

CLINIC SERVICES

The following services are available at the surgery:

- Ante-Natal Services
- Cervical Cytology
- Child Health Surveillance and Childhood Vaccinations
- Flu (influenza) and Pneumococcal Vaccinations
- New Patient Health Checks
- NHS Health Checks
- Palliative Care
- Travel Vaccinations
- Health Promotion
- Long term condition monitoring
- Healthcare for the Homeless
- Prescribing Services for Drug Misusers

We are not a training practice or participating in a supervisory medical role at present.

PATIENT PARTICIPATION GROUP

Our Patient Participation Group works to improve communication between the practice and its patients, to ensure the services we offer meet the needs of all patients. We are always looking for enthusiastic people to join the group, share ideas on how services could be changed or improved, and be involved in making those changes - for the good of the patients and the practice.

If you are interested in getting involved, or would like to find out more, please contact Jane Dunwell, Practice Manager.

CATCHMENT AREA

We cover the YO11, YO12 and YO13 areas

HEAD OFFICE

William Brown Centre (1st Floor)
Manor Way, Peterlee
Co. Durham SR8 5TW

CHIEF EXECUTIVE

Greg Moorhouse

CHIEF OPERATING OFFICER

Emma Brough

DIRECTORS

Dr David Anderson, Glenn Carroll, Brian Hunter,
Phil Young, Marie-Claire Young

PRACTICE STAFF

Practice Manager
Jane Dunwell

Office Manager
Laura Pearson

Clinical Team

Dr Ivan Marcos (Lead GP)
Dr Binoj Bhas
Dr Fiona Beardsley

Nicola Wingrove ANP
Edwina Wilson ANP
Julie Hird PN/ANP
Sara Armitage PN
Natalie Mahoney HCA

Beverley Moorhouse RGN with Homeless



Providing NHS services



Castle Health Centre

3-4 York Place, Scarborough
North Yorkshire YO11 2NP

Tel: 0330 123 9278

Fax: 01723 375157

Email:

scrccg.admin-castlehealthcentre@nhs.net

PRACTICE OPENING TIMES

Monday - Sunday 8.00am-8.00pm

Except Bank/Public Holidays

www.IntraHealth.co.uk

BOOKING A ROUTINE APPOINTMENT

You can book an appointment by telephone or calling into the practice, or by registering for online services and booking your appointment online. Appointments are available 4 weeks in advance to book. When contacting the practice to book an appointment a member of the reception team will ask a set of specific questions - this is to ensure you are directed to the most appropriate clinician.

URGENT APPOINTMENTS

The practice offers urgent appointments with both the GP or the Advanced Nurse Practitioner, which are bookable on the day.

ARRIVING LATE FOR AN APPOINTMENT

Please ensure that you arrive on time for your appointment or you may be asked to re-book.

CANCELLING APPOINTMENTS

Please notify the practice as soon as possible if you cannot attend your appointment, so that it can be offered to another patient.

HOME VISITS

If you require a visit from a doctor to your home, please inform the surgery **before 10.30am** and give the receptionist the precise nature of your illness. The doctor will make a house call the same day. **Home visits should only be requested when the patient is too ill to attend the practice. The GP or nurse may phone you first to assess the problem before visiting.**

COMPLAINTS

We always aim for high standards. If you have any complaints please let the staff know so that we can help you. There is also a copy of the Complaints Policy available in reception.

HOW TO RECEIVE MEDICAL HELP WHEN THE PRACTICE IS CLOSED

If you require medical attention when the surgery is closed you can access other NHS services via the methods below:

Ring: NHS 111

If you need medical help fast and it's not a 999 emergency, you can call 111. It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

999 Emergencies

For immediate life-threatening emergencies, please call 999.

PATIENT CONFIDENTIALITY & DATA PROTECTION

The practice is compliant with the Access to Medical Records Act 1990 and the Freedom of Information Act 2000. It is registered under the Data Protection Act 1998.

It also conforms to the Common Law Duty of Confidentiality and adheres to the NHS Code of Practice when sharing information between Professionals in support of patient care.

REMOVAL OF PATIENTS

We operate a Zero Tolerance Policy on verbal and physical abuse. Any patient who commits an act of violence or behaves in a threatening manner to staff will be removed from the normal GMS list. These patients will then be placed on AMS for violent patients, and will have restrictions on how and when they can access GP services.

REPEAT PRESCRIPTIONS

Patients requiring repeat medication will be given a repeat order form which will enable them to re-order their prescriptions in the following ways:

- Calling into the practice
- Via SystmOnline
- Ring the practice and choose option 2

Please ask at reception for further details.

REGISTERING AT THE PRACTICE

IntraHealth operates an **open list policy**. Registering or changing doctors is easy and takes only minutes. Please call into the practice or register online via our website.

DISABLED ACCESS

- Disabled toilet
- Disabled access platform

CARERS SERVICE

If you care for a relative or friend, please inform the practice as we may be able to help you access other local support services.

There is Carers information available in our Reception Area and in our waiting rooms.

CHAPERONE SERVICE

Trained chaperones are available to support you during intimate examinations. Please ask the doctor/nurse for this service.

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