

November Article

Practice Team

We would like to welcome Molly to the team as a phlebotomist (takes blood) and Sara, Alison B, Alison U and Claire who have joined our reception/admin team. We wish them all the best at Castle Medical Group.



Flu Clinics

We would like to thank patients for your support during our flu clinics and appreciate all the positive comments we have received about how successful and well managed our clinics were this year. These clinics were made a success by patients attending for their appointment at their allocated time allowing us to space people out, the hard work of the practice team and the ongoing assistance from the Patient Participation Group.

If you are over 65 or under 65 in a clinical at risk group and would like to receive a flu vaccination please contact the practice.

Telephone System

Over the recent months our phone lines have become busier. To help with this we have increased our phone system capacity and made a number of changes. Unfortunately these changes have only partially helped. To further improve your experience of getting through to the practice on the phone we are upgrading our phone system to a new system.

We would like to apologise to patients for any inconvenience that has been caused and we appreciate your ongoing support and patience whilst our phone system is upgraded.

Please don't forget that as an alternative you can also contact us using online consultations for medical advice or a general enquiry:-

<https://wsp.psf-live.co.uk/7371/#/portal>.