term repeat medication you may wish to go onto our Repeat Dispensing scheme. This allows you to collect a batch of prescriptions from the doctor which last up to 6 months. There is no need to send repeat prescription requests to the Health Centre during this time. You can use this to collect your medication from a chemist in Ashby or any other chemist who has signed up to this scheme. This means you could get your medication from a chemist local to your work if you prefer.

To find out more please ask at reception and then you will need to come in to see your doctor to be issued with the prescriptions.

Appointments

Please ring our main switchboard number on **(01530) 414131** to book an appointment. Some of our appointments are book on the day and some may be booked in advance.

| Morning Surgery | Afternoon Surgery |
|---|--|
| 07:30 – 11:00 (07:30-08:00 pre-bookable only) Mon, Tues, Weds, Thurs, Fri | 15:00 - 17:50 Mon, Tues, Thurs, Fri |
| 08:00-10:00 Sit and Wait (08:30 on alternate Tuesdays/Thursdays) | 15:00 - 20:00 on a Wednesday |

Sometimes appointments may be available during the middle of the day as well.

Nurses based in our practice treat patients for a wide range of common conditions. A number of appointments with a member of the nursing team in the Treatment Room can be pre booked each day.

- Tell us if you are in a telephone box. We will ring you back.
- Say immediately if your call is an emergency.

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- Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.
- You can ask for the doctor to call you back for a **telephone consultation**. He or she will ring you during the morning on the telephone number you have given. These are for non-urgent problems.
- You can telephone at 11:30–11:45 or 16:30–16:45 to speak to one of our nurses for advice.

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 11:00
- Ringing for the results of tests after 11:00

Home visits

If you feel a home visit is necessary please ring between 08:30 and 11:00, if possible, so that the doctor will be able to see you on his rounds and not have to make a special journey.

All home visit requests after this time will be dealt with by the on-call duty doctor.

The team is dedicated to providing the best possible standard of care at home but seeing a patient at home rather than at the surgery has a lot of disadvantages. Facilities at home can never be as good as at the surgery and travelling takes up a lot of time which we would rather spend with the patient (Our doctors typically see four patients in the practice in the time it takes to do a single home visit.)

FOR THESE REASONS ALL HOME VISITS ARE AT THE ABSOLUTE DISCRETION OF THE DOCTOR AND ARE MADE ONLY WHEN THE DOCTOR DECIDES THE PATIENT IS TOO ILL TO COME TO THE SURGERY.

Web booking

We now offer web booking for GP appointments. This is a good way to beat the telephone queues if you have access to the internet. In order to use this facility you have to come and register with the practice. Unfortunately due to the varied nature and timing of some of our appointments, we have made the decision that only straightforward appointments with the GP will be bookable via the Web.

Evening and weekends

West Leicestershire Clinical Commissioning Group (CCG) is responsible for out of hours medical cover. When the surgery is closed please **call 111** for advice and help.

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Loughborough Urgent Care Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses, seven days a week, 24 hours a day at Loughborough Urgent Care Centre, Loughborough Hospital, Urgent Care Centre, Hospital Way, Loughborough, LE11 5JY

Tel: 01509 611600. You do not need an appointment.

Swadlincote Urgent Care Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses at Swadlincote Urgent Care Centre, Civic Way, Swadlincote, DE11 0AE. Tel: 0844 412 2239. It is open Mondays to Fridays from 18:30 to 22:00. (It is also open on Saturday, Sunday and bank holidays from 09:00 to 22:30)

Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Our team

The Partners

Dr John Addison

MBChB (Sheffield 1989)
Diploma in Family Planning (1996)

Dr Nil Sanganee

MB ChB (Honours) (Birmingham 2000)
DRCOG DFFP MRCGP (2004)
Diploma in Family Planning (2004)
PGCert. Medical Education (2006)
FRCGP (2014)

Dr Pradeep Krishna

MBBS (Madras, India 2002)
MRCGP (2007)
PGcert Medical Education (August 2008)
DFFP (December 2008)
FRCGP (2017)

Dr Raghuram Shivram

MBBS (Madras, India 1991)
MD Paediatrics (India 1994)
MRCP (1998)
DCH (1999)
MRCPsych (2006)

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MRCGP (2016)

Dr James Coleman

MBChB (Leicester, 2011)

MRCGP (2016)

Dr Adam Foster

BSc (Kings College, London, 1991)

MBBS (Kings College, London, 1995)

Diploma in Practice Dermatology (2004)

Our other doctors

Dr Kathryn Oliver

MBChB 1990 (Manchester)

FRCGP (2004)

MRCGP (1995)

DFFP (1993)

PGCME (2004)

Our Nurse practitioners

Sarah Humphreys

Tanya Collins

Emma McLeod

Our nurse practitioners work alongside the doctors in the practice to provide a medical service including holding surgeries. They are able to prescribe a range of medicines.

Our nursing team

Our highly qualified nurses deal with a range of conditions and health concerns.

They are experts in many areas of disease management such as diabetes and asthma.

Alan Dimelow, Jo Lovett and Lisa Hunt make up the nursing team. They provide care for patients with chronic conditions such as asthma, diabetes and hypertension.

Health Care Assistants

Helen Davis (HCA level 2), **Chris Robinson** (HCA level 2) and **Jayne Robinson** (HCA Level 2) are important members of the practice team who work under the supervision of a qualified nurse.

They can take blood, do ECGs, check blood pressure, spirometry tests, urine tests and much more.

Practice Manager

Caroline Robinson, Assistant Practice Manager, **Linda Conkay**, Reception Manager **Marya Hemmings** or Facilities Manager **Anne Jones**.

Assistant Practice Manager

Linda Conkay

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IT Manager

Claire Mansfield is responsible for ensuring that our computer systems are up and running and for helping ensure the accuracy of our patient data.

Facilities Manager

Anne Jones is responsible for ensuring the smooth running of the building and maintaining the Website.

Medical Secretaries

Susan Corner

Natalie Horton-Kirkby

Beverley Tonks

Reception Manager

Marya Hemmings

Reception Supervisors

Gina Evans

Mel Brown

Registrations Clerk

Mariana Chappell registers new patients and de-registers patients who leave the practice.

Prescriptions Administrator

Lyn Wainwright

Nicole Louch

Reception Staff

Christine Bailey

Debbie Johnson

Grace Robinson

Jane Addison

Michelle Leafe

Laura Sankey

Anne Porter

Rebecca Shaw

Lucas Dent

Janine Dakin

Jayne Buxton

Mitchell Clulow

Our reception staff are here to help you; they answer the phone, book appointments, deal with enquiries, book ambulances and prepare repeat prescriptions. Their job is very demanding so please be patient.

Lead Administrator

Amanda Chatterton

Administration

Allison Frost

Paula Bradbury

Sue Appleby

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Other information

Complaints

Castle Medical Group aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whoever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Practice Manager at Castle Medical Group. The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, ring (01509) 564444.

Registrar doctors

We regularly have up to three registrar doctors working at the practice. Registrars are fully qualified doctors who have decided they would like to become GPs. They undertake between eight months to a year of 'on-the-job' training with us here and are supervised by the Partners.

Students

We are a training practice and regularly have a student here for a 6 week placement. These are young people training to become doctors. You will be informed if there is a student sitting in with the doctor you wish to see and asked if you are prepared to have the student in your consultation. Please do not be afraid to say no.

Patients with particular needs

Our surgery is accessible to patients using a wheelchair and we have a toilet for disabled patients. We also have parking spaces which are reserved for patients displaying a disabled sticker.

Abusive or violent behaviour

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Your rights

You have the right to:

- ❖ Ask for a health check if you are between 16 and 75 and have not seen your GP in the last 3 years
- ❖ Ask for a health check if you are over 75 and have not seen your GP in the last 12 months, and this can be in your own home if you are housebound
- ❖ You have the right to see your own notes if you wish to. Please see below for more details about this.

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- ❖ You have the right to express a preference for a particular practitioner and the practice shall endeavour to comply with any reasonable request. Please ask at reception for more details.

In return we expect you to treat us with civility and courtesy at all times and to cancel any appointments if you feel you no longer need them.

Data Protection

Your Personal Health Information

To give you the care you need, we keep information about your visits to surgery staff involved in your care or treatment. These could be visits to a GP or practice nurse, or a visit by a health visitor. We keep information about your health and lifestyle and any illnesses, tests, prescriptions and other treatments that you have had. When this information contains things that can identify you, such as your name, address, postcode or date of birth, it's called your personal health information. Your personal health information is stored securely on paper or on computer, or both.

We sometimes share your personal health information with other organisations involved in your healthcare. We only share relevant information. For example, when your GP refers you to a specialist at the hospital we send relevant details about you in the referral letter and receive information back from them about you. We sometimes share information including your name, address and date of birth so that you can be invited for health screening.

We also need to use your personal health information for administrative tasks, but we only use relevant information. So that we can be paid for services we give you, we share information about you with relevant NHS organisations. These organisations help to check that public money is being spent properly. The surgery must allow these checks to be done and we need to share your information to be able to give you healthcare services. Whenever we do this we will make sure that as far as possible we don't share any information that could identify you.

Sometimes, we might use information about you and other patients to help improve our services or to check that they are up to standard. Whenever we do this we will make sure that as far as possible we don't share any information that could identify you.

The surgery is sometimes involved in health research and in teaching student nurses, doctors and other NHS staff. We will ask your permission before we do this.

Where you need a service that we give jointly with your local authority, we will ask your permission before giving them your information.

Sometimes the law requires us to pass on information to other organisations. For example, we have to report all births, deaths and certain diseases or crimes.

The law sets out how we can use your personal health information. The Data Protection Act gives you rights about how your personal information is used, including a right to see the information we hold about you. We are registered under the Data Protection Act 1988 for the information we hold about our patients and comply with it in every aspect. In addition, all NHS staff have a legal duty to keep information about you confidential.

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If you have any questions about how we use your personal health information, please contact our Practice Manager.

Access to Health Records

Patients are entitled to see and/or have copies of any information in their medical notes, or in their computerised records.

Application for access may be made by:-

- ◆ The patient.
- ◆ A person whom the patient has authorised in writing to apply for access.
- ◆ A person responsible for a child (under 18) provided the child consents or cannot understand the meaning of the application.
- ◆ A child (under 18), if he or she is competent to understand the nature of the application.
- ◆ A person appointed by a court to manage a patient's affairs, if the patient is mentally incapable.

If you would like to see your health record, please contact the Practice Manager and she will arrange this for you at a mutually convenient time.

We must allow you access to your records within 40 days of our receiving the request (unless insufficient information is received to identify the person making the request or to locate the information, the 40 days will then begin on receipt of this information).

There may be a charge up to a maximum of £50 for viewing your records. We will let you know the amount when you make a request to see your records.

Contacting us

Castle Medical Group
Ascebi House
118 Burton Road
Ashby-de-la-Zouch
Leicestershire
LE65 2LP

Tel: (01530) 414131

Fax: (01530) 560732

Web: www.castlemedicalgroup.co.uk (Opening hours: see above)

Evenings and weekends

- ◆ For urgent advice and treatment when our practice is closed, call the out of hours service on **111**.

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- ◆ You can also see an experienced nurse for treatment of minor injuries and illnesses, seven days a week, 24 hours a day at **Loughborough Urgent Care Centre**, Loughborough Hospital, Urgent Care Centre, Hospital Way, Loughborough, LE11 5JY
Tel: 01509 611600. You do not need an appointment.
- ◆ Swadlincote Urgent Care Centre, Civic Way, Swadlincote, DE11 0AE. Tel: 0844 412 2239 - to see an experienced nurse for treatment of minor injuries and illnesses is open Mondays to Fridays from 18:30 to 22:00 (It is also open on Saturday, Sunday and bank holidays from 09:00 to 22:30)

Other local NHS services

- ◆ The NHS Choices web site: <http://www.nhs.uk/Pages/HomePage.aspx> has lots of information about health and symptoms.
- ◆ Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis.

West Leicestershire Clinical Commissioning Group is responsible for ensuring you get all the services you need. Their address and telephone number is below:

West Leicestershire Clinical Commissioning Group,
55 Woodgate,
Loughborough,
Leicestershire
LE11 2TZ.

Telephone: 01509 567700

Email: enquiries@westleicestershireccg.nhs.uk