

CASTLE GATE MEDICAL PRACTICE - PATIENT INFORMATION LEAFLET

Telephone: **01600 713811 (Monmouth) 01291 690222 (Raglan)**

<https://castlegatemedicalpractice.co.uk/>

Opening Hours: Monday – Friday, 8.00 a.m. – 6.30 p.m.

If you live in our practice area and you would like to register with us, please complete a registration form and new patient questionnaire, which are available from reception. We will require two forms of ID when registering with the practice – one photographic and the other confirming your address.

Details of our clinical and administrative teams can be found on our website.

District Nurses – The District Nursing team can be contacted on **01600 773039**.

Health Visitors – The Health Visitors can be contacted on **01600 714593**.

Midwives – You may contact the Community Midwife on **01873 732137**.

We offer a full general practice service including chronic disease management (diabetes, heart disease, hypertension, respiratory); childhood immunisation; maternity services; cervical screening; contraceptive services; minor surgery.

Dispensing – We offer an on-site dispensing service and blister packs for medication to eligible patients.

GP Training Practice – We are approved as a training practice for GP Registrars.

Appointments – All routine consultations with doctors, nurses, health care assistants (8.00 a.m. – 5.50 p.m.) are by appointment only. Appointments can be made by contacting the surgery or registering to use the NHS Wales App. Requests for non-urgent appointments can be made via email, see our website for more details. Urgent/same day requests will be triaged by our duty doctor. We encourage patients to see the same GP particularly for continuing problems. However, appointments with a GP of your choice may only be available within a week or two. If you feel you need to be seen as an emergency on the same day you will be offered an appointment with the duty GP or Nurse.

Home Visits – We ask our patients to come to the practice if possible as facilities are better for examination and treatment. We can visit you at home if your condition means you cannot attend the surgery. Transportation problems are not a valid reason for a home visit. Please only ask for home visits when appropriate.

Chaperone – if you wish to have a chaperone present for any consultation, examination, procedure – please make this request at the time of booking your appointment.

Out of Hours Care – When the practice is closed, and you require urgent advice and/or treatment please telephone: Gwent GP Out of Hours on **111**.

If you require NHS health advice and information, please call: **0845 4647** or visit <https://111.wales.nhs.uk>
Your local pharmacist will also be able to give you health advice.

Repeat Prescriptions – You may request your repeat prescription at reception or post it to the surgery by ticking the items you need on the right-hand section of your previous prescription form. If you prefer, we can post it back to you (you will need to provide a stamped, addressed envelope). You can also order your prescription by using the NHS Wales App or you can arrange with a local chemist to obtain your medication. Your prescription will be ready for collection 48 hours later. If you are a dispensing patient, we offer an onsite dispensing service.

Carers – We would like to know if you look after a sick, disabled or frail relative or friend or if a child, young person helps with providing care or support to a family member.

People with Disabilities – our premises have suitable access for people with disabilities, and we also provide a hearing loop system for the deaf.

Car Parking – the car park at the Monmouth surgery is PRIVATE and is reserved for doctors and staff only. The Raglan surgery has ample parking.

Telephone Calls – all telephone calls are recorded for training purposes.

Patient Confidentiality – We respect your right to privacy and keep all your health information confidential and secure. This information may be manual (written down) records or held on the computer (electronic). It is important that the NHS keeps accurate and up to date information to help manage the care you receive. You may also be receiving care from an organisation outside of the NHS e.g., social services. If so, we may need to share information so that everyone involved in your care can work together. This information is only available to those involved in your care. Your rights are protected by the Data Protection Act. You also have the right to ask for a copy of records about you.

Your Rights and Responsibilities, as a Patient –

- Please be polite and respectful to doctors and staff
- Please be punctual for appointments or let us know if they are no longer required
- Inform us immediately if you change your name, address, or telephone number
- Do not misuse the out of hours service for routine matters
- Please take your medicines as directed by the doctor, and if you choose to stop taking them let the doctor know
- You will not be discriminated against for race, gender, social class, age, religion, sexual orientation, appearance, or disability/medical condition.

Zero Tolerance – Please be aware that abusive, aggressive, or violent conduct by any patient or patient's representative towards any doctor, member of staff or any other person on the surgery premises, is actionable by removal from the surgery list.

Patient Concerns and Comments – Comments on any aspect of the practice are welcome. We endeavour to provide a high standard of service to all our patients. If you have any concerns, please let us know.

If you feel we have not dealt with issues raised as you would wish, you may contact:

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed.

www.ombudsman-wales.org.uk

Email: ask@ombudsman-wales.org.uk

or you can contact **Aneurin Bevan Health Board**, Customer Contact Centre on 01495 745656

Email: puttingthingsright.ABHB@wales.nhs.uk

or write to Chief Executive Officer, ABUHB, St. Cadocs Hospital, Caerleon. NP18 3XQ.

If you need help to raise your concern, contact:

Advocacy Service Llais – Gwent Region, Raglan House, 6-8 William Brown Close, Llantarnam Business Park, Cwmbran, NP44 3AB

Tel: 01633 838516

e-mail: gwentadvocacy@llaiscymru.org