



The Castle Medical Group

PRACTICE INFORMATION LEAFLET

(Main Surgery)
The Castle Medical Group
Clitheroe Health Centre
Railway View Road
Clitheroe
Lancashire
BB7 2JG

also

The Annexe
6 Railway View Road
Clitheroe
Lancashire
BB7 2HE

Tel: 01200 408920

Website: www.castlemedical.nhs.uk

Email: castlemedicalgroup@nhs.net

THE PARTNERSHIP

Dr Mike Doherty
MBChB MRCGP

Dr Jennifer Fairwood
MBChB MRCGP MRCP

Dr R Robb
MRCGP MBChB BSc (Hons) DFRH

Dr J Martin
MBChB MRCGP

SALARIED GPs

Dr Sibylle Holch
MD(Germany) MRCGP DFFP DCH

Dr Claire Tattersall
LLB MBBS MRCGP DFRH

Dr Rebecca Gill
MBBS DRCOG MRCGP

Dr Tauqeer Tariq
MBBS MRCGP

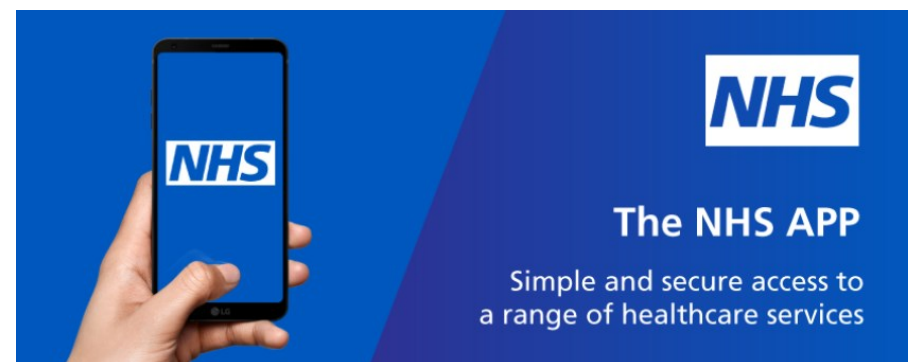
Dr Ruchika Kiran
MBBS DNB MRCGP

Dr Emilie Slack
MBBS MRCGP DFRH

DOCTORS AVAILABILITY

	MON		TUES		WED		THUR		FRI	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Doherty										
Dr Fairwood										
Dr Martin										
Dr Robb										
Dr Holch										
Dr Tattersall										
Dr Gill										
Dr Tariq										
Dr Kiran										
Dr Slack										

ACCESS YOUR MEDICAL RECORDS ONLINE



Download the NHS App or access via your PC at:

www.nhs.uk/nhs-app

Or scan the QR code on your mobile device:



WELCOME TO THE PRACTICE

The Castle Medical Group was formed on 1 April 2000 as the result of a merger between the Railway View and Castle Medical practices, both based in Clitheroe Health Centre since 1975. The practice is committed to providing healthcare to all members of the family.

The main surgery premises are in Clitheroe Health Centre, which we share with a neighbouring practice. The Health Centre includes a large treatment room, which is available to the public for the

treatment of minor injuries. In addition, the practice has premises known as the “Annexe” at 6 Railway View Road, Clitheroe.

Appointments for all surgeries should be booked through the main surgery.

The doctors are also able to admit their own patients to Clitheroe Community Hospital. Patients may be admitted from home, or alternatively, transferred from another hospital for post-operative care or rehabilitation. Facilities include an x-ray department and an out-patient department for the convenience of local people.

The practice is committed to developing the skills of doctors, nurses and other members of the team. We train medical students and doctors at various stages of their careers. We can also offer work experience placements to school students interested in pursuing a career in medicine. We are a recognised Training Practice for GP Specialty Trainees who are qualified doctors preparing to work in general practice, and Foundation Doctors working for a limited time in general practice as part of their hospital training. The qualified trainers in the practice are Dr Russell Robb and Dr Mike Doherty.

PRACTICE AREA

The practice area covers a large part of the Ribble Valley, including the town of Clitheroe itself. The area extends from Clitheroe: northward to the parish of Bolton-By-Bowland, eastward to Rimington, westward to Chaigley and southward to parts of Billington.

Villages within the practice area include: Bashall Eaves, Bolton-By-Bowland, Chaigley, Chatburn, Downham, Gisburn, Grindleton, Hurst Green, Mearley, Mitton, Pendleton, Rimington, Sawley, Twiston, Waddington, West Bradford, Wiswell, and Worston. A map of the practice area may be viewed at the main Health Centre, and is also available on our Practice website: www.castlemedical.nhs.uk

ACCESS FOR DISABLED PEOPLE

Ramps and automatic doors are in place at the entrance to the Health Centre. A lift is provided for access to consulting rooms located on the first floor. In addition, there are toilet facilities located on the first floor. For patients using the Annexe, at 6, Railway View Road, there is access into the waiting room and surgery through the rear entrance. toilet facilities are also available on the ground floor.

HOW TO REGISTER

Patients living within the defined area may apply to register with the practice. Patients are registered with the practice, but may express a preference as to which doctor they would normally like to see. Once registered, patients may request an appointment with any of the doctors in the practice. We do not discriminate against any patient wishing to register with the practice on the grounds of either race, gender, social class, age, religion, sexual orientation or appearance. Neither do we discriminate on the grounds of disability or medical condition. All our patients now have a named accountable GP, who is responsible for patients overall care at the practice. If you would like to know who your named GP is please ask during your next consultation or at reception. Please be aware that this does not mean you can only see your named GP. Having a named GP does not prevent you seeing any other doctor in the practice. Your named GP in the practice will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor. Where a patient expresses a preference as to which GP they have been allocated, the practice will make reasonable efforts to accommodate this request. New patients will be allocated and informed of their named GP when they register with the practice.

You can register online via our website: www.castlemedical.nhs.uk or call in to our reception to collect a registration form (to register in person, we will need proof of living address (e.g. Utility Bill) and ID (e.g. Driving Licence/Passport)).

SURGERY OPENING HOURS

The surgery is open from 8.00 am to 6.30 pm (Monday to Friday only). Please do not phone to request appointments until after 8.00 am. Surgeries usually start at 8.30 am and are spaced throughout the day.

The Treatment Room is open from 9.00 am to 6.00 pm (Monday to Friday only). It is closed on Wednesdays between 12.30 pm and 2.00 pm.

The Dispensary is open from 9.30 am to 6.00 pm (Monday to Friday). Prescription requests are taken by telephone from 10.00 am to 3.00 pm on 01200 401254. It is closed on Wednesdays between 1.00 pm and 2.00 pm.

EXTENDED OPENING HOURS

In addition to normal opening hours, a limited number of appointments are available with GPs, Advanced Nurse Practitioners and Health Care Assistants:

Monday to Friday evenings (6.15pm to 8.15pm)

Tuesday and Wednesday mornings (7.15am to 8.00am)

Saturday mornings (9.00am to 12.00pm)

*****Please note*****

The above appointments may be located at Pendleside Medical Practice within Clitheroe Health Centre or Whalley Medical Centre. Please check the location of your appointment with Reception at the time of booking.

EMERGENCY OUT OF HOURS

The Out of Hours Service is responsible for providing access to services outside the normal working hours of 8.00am to 6.30pm Monday to Friday and Weekends. Access to out of hours services may be obtained by ringing the NHS 111 Service. NHS 111 will take your details and may well call you back. You may be offered advice over the telephone on the best treatment for your illness; you may be asked to attend a “treatment centre” – in our area this could be at Clitheroe Hospital; you may be directed straight to Accident and Emergency; or you could be offered a home visit from a doctor if appropriate.

HOW TO SEE THE DOCTOR

All surgeries are by appointment only. Appointments are available to be booked on the day for urgent matters and in advance for more routine things. Patients are encouraged to see their own doctor, although they may not always be available on the day.

Routine appointments are able to be booked up to 6 weeks in advance. Information about the surgery times for individual doctors is contained on page 3 of this leaflet, and is also available on our website at www.castlemedical.nhs.uk.

A routine appointment is normally for a maximum of ten minutes. If you feel that your problem may take longer, it would be helpful if you inform the receptionist when making your appointment.

You may also book a limited number of routine appointments with your doctor and other clinicians online. In order to do this you will need to register for the service with the reception team—please ask them to register you for Patient Access, and then download the myGP app to your smartphone for access to appointments and prescriptions online.

You may be invited to see a Practice Nurse if you have a minor illness, as this may be more appropriate than seeing a doctor. The receptionist will advise you.

HOW TO SEE THE PRACTICE NURSES

The Practice Nurses operate an appointment system. Appointments may be booked in advance. Please contact the surgery to make an appointment by using the main surgery numbers above.

SPEAKING TO THE DOCTOR ON THE TELEPHONE

If you wish to speak to a doctor on the telephone please liaise with the receptionist to arrange a convenient time. This will usually be after morning surgery or before or after afternoon surgery. It is helpful if the receptionist can give the doctor an outline of the nature of the call so that the doctor can have the relevant information to hand.

HOME VISITS

Patients are asked to attend surgery whenever possible, as there are better facilities there for assessment and treatment. However, patients who are too ill to attend, or who are housebound, should telephone for a home visit, preferably before 10.30 am. Please give the receptionist as much information as you can, to allow doctors to prioritise their house calls. Visits are usually done after morning surgery.

RESULTS OF TESTS

All test results are checked by a doctor. Results may be given over the telephone by the receptionist with the doctor's permission. Please ring the practice after 2.00 pm for test results. The doctor will contact you if they need to discuss your test results.

PRESCRIPTIONS

Repeat prescriptions should be requested at least 48 hours in advance, Monday to Friday. Please contact the Dispensary either by telephone (10am to 3pm), or by handing in the computer slip attached to your last prescription, with the required items marked. You may also request repeat prescriptions by signing up for Patient Access via our website . You may be asked to make an appointment with the doctor or one of the nurses for a review of your medication before a further prescription can be issued.

Some patients are able to obtain their medication from the Health Centre Dispensary. This service is only available to patients who live out of town. Please ask if you are unsure whether this service is available to you. Please note that the dispensary is closed between 1.00 pm and 2.00 pm on Wednesdays.

Telephone: 01200 401254

PRACTICE STAFF

Salaried GPs

We employ six doctors in the practice to assist the partners. Patients may book appointments directly with these doctors, although they work on a part-time basis. Details of their surgery times are on page 3 of this booklet.

Nursing Team

We have a team of four Advanced Nurse Practitioners: Jared Tobin-Bennett, Rachael Hine, Jean Morris and Alex Lincoln along with seven Practice Nurses. Appointments to see them should be made in advance by telephoning the main Health Centre. The Practice Nurses provide ongoing care for patients with problems such as diabetes, asthma and heart disease. They also offer advice on immunisations, foreign travel, diet, exercise, smoking cessation and health promotion in general. The nurses also run minor illness clinics.

Administrative Staff

The Practice Manager is Julie Oliver who looks after the day to day running of the practice along with The Assistant Practice Manager, Rachael Burns. The Reception Team organise the appointments and surgeries, and are usually the first point of contact with the practice. Staff deal with requests for home visits, telephone calls, test results etc. The Administration Team undertake all the secretarial work, including referrals to hospital and letters to patients.

Members of the Reception and Administration Teams are authorised by the doctors to provide information to patients, and may well ask for further information when you call. Patients should be assured that all staff members are bound by the same rules of confidentiality as the doctors.

PRACTICE STAFF (cont.)

District Nurses

This team provides expert nursing care and advice to patients in their own homes, working closely with the doctors. The nurses are able to support patients in a number of ways, which may include help with wound care, caring for people following an operation, liaising with social services staff, providing access to aids and appliances and caring for the terminally ill.

Telephone: 01282 805989

Health Visitors

This team offers advice on all aspects of child care and development. Health visitors run baby clinics and provide help and support for mothers and babies, taking over from the midwives around 2-3 weeks after the baby's birth. Health Visitors work closely with medical staff to provide developmental assessments for children. They can advise parents on issues such as breastfeeding, post-natal support and post-natal exercise.

Telephone: 0300 2470040

Treatment Room Nurses

Sister Prescott runs the Treatment Room, leading a team of nurses. Patients go there to receive treatment for minor injuries, or they may be asked to attend for procedures such as blood tests, ECGs or dressings. The doctors undertake minor operations in the Treatment Room, assisted by the nursing staff.

Telephone: 01200 449117

Mental Health Workers

The Ribble Valley has teams of specialist mental health workers including social workers, counsellors and psychological therapists. They are trained to provide confidential help and support to individuals of all ages with mental health problems using a range of therapeutic and counselling skills. They are accessed directly by GP referral. Patients may also self-refer to Mental Health Services by calling **01282 657116**.

Midwives

The midwives are usually responsible for maternity care throughout a woman's pregnancy and up to 28 days after the birth. This is an opportunity to discuss issues such as antenatal screening and possible options regarding the place chosen for delivery. The midwives work in teams that rotate between Royal Blackburn Hospital and the community.

Information and self-referral to the midwives can be found at <https://elht.nhs.uk/services/maternity-and-newborn-services/notes>

OUR SERVICES

Our doctors and nurses provide a wide range of services to all patients registered with the practice, including advice and referral as appropriate. The practice also provides the following additional services: cervical screening, contraceptive services, vaccinations and immunisations, child health surveillance, maternity services and minor surgery (eg removal of small skin lesions, injection of joints etc.).

Family Planning

A comprehensive, confidential service including the provision of emergency contraception is available within normal surgery hours. Appointments can be made with any of the doctors or practice nurses.

Immunisations (children)

The practice encourages parents to ensure that their children are fully immunised before they reach school age. This gives maximum possible protection against a number of infectious diseases. Parents will be advised by their health visitor of the appropriate times to attend for these injections. Health visitors can also provide information and advice regarding immunisations.

OUR SERVICES (cont.)

Immunisations (adults)

The practice offers a full range of immunisations for adults including tetanus and influenza. The annual “flu jabs” are usually given in September or October. Patients are invited to attend according to criteria such as their age and whether or not they have conditions such as diabetes or asthma. Any patients who may be unsure about whether flu immunisation is advisable are asked to contact the practice nurses who will provide advice. The practice nurses also advise patients about immunisations and health protection with regard to travelling abroad.

Private Services

The practice is able to provide an extensive range of private medical services to individual patients and organisations. These include Driving and Occupational Health Medicals. All medicals require a special appointment and a fee will be payable. For any private medical queries, please contact reception on 01200 408920.

COMPLAINTS

If you have any queries or concerns about your treatment, please talk to your own doctor first. If you wish to make a complaint regarding any aspect of the practice or the care that you have received, this should be put in writing to the Practice Manager. We also actively request feedback via the Friends and Family Test and post our results on our Website monthly. Further information about the practice’s Complaints Procedure is detailed in a leaflet available from the main reception or on our website at www.castlemedical.nhs.uk.

ACCESS TO MEDICAL RECORDS

We keep both written and computerised medical records for all our patients, although most information is now stored on computer. Patients do not “own” these records, but have the right to access information regarding themselves. These records are available to be viewed on practice premises following a written request directed to the Practice Manager. Access to medical records requested by a third party (eg solicitors, the police) will normally require the written consent of the patient. Patient information provided for research or statistical purposes will be anonymised, unless consent is obtained from the individual. Patients should be aware that all medical, nursing and administrative staff involved in providing your medical care may have access to medical records. All staff are bound by strict rules of confidentiality.

HOW WE USE YOUR MEDICAL RECORDS

We mainly use your health records within the practice to ensure that clinical staff are able to make the best decisions possible for your health care. In addition, our administrative staff such as medical secretaries and receptionists may need access to your records for things like ongoing referral to specialist treatment, and to provide you with test results. We also may provide information to health care professionals outside the practice such as district nurses, health visitors, and specialists to whom you may have been referred.

If we receive requests from other agencies such as solicitors, insurance companies etc, information will only be provided with your consent.

Please see our leaflet “How We Use Your Health Records” for further information.

THE NHS CONSTITUTION

Your Rights and Responsibilities

As part of the NHS Constitution, you have the right to be treated fairly, with respect and dignity and without discrimination. You also have the right to receive treatment within specific timescales, to have certain choices of where you receive treatment, and to receive services of high quality.

We specifically have a number of responsibilities to our patients: you should, on the day, be offered an appointment to see a doctor, if necessary, or you may be able to speak to your own doctor by telephone should you prefer; you should be able to book a routine appointment up to 6 weeks in advance with the doctor of your choice; you should be treated courteously by staff at all times; you should be guaranteed confidentiality and have access to your medical records by following the procedure outlined above; you should be referred to and have a choice of specialist when this is appropriate; you may be given the result of any test or investigation upon request and you can receive a repeat prescription within 48 hours of request.

As a patient, you also have a number of responsibilities towards the practice. Please be courteous to staff; please ring to cancel your appointment if you are unable to attend; do not ask for information about anyone else; let us know of any changes of address or telephone numbers; only request an urgent appointment or home visit if necessary. Please be punctual, but prepared to wait if your own consultation is delayed by an unexpected emergency. Allow sufficient time for your hospital letter, test result or investigation to reach us. Use the tear off slip on your prescription to order repeat medication and please attend for review with the doctor or nurse when requested.

Abusive or violent patients may be asked to leave the premises. The police will be called to remove patients if necessary. The practice reserves the right to remove violent or abusive patients from its list. In this situation, patients will receive a letter advising them of the reason for their removal, and be given details of how to make alternative arrangements.

USEFUL TELEPHONE NUMBERS

CLITHEROE HEALTH CENTRE

The Castle Medical Group: 01200 408920

(8.00am to 6.30pm)

Dispensary: 01200 401254

Enquiries (9.00am to 6.30pm)

Repeat Medication Requests (10.00am to 3.00pm)

(Closed Wednesdays 1.00pm to 2.00pm)

Treatment Room: 01200 449117

(9.00am to 6.00pm)

HOSPITALS (main switchboard numbers)

Royal Blackburn Hospital/Burnley General Hospital: 01254 263555

Accrington Victoria Hospital: 01254 359003

Clitheroe Community Hospital: 01200 449000

Royal Preston Hospital: 01772 716565

Blackpool Victoria Hospital: 01253 300000

Airedale General Hospital: 01535 652511

Chorley & South Ribble Hospital: 01257 261222

Patient Transport (for planned care): 0800 0323240

LOCAL CARE HOMES

The Clitheroe Residential Care Home (Clitheroe): 01200 428891

Beech Grove Care Home (Clitheroe): 01200 426057

Abbeyfield Care Home (Clitheroe): 01200 442550

Lowfield Nursing Home (Clitheroe): 01200 428514

Castleford Home for the Elderly (Clitheroe): 01200 426355

High Brake House (Clitheroe): 01200 538110

The Manor House (Chatburn): 01200 441394

Ribble Valley Care Home (Sawley): 01200 441205

LOCAL PHARMACIES

The Clitheroe Pharmacy: 01200 423185

Peter Buckley Pharmacy: 01200 422961

Boots the Chemist: 01200 422569

OTHER USEFUL NUMBERS

Community Connectors: 01254 888614 (connecting local people with local services)

Mindsmatter Ribble Valley (mental health services): 01200 420499

Age UK: 0800 1696565 (national) or 0300 303 1234 (age uk lancashire)

HARV (Hyndburn and Ribble Valley Domestic Violence Team): 01254 879855

Minor Eye Conditions Service (Norman Cope Opticians): 01200 423975

Pregnancy Options: 01282 803767

NHS Dental Helpline: 0300 1234010