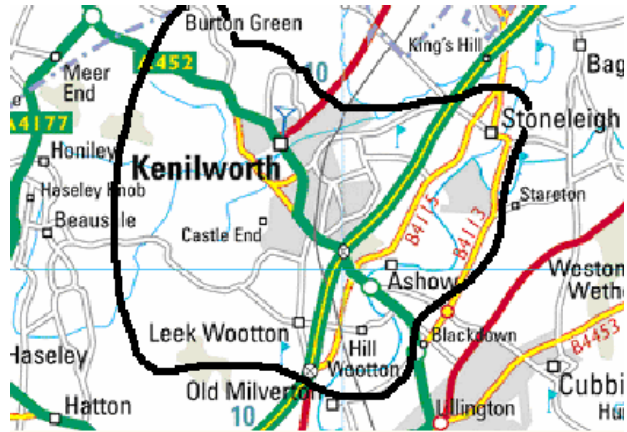
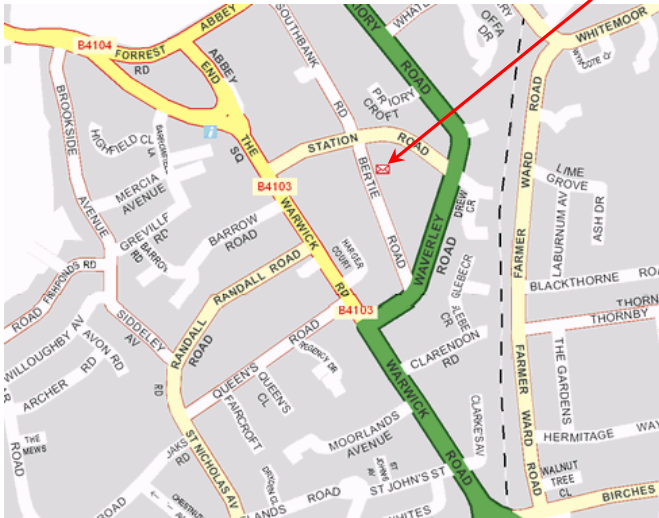


## Practice Boundary



This shows the current Practice Boundary - if you are unsure whether you can register with us, please ask at Reception.

## The Castle Medical Centre



# The Castle Medical Centre



## Information Booklet

22 Bertie Road  
KENILWORTH  
Warwickshire  
CV8 1JP

Telephone: 01926 857331

[www.castlemedicalcentre.co.uk](http://www.castlemedicalcentre.co.uk)

## Our Website

[www.castlemedicalcentre.co.uk/](http://www.castlemedicalcentre.co.uk/)

### Services you can register to use:

- Register as a Patients
- Update your Patient Details
- 'On-Line' Appointment Facility
- 'On-Line' Cancel Appointment Facility
- 'Self Check-In' Facility
- Text Reminding Facility
- Repeat Dispensing Facility
- Details of our Policies on:
  - Confidentiality
  - Rights and Responsibility
  - Suggestions and Complaints
- Choose and Book

## Useful Telephone Numbers

The Castle Medical Centre	(01926) 857331
<b>Hospitals</b>	
Warwick	(01926) 495321
University Hospital (Walsgrave)	(024) 7660 2020
Coventry and Warwickshire	(024) 7622 4055
George Eliot	(024) 7638 4201
Warwickshire Private Hospital	(01926) 427971
<b>Out of Hours</b>	
Out of Hours Service (NHS Service)	0300 1 30 30 40
Ambulance Answering Service	01926 888026
<b>Police</b>	
Kenilworth	(01926) 851111
NHS Direct	0845 4647
Smalley Place Clinic	(01926) 852087
Abbey End Mental Health Resource Centre (Kenilworth)	(01926) 851285
Waverley Day Centre (Kenilworth)	(01926) 852365
Coventry & Warwickshire Primary Care Trust	(024) 7655 2225
Social Services (South Warwickshire)	(01926) 334111
D.S.S Job Centre Plus Office (Leamington Spa)	(01926) 303550
D.S.S (Cofa Court, Coventry)	(024) 7623 2200
Registrar - Births and Deaths (Leamington Spa)	(01926) 428807
CRUSE - Bereavement Care (South Warwickshire)	(01926) 864343
Drug Advisory Service (Leamington Spa)	(01926) 885000
Citizens Advice Bureau (Leamington Spa)	(01926) 457900
RELATE (Marriage Guidance, Warwick)	(01926) 403340
Samaritans (Stratford)	(01789) 298866
Alcoholics Anonymous (24 Hour Helpline)	0845 7697555
AIDS Helpline (Coventry & Warwickshire Hospital, Coventry)	(024) 7684 4163
Rape Crisis Advice Line (Coventry)	(024) 7627 7777
British Pregnancy Advisory Service (BPAS)	0845 7304030

## Other Useful Information

Our Primary Care Trust (PCT) is based at:  
Coventry & Warwickshire Primary Care Trust  
Christchurch House  
Greyfriars Lane  
Coventry  
CV1 2GQ  
Tel: 024 7655 2225

Your nearest Accident & Emergency Department is at:  
Warwick Hospital  
Lakin Road  
Warwick  
CV34 5BW  
Tel: 01926 495321

When recovering, eat a light diet of carbohydrates, e.g. vegetables, fruit, bread and cereals as well as lots of clear drinks. Gradually re-introduce proteins and fats, e.g. meat, fish, eggs and dairy products, once symptoms are settling.

## Local NHS Services

Coventry NHS Walk in Centre  
Stoney Stanton Road  
Coventry  
CV1 4FH  
Telephone: 024 7624 6789

*Information:* The Centre is open seven days a week Monday -Friday  
12.00 noon - 10:00pm and weekend and Bank Holidays 07.00am to 10.00pm

Warwick Hospital (including Accident & Emergency Unit)  
Lakin Road  
Warwick  
CV34 5BW  
Telephone: 01926 495321

## Patient's Notes

# Welcome to Castle Medical Centre

## Practice Telephone Numbers

Appointments:	01926 857331
Fax:	01926 865894
Prescription Fax:	01926 865895
When the surgery is closed call:	01926 857331
NHS Direct for any general advice call:	0845 4647

## Brief History of the Practice

Prior to the start of the NHS in 1948, a Doctor Hughes ran the practice. Doctor Michael Clements (now deceased) arrived in the late 1940s when the practice was located on Warwick Road in what is now the "Peacock" Hotel.

Subsequently, the practice moved to the old "Convalescent Hospital" on the High Street, and finally a purpose built surgery was built on the Bertie Road site in 1981.

This was substantially enlarged in 1995 and the name changed to the "Castle Medical Centre". Two further extensions were completed in 1998 and 2005.

### Demography

The practice population is around 12,100 and is mainly based in Kenilworth but has a radius of about 3 miles extending to Ashow, Leek Wootton, Burton Green and Stoneleigh. As Warwick University is close to Kenilworth a number of students do request temporary registration with the practice while they are on campus.

Kenilworth is really a 'dormitory' town with many people working in Coventry, Birmingham, the NEC and the NAC.

The beautiful ruin of Kenilworth Castle and the Abbey Fields Park are our other important assets.

Please see our website for more details [www.castlemedicalcentre.co.uk](http://www.castlemedicalcentre.co.uk)

## The Partners

Dr David Rapley (Male)	1980 Birmingham	MBChB FRCGP Honorary Associate Clinical Professor <i>Available: Monday, Tuesday, Wednesday, Friday am and Saturday (Rota)</i>
Dr David Spraggett (Male)	1981 Birmingham	MBChB DCH DRCOG MRCGP <i>Available: Monday, Tuesday, Wednesday am, Thursday, Friday am and Saturday (Rota)</i>
Dr Clare Stoddart (Female)	1994 Leeds	MBChB DRCOG MRCGP <i>Available: Monday, Tuesday, Friday am and Saturday (Rota)</i>
Dr Karen Appleyard (Female)	1987 Sheffield	MBChB MRCGP DRCOG DFFP <i>Available: Monday, Wednesday am, Thursday Friday am and Saturday (Rota)</i>
Dr Arminster Atwal (Male)	1997 Leicester	MBChB <i>Available: Monday, Tuesday, Wednesday, Friday am and Saturday (Rota)</i>
Dr Tim Holt (Male)	1987 London	MBBS MRCP DRCOG FRCGP PhD Clinical Lecturer <i>Available: Wednesday, Thursday, Friday am and Saturday (Rota)</i>

## Associate Doctors

Dr Ruth Crowe (Female)	1990 Edinburgh	MBChB DRCOG MRCGP <i>Available: Monday am, Tuesday am, Wednesday am and Thursday am</i>
Dr Rachel Parry (Female)	2004 Birmingham	MBChB DRCOG MRCGP DFRSH <i>Available: Wednesday, Thursday and Friday am</i>
Dr Helen Caley (Female)	2002 Liverpool	MBChB (Hons) MRCGP (Merit) DRCOG DFFP <i>Available: Wednesday and Thursday</i>

## Useful Medical Information

### Raised Temperatures (Fevers) in Children

The most common cause of high temperatures in children is a viral infection.

To cool a high temperature:

1. Give paracetamol (not aspirin). Give every four to six hours as necessary.
2. Strip the child of clothes. If the room is 'room temperature' then taking all clothes off will help the child to cool. *It is totally wrong to wrap up a feverish child.*
3. Give frequent cool drinks. This helps lower the temperature and prevents dehydration.
4. Sponging the child. If you do this use warm (not cool or cold) water with a sponge or flannel.

### Coughs and Colds in Children

An average primary school child will have six to eight coughs or colds per year.

All parents are familiar with a coughing child with or without a blocked or runny nose. In addition, a raised temperature (fever), a sore throat, tiredness and being off their food are common. To vomit after a coughing bout is not uncommon. Quite often the cough is worse at night. Disturbed nights with coughing children are a normal part of parenthood. Symptoms may last for up to a week. However, an irritating cough may linger on for up to four weeks after other symptoms have gone.

Despite the many cough medicines at the chemists, no medicine will stop a cough. Paracetamol (e.g. Calpol, Disprol) should be given to cool a fever and soothe a painful throat. Some cough medicines contain drugs that make children sleepy which may be useful at bedtime. They will not stop the cough but sleep may be less disturbed. It is important to give lots to drink.

### Rehydration Mixture for Diarrhoea and Vomiting

This is an isotonic mixture, which can be used for diarrhoea, nausea or vomiting. It works well for gastroenteritis or holiday diarrhoea. (It is similar to isotonic lucozade, dioralyte and other rehydration drinks).

*Make as follows:*

1 pint water	5 level teaspoons of ordinary sugar
1 small pinch salt	Flavour (such as orange or ribena)

Drink little sips often, and only this mixture during the initial stages of the illness (no food or milk).

Take 2 - 3 pints (1 - 1½ litres) in 24 hours.

Physical or verbal abuse of our staff is not acceptable. This includes racist abuse. Any incidents will always be logged and may be reported to the police with a view to prosecution. Aggressive or violent patients may forfeit their right to be on a GP's list. The practice has adopted the NHS Zero Tolerance Policy ([www.cfsms.nhs.uk/cases/security\\_cases.html](http://www.cfsms.nhs.uk/cases/security_cases.html)) on abuse.

## Confidentiality

The practice is registered under The Data Protection Act ([www.legislation.org.uk/](http://www.legislation.org.uk/)). All doctors, nurses and staff are bound by a strict duty of confidentiality. Information may be shared with other healthcare professionals to provide you with the best informed care e.g. Midwife, District Nurse or Health Visitor. However, no outside agency will be given any information from your records without your permission e.g. insurance companies or solicitors. No information will be given to partners or relatives without consent. You have the right to see your own records upon request and the practice may make a small charge. For audit purposes it is necessary to share anonymised data with South Warwickshire Primary Care Trust.

## Registrar Doctors: currently with the Practice (as at December 2010)

The Practice has a commitment to training doctors in a General Practice setting. They are fully qualified doctors who have chosen to undertake further training in general practice and will normally be with the Practice between four and twelve months.

Dr Michelle Rogers (Female) <i>(From 13 December 2010 to 1 June 2011)</i>	2005 Warwick 2001 Warwick	MBCChB BSc (Hons) Virology <i>Available: Monday, Tuesday, Wednesday and Friday am</i>
Dr Suparna Behura (Female) <i>(Finishes 5 April 2011)</i>	1997 India	MBBS MD Obs & Gynae MRCOG Dip GUM <i>Available: Monday, Tuesday, Wednesday and Friday am</i>
Dr Laura Bennett (Female) <i>(Finishes 2 August 2011)</i>	2006 Cardiff	MBCChB DRCOG <i>Available: Monday, Tuesday, Wednesday and Friday am</i>

## Registrar Doctors: with the Practice (between 3 August 2011 - 31 July 2012)

Dr Nancy Aul (Female)	<i>Available: Monday, Tuesday, Wednesday and Friday am</i>
Dr Alison Black (Female)	<i>Available: Monday, Tuesday, Wednesday and Friday am</i>

## Medical Students

The Practice supports the training of medical students from Warwick University Medical School. The medical student observes one of the Practice's G.P. consultations, but also leads consultations with the support of the GP Trainer. As a patient you will always be informed if a medical student will be present during your consultation, you have the opportunity to decline their presence should you wish to do so.

## Locum Doctors

The Practice employs locums on a short-term basis if necessary.

## Practice Staff

**Minor Illness Nurses:** are able to undertake triage and minor illness treatment during morning surgery hours, with some having prescribing qualifications, so are able to write and sign prescriptions for certain conditions. Some also run chronic disease clinics during afternoon / evening surgeries. These include: Asthma, COPD, Diabetes, Hypertension, Heart Disease and all aspects of women's health.

**Practice Nurses:** are able to carry out a wide range of services including cervical smears, contraceptive advice, coil checks, child and travel immunisations, wound dressings, suture removal, blood pressure checks, new patient checks, spirometry, ECG's, urine tests and can give general lifestyle advice. These nurses can also monitor and treat patients with diabetes, chronic heart disease, asthma, hypertension, leg ulcers and perform INR monitoring.

**Health Care Assistants:** are not qualified nurses, but have specific training and can carry out wound dressings, blood tests, blood pressure checks, new patient checks, suture/clip removal, spirometry, ECG's, smoking cessation advice, urine tests, flu injections and can give general lifestyle advice.

**Phlebotomists:** can undertake all blood tests, clinics run most mornings between 8.30 - 11.00 am by appointment only. You must have a blood test form before booking an appointment.

**Practice Managers:** Mrs G Harris and Mrs K Dodd job share the practice management and are responsible for all aspects of running a very busy practice. They both have a Masters Degree in Primary Health Care Management.

**Administration:** Our secretaries are responsible for processing all outgoing NHS and private referrals. Medicals, Insurance Forms, Passports etc., are facilitated by a dedicated member of our administrative staff who deals with all private forms and medicals.

Our administrative staff have the responsibility for summarising new patient records, entering clinical data received from other healthcare providers, overseeing registrations and dealing with temporary resident administration. They also ensure that patient records are accurate and they send recall letters to patients for chronic disease annual reviews.

**Receptionists:** Our senior receptionist leads a team of reception staff. Our reception staff will assist you in making any appointments, processing repeat prescriptions, answering numerous questions and offer help and assistance at all times.

They are also responsible for distributing the incoming mail and scanning all patient correspondence onto the practice computer.

It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all staff.

## Suggestions and Complaints

### Complaints

We always try to provide the best services possible, but there may be times when you feel this has not happened. We have an in-house complaints procedure to respond to patient's grievances. We hope that you will use this to allow us to look into and, if necessary, correct any problems that you have identified or mistakes that have been made. Your comments will be treated in confidence and will not put your care at risk. If you use our in-house procedure it will not affect your right to complain to the Primary Care Trust.

Please note that we have to respect our duty of confidentiality to patients and therefore the patient's consent will be necessary if a complaint is not made by the patient. If you have a problem please contact either of our Practice Managers (Mrs Harris or Mrs Dodd) who will explain to you what you need to do. They will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days. Occasionally it may take longer, but we will keep you informed throughout.

### Discrimination

This practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

## Rights and Responsibilities

What can you expect from us:

- You have a right to be treated with courtesy.
- We will respect your cultural, religious and moral beliefs.
- A doctor/nurse will always be available to assess urgent problems by telephone / appointment.
- You have a right to information about your health.
- You have a right to be referred to a hospital of your choice, if appropriate.
- You have a right to complete confidentiality in matters relating to your health.
- We will deal with complaints promptly and objectively.

What we expect from you:

- To be courteous and polite, when dealing with members of the practice team.
- To inform us if you cannot attend an appointment.
- Only request a home visit if you are too ill to attend the surgery.
- Be prepared to wait 48 hours after requesting a repeat prescription.

## Weight Loss Clinic

Are you ready to lose weight? Do you need some support and motivation?

Classes are available at the surgery on Wednesday evenings between 7.00 - 8.00 pm, just come along. Alternatively contact Gabby on: 07970 617576 or e-mail: [gabbynlighn@btinternet.com](mailto:gabbynlighn@btinternet.com)

This is a privately run service.

## Medicals and Insurance

The NHS does not cover certain examinations and reports. These include medicals for HGV and PSV licences, fitness for occupation, travel and sporting activities, also reports for insurance companies and passport verification.

Doctors are available for examinations and reports. Please speak to the Insurance Clerk for advice about any forms (option 4 when using the telephone system).

Please note that medical insurers will not cover illness that has been self-referred by the patient. Insurance companies will only cover claims referred by a GP.

The fees charged for this work are in line with the BMA recommendations and a full price list can be found on the Practice Website.

## Patient Registration

### How to Register

When joining the practice, all patients will need to complete a registration form. Registration forms are available from reception or you can download them by following the 'New Patients' link on the practice website. Following completion, you will need to provide proof of address and will also be required to attend for a new patient medical with one of our nurses.

### Pre-registration Form

If you wish to pre-register via the practice website, click on 'Pre Registration Form' to open the form. When you have completed all of the details, click on the "Send" button to mail your form to us.

Please telephone the surgery and book an appointment with the Practice Nurse for a New Patient Medical (one appointment per patient). When you visit the surgery for the first time you will be asked to sign the form to confirm that the details are correct.

When you visit the surgery for the first time you will also be asked to fill out a medical questionnaire. This is because it can take some time for us to receive your medical records.

## Pharmacist

The practice employs a clinical pharmacist. She supports the practice and ensures that we prescribe safely and to the latest guidance.

She is at present developing our repeat dispensing system, which will allow patients who are on long term regular medication, to be prescribed 6 or 12 months in advance. Please ask your Doctor if you feel this system would benefit you.

## Attached Staff

The health visitors, district nurses and community physiotherapists are based at Smalley Place Clinic and can be contacted on: (01926) 852087.

The community midwives and community dietician hold clinics at the surgery and appointments can be booked at reception.

## Opening Hours

The surgery is open at the following times:

Monday: 8.30am - 6.30pm

Tuesday: 8.30am - 6.30pm

Wednesday: 8.30am - 6.30pm

Thursday: 8.30am - 6.30pm

Friday: 8.30am - 1.00pm

Saturday: 8.00 am - 11.00 am (*For pre-booked appointments only*)  
All urgent problems will be dealt with by the Out of Hours Service.

## Late Surgery Opening

The practice also offers one late surgery each week from 6.30 pm - 8.00 pm. This is usually on either a Monday or Thursday evening.

## Friday Afternoon

Although we are closed on Friday afternoons, one of the practice doctors is always available for urgent medical advice and will see you at the surgery, if necessary. Ring the practice telephone number, you will then be given the number for the Doctor's answering service who will contact the Duty Doctor for you.

### Telephone Lines are Open:

Monday to Thursday: 8.30am -12.30pm and 2.00pm - 6.00pm  
Friday: 8.30am -12.30pm

Outside of the above hours the surgery telephone lines are diverted to an answering phone. You will be given one of two numbers (NHS Warwickshire 'Out Of Hours' or the Doctor's answering service). They will take your details and arrange for somebody to speak to you / see you. You may have to visit the Out Of Hours Centre at Warwick Hospital.

### When We Are Closed:

If you require urgent medical advice when the surgery is closed, please follow the instructions below:

If you are calling between: 6.30pm - 8.00am Monday - Friday  
6.30pm Friday - 8.00am Monday  
8.00am - 8.00am during any Bank Holiday

Please call the NHS Warwickshire Out-of-Hours Service on 0300 1 30 30 40

If you are calling between: 8.00am - 8.30am Monday - Friday  
12.30pm - 2.00pm Monday - Thursday  
12.30pm - 6.30pm Friday

Please call the Doctors' Answering Service on: 01926 888026

You may be offered telephone advice, given an appointment to be seen at the surgery or the Centre based at Warwick Hospital, or a visit arranged, which ever is clinically appropriate. All calls will be recorded for medico legal reasons.

### NHS Direct

In the case of urgent need when the practice is closed you can call NHS Direct ([www.nhsdirect.nhs.uk/](http://www.nhsdirect.nhs.uk/)) (0845 4647) to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

In an emergency call 999. Chest pains and / or shortness of breath or one-sided weakness of limbs or face or loss of speech constitute an emergency.

### Blood Tests

When requested by a Doctor, please book an appointment with one of our trained Phlebotomists. Samples are taken most mornings. You must have a blood test form before you book an appointment. Blood tests will not be undertaken without a form.

### Smear Tests

These are carried out by the Practice Nurses, who are all skilled in this procedure. Please inform reception that you require a smear as a double appointment is required.

### Health Promotion / Chronic Disease Monitoring

It is important for patients with chronic diseases (such as diabetes, asthma and heart conditions) to be seen regularly so their condition can be monitored. A reminder will be sent to you when your check is due. Please book an appointment with the appropriate nurse.

Please see our Website for details of which condition each nurse is trained to undertake.

### Stop Smoking

Please book an appointment with a Health Care Assistant, who is fully trained to offer Smoking Cessation Advice. First appointments require 20 minutes, so please inform reception and let us know if you can not attend.

### Family Planning

A comprehensive contraception service is provided by all of the Doctors and some of our Practice Nurses.

### Baby Checks

A six week baby check will be carried out by a Doctor. Child Health send out reminders for childhood immunisations, you will automatically register for this service.

### Childhood Immunisations

Please book an appointment with one of the nurses and please remember to bring your child's red book with you when you attend. This enables us to check your child's immunisation status with our practice records.

### Travel Vaccinations

Please book an appointment with the Nurse at least 8 weeks before you travel. Please also inform Reception that you require travel vaccinations as a longer appointment is sometimes necessary.



MRSA belongs to the family of bacteria which commonly causes infections such as boils, carbuncles, infected wounds, deep abscesses and bloodstream infection.

This winter we suggest that you ask your community pharmacist for advice about simple but effective measures available over the counter. The Practice will of course see you and prescribe antibiotics when necessary.

## Clinics and Services

### Human Papilloma Virus

Human Papilloma Virus (HPV) is responsible for at least 90% of all cervical cancer. Cervical cancer can be very serious and around 1000 women die from it each year in the UK. The vaccine protects against the two types of the virus that cause most of the cases of cervical cancer (70% or more) and involves three injections being given at set intervals over several months. It is really important that you receive all three immunisations in order to have the best protection possible.

We are currently only vaccinating females born between 1.9.1991 - 31.8.1994.

Females aged 12-16 years will be vaccinated through their school nurse.

If you require a vaccination and your date of birth is between 1.9.1991 - 31.8.1994, please telephone the surgery and book an appointment.

All vaccinations will be administered by our trained nurses, who can also answer any questions you may have.

### Pregnancy

As soon as you find out that you are pregnant, please arrange a "booking appointment" with the doctor. The community midwife is then informed and she will arrange all further antenatal care.

### Flu Vaccinations

Flu vaccinations are provided annually between September and December each year.

### Pneumonia Vaccinations

Pneumonia vaccinations are offered to everybody aged 65 or over, throughout the year.

### Minor Surgery

Following consultation and agreement with the doctor, minor operations can be performed at the practice. Dr Spraggett undertakes a monthly clinic.

### Leg Ulcer Clinic

Sarah Pettifer (Practice Nurse) or Jeanette Murphy (Practice Nurse) and Angela Russell (Healthcare Assistant) run a joint weekly clinic for leg ulcer management and treatment.

## Appointments

Making an Appointment:

*Telephone (01926) 857331 – Select Option 2 from the main menu*

Our reception staff will help you to make an appointment to suit your needs but you may have to wait for a routine appointment if you request a specific doctor/nurse.

You can also register for access to our online appointment booking facility, called "Emis Access". Once you have registered as a user of this service you will be able to access our appointment system online and book and cancel appointments.

We aim to always have routine appointments available for booking six weeks in advance.

To Book an Appointment Online (*You must register at reception first*)

To Cancel an Appointment using the On-line facility (you do not need to register first).

Urgent Requests:

If you have an urgent problem, you may be booked in to see the minor illness nurse or a telephone appointment with the duty Doctor, who will assess your problem and make an appointment for you to be seen, if this is necessary.

## Telephone Appointments

Please note for urgent appointments you will not be able to request a specific doctor and you may have a wait for a return phone call, but you will always be seen if necessary.

Sometimes it is not necessary to see a doctor or nurse face to face. A number of telephone appointments are available with the medical staff for routine advice. The doctors or nurses will aim to return your call between a set time. If there are certain times when you will be out, please let the receptionist know, as ringing answering machines can waste a considerable amount of time.

## Texting Service

A texting service is available to all patients aged over 14 years who have a mobile telephone number recorded with the practice. Please ensure you let the practice know if you change your mobile number. It is hoped that this service will reduce the number of appointment non-attendees. A text reminder will be sent 48 hours before a scheduled appointment.

To enable us to send you a text reminder, please ensure you have registered your mobile number with the practice. We hope to develop this service further in the future by sending out routine reminders and other relevant surgery information.

## Home Visits

Home Visits are performed for urgent medical problems, when you are too ill to leave home, or for housebound patients, who never leave home and have chronic conditions that require monitoring.

Whenever possible, please request a visit before 10.00 am, as this enables the doctors to plan their day.

Visits each day are performed by the "Visiting" Doctor who will triage (prioritise) the visits on clinical grounds, seeing the most urgent cases first. The doctor may ring before visiting if further information would help this process. If your condition deteriorates while waiting for the doctor to visit, please let our Reception staff know.

Please note home visits will not be carried out because you have no means of transport to the surgery.

## Repeat Prescriptions

You can order using your computerised repeat prescription slip. Please tick the items required. This can be left in the box by the front door, posted through the letter box, or sent in by post.

We also accept faxed requests to our Repeat Prescription Fax Machine: 01926 865895. Please ensure full details are clearly displayed, including drug name, dosage and quantity. If you would like your prescription sent back to you, please enclose a stamped, addressed envelope. Three working days are required for this service.

Please note if your repeat medication slip requests that you make an appointment for a medication review, please ensure that you make an appointment to see your regular doctor before your next prescription is due.

Prescriptions can only be collected from the surgery during normal opening hours. We will require 48 hours notice for repeat prescriptions. Please collect after 2.00pm.

Please do not telephone the surgery for a repeat prescription as we do not accept telephone requests. However, you can register to use our on-line ordering service at [www.castlemedicalcentre.co.uk](http://www.castlemedicalcentre.co.uk).

Please note, the surgery closes at 1.00 pm on Fridays, but is open to collect prescriptions on Saturday mornings between 8.00 and 11.00 am.

## Prescription Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive regular medication.

### NHS Charges

From 1 April 2009, the charges are:

- Prescription (per item): £7.20
- 12-month prepayment certificate (PPC): £104.00
- 3-month PPC: £28.25

If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC. The charge for a single prescription item is £7.20, whereas a three month PPC will cost you £28.25 and a 12 month PPC £104.00.

- Telephone advice and order line 0845 850 0030
- General Public - Buy or Renew a PPC On-line at: [www.nhsbsa.nhs.uk/1127.aspx](http://www.nhsbsa.nhs.uk/1127.aspx)

There is further information about prescription exemptions and fees on the NHS website: [www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx](http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx)

## Antibiotic Prescribing

Antibiotics are often requested for unpleasant infections commonly caused by viruses e.g. sore throats, coughs, colds, chest infections and flu. They are also requested for other problems such as ear or urine infections. Although we appreciate these infections make you feel unwell, research has shown that they will often get better just as quickly by using simple measures such as regular pain relief and fluids rather than taking antibiotics.

Antibiotics do not work on viruses and more importantly using antibiotics for these conditions will increase your risk of allowing bacteria you may have heard of such as C.difficile and MRSA to cause problems. Killing off the normal 'good bacteria' with antibiotics will allow these bacteria to multiply and grow unchecked.

C.difficile is the major cause of antibiotic-associated diarrhoea and colitis, an infection of the intestines.