

theCastle Practice

THE HEALTH CENTRE | TAYLORS AVENUE | CARRICKFERGUS | BT38 7HU

INFORMATION FOR OUR PATIENTS

how to use our services sensibly and to
your best advantage and convenience



www.castlepractice.co.uk

Carrickfergus Health Centre, Taylors Avenue, Carrickfergus, BT38 7HU

Appointments	8.30 am – 11.30 am	028 9331 5805
Enquiries	8.30 am – 12.30 pm / 1.30 pm – 3.30 pm	028 9331 5805
Prescriptions	9.30 am – 11.30 am / 2.00 pm – 3.30 pm	028 9331 5802
Results	1.30 pm – 3.30 pm	028 9331 5805
Emergencies/House Calls	8.30 am – 5.30 pm	028 9331 5804

WELCOME

Please let us extend a warm welcome to you on behalf of our entire practice team.
Castle Practice is committed to a team working environment to provide its patients with the highest quality of service and complete health care package within the resources available.

THE PRACTICE TEAM

THE PARTNERS

Dr Jonathan McAllister

Registered Queens University Belfast, 1988 MB, BCh, BAO, MRCGP(1988), DRCOG, DMH

Dr Paula McDonald

Registered Queens University Belfast, 1986 MB, BCh, DRCOG, MRCGP(1986)

Dr Craig Fitzpatrick

Registered Queens University Belfast, 1990 MB, BCh, DRCOG, DCH, DMH, DipDerm, MRCGP(1990)

Dr Sam Hamilton

Registered Queens University Belfast, 1997 MB, BCh, BAO, DCH, MRCGP(1997)

Dr Stephen Johnston

Registered Queens University Belfast, 1996 MB, BCh, MRCGP(1996), MRCP, DCH, DRCOG

Dr Caroline Cassidy

Registered Queens University Belfast, 2003 MB, BCh, MRCGP(2003), DCH, DRCOG

Dr Jill Edgar

Registered Queens University Belfast, 2006 MB, BCh, BAO(2008), DRCOG, MRCGP(2006)

Dr Rachael Whiteside

Registered Queens University Belfast, 2004 MB, BCh, BAO, MRCGP(2004), DRCOG, DFRSH

Dr Lyndsey O'Hare

Registered Queens University Belfast, 2008 MB, BCh, BAO, MRCGP(2013) DRCOG

Nurse Jacqueline McCune

Senior Nurse Practitioner

Ms Samantha Bailey

Practice Manager

ADDITIONAL CLINICAL STAFF

Mr Alex Scott (Practice Pharmacist)

MPharm Queens University Belfast, 2011

NURSING STAFF

Nurse Diane McCrudden

Practice Nurse

Ms Laura Gray

Health Care Assistant

Miss Sam Colvin

Health Care Assistant

PRACTICE STAFF

Mrs Lisa Fulton

Office Manager

Miss Laura Wootton

Senior Patient Services Advisor

Patient Service Advisors

Sharon; Leona; Paula; Hollie;
Luke; Jordan; Kirstie; Kirsty;
Jacqui; Rachel;

PRACTICE MANAGER

The Practice Manager, Samantha Bailey, is involved in managing all of the business aspects of the practice, such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The Practice Manager supports the GPs and other medical professionals with delivering patient services and also helps to develop extended services to enhance patient care.

The practice team works hard to ensure a high standard of care. They like to know when they are doing well. Positive feedback goes a long way in improving staff morale. If you have any compliments, positive comments or good ideas to help us to improve our service, please let us know. Should you have reason to be dissatisfied the practice welcomes patient opinion and operates a formal complaints protocol. Information is available from reception (further info on page 8). Complaints should be addressed in the first instance to the Practice Manager.

PATIENT SERVICES ADVISORS

The main reception area is staffed by a team of highly trained, efficient and friendly Patient Services Advisors, who are there to take essential details of your problems, sympathetically and in complete confidence. They will provide advice on the best use of our services and liaise on your behalf with the medical team and outside agencies.

Castle Practice is an accredited paperlite practice, which means that all office functions in relation to your medical records are performed using computers. Our staff have extensive knowledge and training in this busy area to enable them to fulfil their role. They are extremely busy all day dealing with various queries in relation to patient health care, not just staffing the front desk; please be patient.

For your convenience, and in line with our paperlite attitude, we have installed an automated check in (self-check in) to allow you to check in for your appointment. This can be especially helpful if there is a large queue waiting for the front desk.

Patients with a sensory disability should inform the Patient Services Advisor if they require assistance.

The Patient Services Advisors are led by Lisa Fulton, Office Manager, who is available should you have any queries in relation to reception services.

NURSING

The Nursing team is led by The Senior Nurse Practitioner, Jacqui McCune. They provide a range of Nurse Led Clinics in Chronic Disease Management as well as providing various health checks. These can include – (further info on page 8)

Asthma; COPD; Diabetes; Cardiology; Hypertension; Dementia; MS; Cervical Smears; HRT advice; Seasonal Flu Vaccination; Learning Disability Check Ups; Travel immunisation advice; alcohol intake advice; smoking cessation advice; dietary advice; Blood tests for disease management areas; 24 hour Blood Pressure monitoring; Spirometry; Echocardiogram etc

HOW TO REGISTER AS A PATIENT

If you live within our catchment area (map on back page of this booklet) you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address and previous surgery registration history.

You will need to complete a Practice Questionnaire which will provide useful information whilst we wait for your medical records to arrive from your previous doctor.

Medical treatment is available from the date of registration.

If you have your medical card, please bring it with you to register at the practice. However, if you do not have your medical card, you can complete either an HS200 Form or an HSCR1 Form, depending on your circumstances.

Please read all forms thoroughly when completing, as they give details of all documentation (ID, proof of residency etc) required to register with the practice. You should bring all original documents with you at the time of registering. We will take photocopies and return your original documents immediately.

If you wish to complete this in advance, all forms are available on our website www.castlepractice.co.uk, for you to print and complete at your convenience.

DISABLED ACCESS

Castle Practice is located within Carrickfergus Health Centre. Both entrances to the building have disabled access and dedicated parking slots clearly marked. We would kindly ask that you only use these dedicated parking slots if you are in possession of a Blue Badge Parking Permit.

We would ask that all car drivers avoid parking in any spaces marked for ambulance access. These are clearly marked on the road.

RIGHTS AND RESPONSIBILITIES AS A PATIENT

As a patient you have a right to;

- Be registered with a GP
- Receive emergency care at any time through a GP
- Receive health care on the basis of clinical need regardless of ability to pay
- Be given a clear explanation of any treatment proposed, including any rights and any alternatives, before you decide whether you will agree to treatment
- Have appropriate drugs and medicines prescribed
- Be referred to a consultant acceptable to you when a GP thinks it is necessary and be referred for a second opinion if you and the GP agree this is desirable
- Have access to your medical records, subject to any limitations in the law, and know that those working for the Castle Practice are under legal duty to keep the contents confidential
- Choose whether or not to take part in medical research or medical student training
- Request a yearly health check if you 75 years or over
- Be given a copy of the practice booklet, setting out the services provided
- Receive a full and prompt reply to any complaints about the services provided by the practice

Responsibilities as a patient;

- Treat the doctors and practice staff with courtesy
- Be punctual for appointments

- Give the practice as much notice as possible if you are unable to keep your appointment
- Make more than one appointment if more than one person needs to be seen
- Be prepared to make further appointments if you have numerous or complicated problems
- Be patient if appointment times are running late – please remember it may be you who needs extra time on another occasion
- Ask for a home visit only if illness prevents you attending the surgery – children can usually be brought safely to the surgery
- Contact a doctor out of surgery hours only in the case of an emergency which cannot wait until the next working day
- Plan ahead when ordering repeat prescriptions

ZERO TOLERANCE

In line with the Department of Health, Social Services and Public Safety Circular HSS (Gen) (3) 2007 - "Zero Tolerance on Abuse of Staff, Protecting Healthcare and Emergency Staff from Violence", the Castle Practice is committed to the creation of a culture and environment where employees may undertake their duties without fear of abuse or violence. This includes

- Non-Physical Abuse; The use of inappropriate words or behaviour causing distress and/or constituting harassment. This includes receipt of abusive telephone calls from any source
- Physical Abuse; The intentional application of force against the person or another without lawful justification resulting in physical injury or personal discomfort.

In the case of a violent patient, the Practice will take immediate steps to remove the patient from the practice list.

Our zero tolerance extends to Social Medical posts. Any patients found posting derogatory comments about either the practice or individual members of staff may result in removal from our list.

PRACTICE OPENING HOURS - Monday to Friday 8:30 am – 12:30 pm; 1:30 pm – 5:30 pm
TELEPHONE HOURS – Monday to Friday 8:30 am – 12:30 pm; 1:30 pm – 3:30 pm

URGENT MEDICAL PROBLEMS; GENERAL APPOINTMENTS; TELEPHONE ADVICE
028 9331 5805

All urgent AND general appointments can be made by either calling in person at the reception desk or by telephoning the Practice **Monday to Friday 8.30 am – 11.30 am**

HERE'S HOW IT WORKS

- When you request an appointment the receptionist/Patient service advisor will ask you some questions about your symptoms on behalf of the Doctor.
The Doctor needs as much information as possible to assess your problem! Your request will be dealt with faster if you pass this information on to the Patient service advisor, they are bound by confidentiality and are here to assist you with our services
- The Patient service advisor will then ask you which of the following you require;
 - An emergency appointment (Today. The issue cannot wait!)
 - A telephone call with advice or a prescription
 - A general appointment (Within the next 7-10 working days)

These details (you have given to the Patient Service Advisor) will be reviewed by a GP/Nurse Practitioner and you will either;

- Receive a call from reception regarding an emergency appointment.
- Receive a call from reception with a general appointment sometime in the near future.

- Receive a call from the GP re advice or discussion regarding your symptoms

We have introduced this system as a safe way of ensuring that those who require medical care have the best access we can currently provide due to the constraints of the shortage of GP appointments

Consultations are available from 8:45 am - 11:55 am; 2:00 pm – 3:20 pm on Mondays and Fridays and 8.45 am – 11:55 am; 2:00 pm – 5:00 pm Tuesdays, Wednesdays and Thursdays. Please ensure that you make a separate appointment for each person and bear in mind that routine consultations are 10 minutes in duration.

If you have made an appointment and are unable to attend, please inform reception. Your unused appointment time costs administration time, GP time and could cost another patient's health.

When booking an appointment, you can request a preferred GP. We will try to accommodate this where possible. However please bear in mind that in an emergency situation, it is not possible to request a specific GP.

PATIENTS AGED 75 AND OVER

If you are aged 75 and over and have not seen a GP in the last 12 months we would encourage you to contact us to arrange an appointment.

HOME VISITS – 028 9331 5804

Home Visits are only for patients too ill to attend the Practice. Please ensure that you telephone the Practice before 10:00 am the morning of your request. You will be asked to give our Patient Services Advisors brief details and a contact number. A Doctor will contact you by telephone to assess the urgency and appropriateness of your request. Please note that it is not the policy of the Practice to attend Home Visits purely on the grounds of either lack of transport or social reasons.

TEST RESULTS – 028 9331 5805

Please telephone between 1:30 pm and 3:30 pm for results. Please note information will not be given to another person unless we have your written permission in line with the Practice confidentiality policy.

OUTSIDE SURGERY HOURS – 028 2566 3500

The Dalriada Urgent Care Service is for people who need urgent medical treatment but cannot wait until their doctor's practice opens. This service is available from 5.30 pm during the week until your GP surgery opens the next morning; 24 hours on Saturdays, Sundays and public holidays. You should telephone the service first. The doctor or nurse will tell you if you need to see a doctor or refer you to another service. You cannot use the service for: repeat prescriptions; dental problems; minor ailments that a pharmacist can treat.

REPEAT PRESCRIPTIONS – 028 9331 5802

Items that the Doctors intend to be repeated are printed on the right hand side of the prescription tear off slip.

If you require a repeat prescription, tick the appropriate item and leave the tear off slip back to the box provided in reception. Similarly you can order a repeat prescription by telephoning 028 9331 5802 between 9:30 am - 11.30 am and 2:00 pm – 3.30 pm, or via our website www.castlepractice.co.uk. You can also arrange for a local pharmacy to order and collect your repeat prescription for you.

Some Tips for Prescription Ordering which will help us to help you!

- Only order what you require on its due date; giving 24 hours' notice for collection from reception, 48 hours for collection from a local pharmacy
- Ensure that your medication does not run out before you re-order it.
- If you are ordering via telephone, please have ready the correct names and details of all medication you wish to order, you will need to read these to the Patient Services Advisor
- Collect your prescription from reception in a timely manner. Uncollected prescriptions are destroyed every 2 weeks and therefore a waste of valuable time for the administration and clinical staff
- Read the patient notices in relation to ordering and collecting your prescriptions during holiday periods. This information will be relayed via flyers attached to your repeat slip, posters in reception, and information on our website
- Do not order antibiotics, flu medications or cough bottles for colds and flus. You can purchase appropriate remedies from your local pharmacy who can also provide advice
- Do not request antibiotics and remedies to take on holiday. The practice does not prescribe for "just in case" scenarios

ANTIBIOTIC GUARDIAN

The Castle Practice is an Antibiotic Guardian.

You can help to avoid antibiotic resistance by only taking antibiotics when you really need them and when they have been recommended for you by a healthcare professional.

If you are prescribed an antibiotic, follow the directions for use carefully and always remember to complete the full recommended course.

Antibiotics may cause side-effects such as thrush, diarrhoea, rash and stomach upset. They can also cause allergic reactions, which may occasionally be severe. It is important to discuss all antibiotic treatments fully with your healthcare professional.

To understand better the symptom duration of cold and flu this informative website, www.treatyourselfbetter.co.uk has been developed. It features a symptom checker and warning signs support material, to help people understand how long symptoms could last for and when it is appropriate to seek medical assistance.

MINOR AILMENTS TREATMENT AVAILABLE AT YOUR LOCAL PHARMACY – FREE

You can get treatment at your local pharmacy for the following conditions:

Head lice; Athlete's foot; Threadworms; Vaginal Thrush; Diarrhoea; Groin Itch; Cold Sores; Ear Wax; Oral Thrush; Mouth Ulcers and Inflammation

MEDICATION AVAILABLE DIRECT FROM YOUR LOCAL PHARMACY – TO PURCHASE

- Gaviscon Liquid or Tablets for hiatus hernia and heartburn
- Citric Acid Tablets for relief of cystitis

- Prispem sachets for treatment of worms
- Kaolin and Morphine Liquid /Imodium capsules for control of diarrhoea
- Brolene Eye Ointment for sticky eyes which are common with a cold
- Iron Tablets for treatment of low blood count
- Antihistamine Tablets for itch or allergic rashes and hayfever
- Dioralyte or Rehydrat rehydration fluids, very useful for children with diarrhoea or vomiting.
- Hydrocortisone cream 1% Cream for application to allergic rashes and insect bites
- Almond oil ear drops for waxy ears. Please never 'poke' things into your ear
- Canesten Cream for athletes foot
- Nicotine patches and chewing gum to help stop smoking
- Ibuleve gel for relief of muscular pains and strains
- Paracetamol/Co-Codamol pain killers
- Cough bottles for dry productive coughs
- Laxatives for relief of constipation
- Tonics, many varieties
- Zovirax Cream for treatment of cold sores

MEDICAL RECORDS AND FREEDOM OF INFORMATION

Your medical records are confidential and will not be given to anyone without your express permission. All practice staff comply with the rules of Confidentiality as set out in the Freedom of Information Act 2000.

We are a Paper Lite Practice which requires us to use our computers to keep administrative and clinical information about our patients. We are registered under the Data Protection Act 1988. You have the right to view your own medical records. Any request for this should be in writing addressed to the Practice Manager.

PRACTICE SERVICES

Below you will find a list of Services provided by the Practice, these are specialist clinics for the monitoring of specific health needs in certain disease areas. These are in addition to routine GP and Nurse appointments. From time to time, you may be contacted by the Practice to request your attendance at a specific clinic.

CHILD HEALTH AND VACCINATIONS

The childhood vaccinations are now given at 2, 3 and 4 months old to protect small babies from rotavirus, pneumo, whooping cough, diphtheria, tetanus, polio, Hib, Men B and Hep B. When you attend the only reasons for not getting these injections would be if your child has an acute illness or has reacted very badly to a previous vaccination.

A further Hib, Men C, MMR and Pneumococcal at 12 months is recommended. You will be called by your local Child Health Authority when this is due.

Pre-school examinations are carried out prior to starting school and will include booster vaccinations. You will be called by your local Child Health Authority when this is due.

It is the Parent's responsibility to ensure that a child is fully vaccinated.

SMOKING CESSATION

The Practice promotes a non-smoking lifestyle, advice and help are available from our Smoking Cessation clinic. Please ask a Patient Services Advisor for an appropriate appointment. We would advise all patients who currently smoke that smoking is bad for their health.

FLU AND PNEUMONIA VACCINATION

These are available each Autumn for people with Chronic Illness and for the Elderly, as directed by the Department of Health Guidelines each year. Watch out for, and read, the patient notices in relation to the annual Flu Campaign. This information will be relayed via the media, posters in reception and information on our website.

ANTE NATAL CLINICS

These clinics are run by the Midwives on Wednesdays and Thursdays as appropriate. Please contact reception on 028 9331 5805 to arrange an appointment.

POST NATAL CLINICS

The postnatal clinic is available for mothers with 8 week old babies and is held on Fridays. This appointment is for mother and baby and will be with a GP. It offers a postnatal check-up, contraceptive advice, full infant examination and the baby's first set of vaccinations at one consultation. Your Health Visitor will usually arrange this appointment for you, however you can also contact reception on 028 9331 5805 to arrange yourself. (Please note, you will need to have registered your baby with the practice prior to the date of your appointment.)

FAMILY PLANNING SERVICES

All the GPs can provide family planning advice. We also have GPs who are trained in providing family planning services, for example, IUD (coil) fitting and removal; nexplanon (implant) fitting and removal. Please contact reception on 028 9331 5805 to arrange a call back regarding this.

ASTHMA ; COPD ; CHRONIC HEART DISEASE CLINIC ; HYPERTENSION ; DIABETES ; EPILEPSY ; STROKE/TIA ; MS ; PARKINSONS ; MEDICINES MANAGEMENT ; WEIGHT MANAGEMENT

If you are contacted to attend any of these clinics, it is because you have been identified as needing a review. If you are on repeat medication, this will need to be reviewed at this appointment. You will also get some basic observation checks carried out during these appointments, for example we may need to check your height or your weight. Please do not make a routine appointment with your GP regarding annual review or general check-up of these conditions. The majority of these clinics run at regular intervals throughout the month. The Practice will also focus on the treatment of certain disease areas on an annual basis, as is their requirement for review.

These clinics have been set up to meet quality standards in disease management and to ensure you are getting the best care available from Primary Care. It is important that you acknowledge any contact regarding attending these clinics.

ASSOCIATED DEPARTMENTS WITHIN THE HEALTH CENTRE

TREATMENT ROOM

The Treatment Room is run by the Northern Health and Social Care Trust. It is open from 8:30 am- 12:30 pm and 1:30 pm – 5:30 pm, Monday to Friday.

Patients should contact reception to arrange an appointment with the Treatment Room. Please do not attend without booking an appointment. Treatment Room Services can include:

Dressings; Blood Tests at the GPs request; BP check at GPs request; urine samples; ear syringing; B12 injections; Zoladex injections; baby vaccinations; assisting minor surgery; assisting with gynae procedures etc

HEALTH VISITORS

The Health Visitors attached to Castle Practice are nurses with special training to give health advice on matters relating to family and child health. They perform necessary routine assessments on babies and young children. They Health Visitors can be contacted directly on 028 9331 5824.

MIDWIVES

The Midwives attached to Castle Practice will provide care during pregnancy. They will also arrange parent craft classes and help you liaise with your hospital antenatal carers. Following the baby's delivery they will visit you at home for the first 10 days, or longer if required. The Midwives can be contacted on 028 9331 5833.

DISTRICT NURSES

The District Nurses attached to Castle Practice provide skilled nursing care for patients who are housebound. They are available to assist and advise carers and can be contacted on 028 9331 5895.

HOW TO USE OUR SERVICES SENSIBLY, TO YOUR BEST ADVANTAGE AND CONVENIENCE.

APPOINTMENTS

During routine appointments the GPs can see 3 patients in surgery time in the time it takes to do 1 home visit. So if you can get to the surgery, we are grateful and if you are feeling poorly when you arrive let reception know, we will see you as soon as we can.

If you have been sent for to attend a specific clinic, do not come to that clinic with complaints of other ailments. These clinics are timed and will not allow the clinician to deal with any other issues other than the management of the disease area being reviewed.

CASUALTIES

There is **NO** casualty service at the Health Centre. Injuries requiring suturing and suspected fractures should attend an Accident & Emergency Department. The nearest Accident & Emergency Departments would be Antrim Area Hospital – 028 9442 4000; The Mater Hospital – 028 9074 1211; The Royal Victoria Hospital and The Royal Belfast Hospital for Sick Children – 028 9024 0503.

MINOR INJURIES

The Practice can provide some basic minor injury services, for example foreign body in eye, minor lacerations etc.

COMPLAINTS PROCESS

Verbal Complaint

Passed to the Practice Manager who will deal with the issues and alert the Clinical Lead if necessary.

Written Complaint

Passed to the Practice Manager who will acknowledge receipt of the complaint within 3 working days giving details of the way in which the complaint will be dealt with (ie, investigation, patient to be offered an appointment for discussion of the complaint or written response to the complaint).

Dalriada Urgent Care (Out Of Hours) Service Complaint

Passed to the Practice Manager who acknowledges receipt of the complaint and passes to the Clinical Lead or other GP involved for further investigation and follow up.

Complaint Regarding A Locum GP

Passed to the Practice Manager who will acknowledge receipt within 3 working days and alert the Clinical Lead. The Locum Doctor will be contacted by the Practice regarding any investigation.

Time Limits

Normally a complaint should be made within 6 months of the incident that caused the problem or within 6 months of the patient discovering the problem (as long as this is not more than 1 year after the event). However, we will extend the time limits where it would be unreasonable to expect the complaint to have been made earlier.

Resolving Complaints

Where possible, complaints will be resolved by the Practice at local level within 10 days of receipt if possible.

Copies of all contact, whether verbal or written, will be kept in our complaints file. An anonymised copy of all written complaints is sent to the Complaints & PPI Manager, Health & Social Care Board, 12-22 Linenhall Street, Belfast BT2 8BS.

The Health & Social Care Board (HSCB) Complaints Department can provide help, support and advice and can act as an 'honest broker' between the Complainant and Practitioner. Contact may be in writing to the address above or by telephoning Switchboard 0300 555 0115 or Complaints Hotline Number 028 9536 3893.

The Patient and Client Council can also offer support for complainants if required. It has offices in Ballymena, Craigavon, Omagh and its Headquarters is at 1st Floor Ormeau Baths, Ormeau Avenue, Belfast BT2 8HS – email info.pcc@hscni.net or Freephone 0800 917 0222.

What To Do If You Are Still Not Happy With The Outcome

Most complaints are resolved at Practice level. However, if you are not happy with the response to your complaint, you can contact the Practice again and we will try to address your concerns. If you remain unhappy, you can refer your complaint to the Northern Ireland Public Services Ombudsman (NIPSO). The Ombudsman will look at your complaint and decide whether he/she should investigate it. Contact details are detailed below:-

NIPSO, 33 Wellington Place, Belfast BT1 6HN

CONFIDENTIALITY

It is the Practice policy that all staff comply with the rules of confidentiality set out in the Freedom of Information Act 2000. The Practice can supply a schedule stating all aspects of freedom of information.

NOTIFICATION OF DEATH

Should you have to notify us of the death of a patient, please contact a Patient Services Advisor who can help you with useful information for dealing with coroner's office, undertakers, hospital outpatient departments, occupational health and other local authorities as necessary.

CARERS

If you are a nominated Carer for a patient who is unable to contact the Practice directly, please make yourself known to a Patient Services Advisor who will provide a pro-forma for you to complete to enable us to flag your information on the said patient's medical record. This will enable us to liaise openly with yourself and provide you with access to other agencies on behalf of the patient you care for. For example; occupational and social services.

STAFF TRAINING

The Practice is closed for training from time to time on a Wednesday afternoon. However, the dates will be published for your convenience. We close in order to provide ongoing training for clinical and clerical staff to enhance and improve quality patient services.

ZERO TOLERANCE

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- Non-Physical Abuse; The use of inappropriate words or behaviour causing distress and/or constituting harassment. This includes receipt of abusive telephone calls from any source
- Physical Abuse; The intentional application of force against the person or another without lawful justification resulting in physical injury or personal discomfort.

PATIENT LIAISON GROUP

The Practice is keen to develop further with a Patient Liaison Group for discussion of issues raised by patients. If you are interested in participating in this Group, please click the link on our website.

WEBSITE - www.castlepractice.co.uk

The aim of our website is to provide you with the information required to make the best possible use of the services provided by our Primary Health Care Team.

The website will help us to keep all our patients up to date with news and information about our practice.

As well as a source of information about our practice, the staff and the services we provide, we hope you will use this website as a useful resource for other health-related information.

YOUR DATA

The Practice has a privacy notice in line with GDPR – General Data Protection Regulation. A guide is available from reception.

LOCAL HEALTH AND SOCIAL CARE BOARD

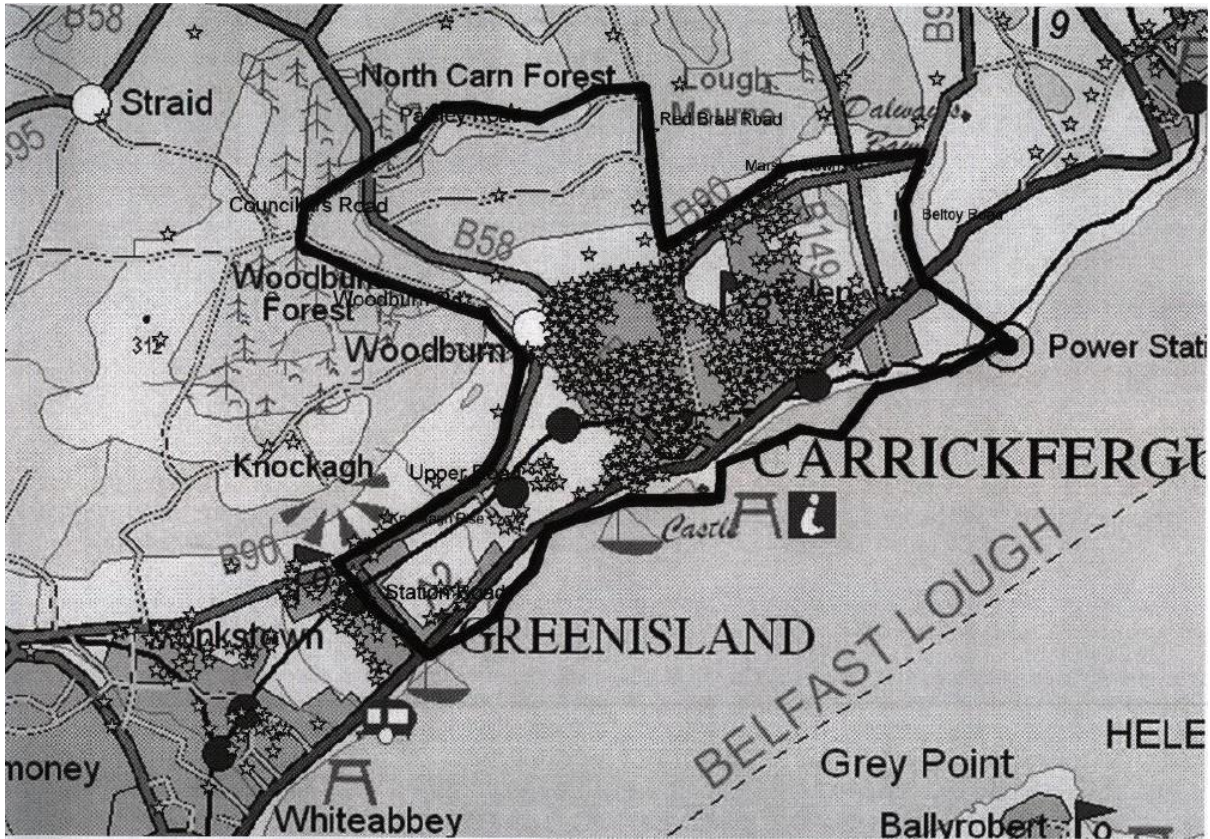
Details of primary medical services provided in this area may be obtained from

Health and Social Care Board
Directorate of Integrated Care
County Hall
182 Galgorm Road
Ballymena
Co Antrim, BT42 1QB

Telephone: 028 2531 1140
Fax: 028 2531 1031
Web www.hscboard.hscni.net

PRACTICE BOUNDARY AREA MAP

Castle Practice covers the area within the outline.
We cover from Station Road to Kilroot within this outline.



PRACTICE LOCATION

