

PATIENT NEWSLETTER

AUGUST 2023 EDITION



CELEBRATING 75 YEARS OF THE NHS

July 5th was a very proud day and we wanted to celebrate the occasion and thank each and everyone of our team for their contributions to our organisation.

The team celebrated 75 year with nibbles, drinks and a magnificent cake. Joining the celebration were two members of our Patient Participation Group, Martin Cooper and Biku Mistry. Martin kindly did the honours by cutting the cake. We also raised £38.00 from our name the bear fundraiser in aid of our Friends of Castle Medical Group Charity to help purchase equipment that cannot be funded by the NHS.



STAFF UPDATE

We are delighted to welcome back **Dr Jonathan Horne** (ST3 Registrar) who you may recognise from last year. He will be with us for a further 12 months.

In addition we would like to welcome **Dr Mohammed Hussain** (Foundation Year 2 Doctor), and our new Pharmacy Technician, **Julie Lycett** who has joined our Prescription Management Team.



APPOINTMENT SYSTEM CHANGES

From Monday 7th August 2023 changes have been made to our appointment system. If the problem can be dealt with by the pharmacy we will refer you, for eg. earache, constipation or hayfever. For muscle/joint issues we will offer you an appointment with our First Contact Practitioner.

Alternatively, you can book an appointment online, through the NHS App or SystmOnline. We are asking for patients to add a reason for the appointment so that we can check it has been booked with the right clinician. You can also submit an enquiry (medical or non-medical) through online consultations, and the link for this is on our website.

Sit and wait clinics run Monday to Friday, 8am - 10.30am and 1.30pm - 3pm. This is for a problem that you feel cannot wait until the next available appointment such as, breast lump, chest infection. Clinicians will triage the list and see patients based on the urgency of the problem.

On the day telephone triage is a ringback for an urgent medical problem, eg, acute confusion, chronic pain, serious mental health problems. If you are housebound and require a home visit, a clinician will ring you initially to arrange.

To allow us to give adequate time to discuss a medical problem we ask that you advise us appropriately and discuss one problem per appointment.



VITALITY PARKRUN AT CONKERS

Our Patient Participation Group invited staff to participate in the Conkers parkrun event on Saturday 8th July 2023.

The parkrun is a free, fun and friendly weekly 5km community event that you can walk, jog, run, volunteer or spectate.

Dr Tharjan Manickavasagar was joined by Mitchell Clulow, Jenny Dunn, Molly Hughes, Dr Pradeep Krishnamurthy, Dr Sowbaan Tarapuri and our PPG Chairman, Martin Cooper.

Well done to them all for supporting the event and representing the practice.



FRIENDS AND FAMILY TEST

The Friends and Family Test is a national scheme which encourages you to tell us what you think about the care you have received. This feedback identifies positive areas and also areas where improvements need to be made.

You will receive a text link to your mobile following your appointment inviting you to take part in the questionnaire. Our questionnaire is also available on our website:

www.castlemedicalgroup.co.uk or QR code

