**Castlefields Health Centre**

**Patient Information Booklet**

*“The Very Best of Health”*



**The Village Square, Castlefields**

**Runcorn, Cheshire**

**WA7 2ST**

**Tel (01928) 566671**

**Fax (01928) 581631**

**111 (Non-Urgent Medical Advice/Out of Hours)**

[**www.patient.co.uk/access**](http://www.patient.co.uk/access) **(On-line Appointments and Prescriptions)**

**Email:** **castlefields.healthcentre@nhs.net**

**Website:** [**www.castlefieldshealthcentre.co.uk**](file:///%5C%5Cspct1%5Cspct%20home%5Cmatthew.skidmore%5Cwww.castlefieldshealthcentre.co.uk)

**Our opening hours:**

**Mon – Fri 8:00am – 6:30pm**

Last Updated March 2022

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**Castlefields Health Centre’s**

**Mission Statement**

Our Practice’s goal is:

***To deliver a high quality personalised service provided by a caring team.***

**Welcome to Castlefields Health Centre**

This booklet is designed to help **YOU** make best use of **YOUR** Health Centre.

**THE PRACTICE**

Castlefields Health Centre was the first practice to be built in Runcorn new town. For more than 50 years, the team has endeavoured to create an efficient but friendly way of providing the highest possible level of health care. We are part of the NHS and the services we provide are **free of charge.** We moved into our new impressive premises in the Village Square in May 2012. The new modern and larger building has provided some much needed space for more consultation rooms and more treatment rooms, a large meeting room and well- equipped training suite, all of which have enabled a variety of new services to be offered to our patients.

We consider a personal service to be important to patients, so each Doctor has his or her own personal list of patients. Occasionally, you may prefer to see a different GP for a particular issue, for example, a same-sex GP for a sensitive problem, or for a follow-up appointment. You will be asked by a Care Navigator whether you have a preference which Doctor you see or if you are happy to take the next available appointment with any doctor. Please note that you may have to wait longer to see the doctor of your choice but it is up to you - you will decide whether you feel your condition can wait or not.

When you request an appointment, you will be asked by the Care Navigation team for basic details regarding the reason for your visit. The doctors ask staff to obtain this vital information so that they can prepare the consulting room, the computer and themselves for your consultation in advance.

Upon arrival at the Health Centre patients have the choice of speaking to a Care Navigator or using the patient self-check-in system to avoid waiting.

We have **approximately 14,200** patients registered with us. The staff at the Health Centre are here to work with you and look after you when you are ill but we also think it is very important to offer you clear guidance and advice on how to live a long and healthy life through our healthy living programmes and guidance.

**HOW TO USE YOUR HEALTH CENTRE**

We are open from **8.00am until 6.30pm** Monday to Friday. Our phones are answered during these hours.

**ALL TELEPHONE CALLS (INCOMING AND OUTGOING) ARE RECORDED**

**Registering as a patient**

The Practice’s list is ’open’ and we are happy to accept new patients living in Runcorn. If you move out of the area, you will always automatically be requested to change Doctors unless you require home visits as we would be unable to keep you on as patient because of the amount of time the Health Professionals would lose whilst travelling to and from your new address. Registering as a patient is quick and easy with either online or only **two brief forms** to fill in. These forms are available from Reception as a registration pack.

**New Patient Medicals**

The ‘New Patient Medical’ is an important method of getting to know about you as a new patient. We will offer you the opportunity to discuss any health worries or issues with an Assistant Practitioner/ Health Care Assistant. If you are on medication you will need to be reviewed by a Doctor or a clinical pharmacist. These ‘mini-medicals’ involve answering basic questions and some routine measurements such as height, weight and blood pressure.

You will be asked about things that may affect your future health, for example, whether or not you smoke cigarettes/cigars/pipe and drink alcohol. You may be given advice about measures you can take to improve your health and given information about some of the services on offer from the Health Centre. **Please bring a sample of urine with you when you attend** (sample bottles are available from Reception). Also, if you are currently taking any medication **please bring along your repeat order form from your previous Practice,** so that the items can be added to your medication screen in your medical records.

**How to see your Doctor**

Routine appointments are offered throughout the day (from 8.00 am – 6.30 pm) at 15-minute intervals. If the appointment is urgent we are able to book you In on the day. If the appointment is non urgent reception can book appointments 3 days later either F2F or telephone.

**Doctor Call-Back (same day appointments)** To satisfy the constant and ever growing demand for appointments, we regularly try different ways to improve the best use of GP and Nurse time.

We do have same day appointments available, but only a doctor or nurse gives these out. **If you require a Doctor Call-Back please call us before 11:00am.** If you request a same day appointment after this time, it is possible the doctors may not be able to accommodate your request. The duty Doctor may be able to give you a call and decide if you need to come in and be seen or a telephone call.

If you make a request for a same day appointment, our Care Navigators will take a note of your phone number and ask the doctor or nurse to phone you back. The Care Navigator will also ask you for the reason as to why the appointment is needed. **The doctors have asked them to do this to ensure that you are signposted to the relevant person who is able to assist you.**

This excellent service means that you can speak to a fully qualified clinician within a short space of time.

**Home Visits (call before 12)**

If you are housebound, please contact us as soon as possible, Phonelines open from 8am. We can arrange for a doctor to visit you at home any time after 12.30pm.

You will be called by a clinician before the Home Visit to obtain some more information about your illness.

**Telephone Consultation Appointments**

For your convenience, it is also possible for you to book a telephone consultation with your Doctor, either for advice about a new problem or to follow-up an existing problem. **It is therefore very important that you advise us if you ever change your telephone or mobile number. Similarly, you must also notify our Care Navigators if you change your home address, in order that we can amend this information on your medical record.**

**Cancelling Appointments: Keep It Or Cancel It**

**GP Extra Appointments**

Need a routine appointment after 6:30pm midweek or weekend? For weekend appointment call: 01928 593 078

GP extra is available Mon – Fri 6:30pm – 9:00pm and Sat - Sun 9:00am – 3:30pm.

**Widnes GP extra Clinics: Runcorn GP extra Clinics:**

Widnes Health Care Resource Centre Heath Road Medical Centre

Oaks Place, Caldwell Rd 78 Heath Road Crescent

Widnes Runcorn

WA8 7GD WA7 5TJ

**If, for any reason, you are unable to keep your appointment,**

**Please ensure you call the**

**Health Centre to cancel it**

**That appointment can be given to somebody else, helping us to reduce the number of unused/wasted appointments and to help us to provide a more responsive service.**

**Text messaging**

The Practice is working hard to ensure as many patients as possible attend for their appointment. We are now able to send you a text message to confirm appointments that have been made. You will also receive a reminder text one day before your appointment, giving you a chance to text back and let us know if you are no longer able to attend. This helps us to manage the appointments we have available and offer vacated slots out to other people. You will also be asked to give text feedback after your consultation and we are grateful for any responses we receive in this way. In future, we will be sending out all sorts of reminders and messages to you by text, including flu clinic reminders, prompts for review, information notices etc. The company providing the texting service is called ‘MJOG’. Therefore, it is important that we have the correct mobile telephone number for you.

**Chaperoning**

If you are being examined, if you wish, we can provide a trained member of staff to be present. Or if you prefer, a friend or family member can also accompany you. **PLEASE ASK THE DOCTOR OR THE NURSE.**

**Consent**

A clinician must be satisfied that a patient understands and consents to a proposed treatment, immunisation or investigation. This includes the nature, purpose and risks of the procedure, if necessary by the use of drawings, interpreters, videos or other means, to ensure that patients understand and have enough information to give ‘Informed Consent’.

**Appointment Audits**

We regularly check the availability/number of appointments with our clinicians each week. This way, where and when necessary, we can add clinics to improve YOUR access to appointments to improve the service provided. Your feedback helps us to shape the service to meet your specific needs.

**Ordering Repeat Prescriptions**

We no longer accept telephone requests for repeat prescriptions. This is to make our system safe for our patients - medication names can be easily confused on the telephone and we must avoid any mistakes being made.

To order a repeat prescription you can either:

* Post your request in to us (by using the tick sheet on the tear-off white slip attached to your prescription);
* Bring your request into the surgery and put it in the ‘Prescription Collection Box’ located at reception; or
* Register for patient access by asking a Care Navigator to obtain a registration form and details on how to register.

Our prescription desk is based on the ground floor downstairs and is staffed by a team of Prescription Clerks who have many years experience and knowledge. The prescription desk is open Monday – Friday 12.00noon to 4.00pm. If you want to collect your prescription outside of this time, then please go to the ground floor reception.

**Important Information to Consider When Ordering Your Prescription**

Please note, when you order your prescription from Castlefields Health Centre, we operate a **48 hour turnaround** in order for us to safely process the request. If your prescription is then electronically sent to your nominated pharmacy for dispensing, you will need to allow additional time for the pharmacy to make up and dispense your requested prescription items.

For further details about how long this part of the process can take should be obtained from your pharmacist. Therefore, it is advisable to order your prescription approximately 7 to 10 days before you run out of medication.

**If you are unable to provide 48 hours’ notice, you must notify the Care Navigator which items you require ‘urgently’ and why.** **This can be done by getting a urgent request form.**

Please note that **all** repeat medication is authorised by a GP but only for a specified number of issues. The Prescription Clerks will advise you when your prescription needs to be re-authorised by your GP and when you must have a medication review in order to obtain further prescriptions. The prescription clerks can be contacted on: (**01928) 566671 selecting option 2.**

**EPS (Electronic Prescribing Service)**

We operate EPS which means that the majority of repeat prescriptions can be sent (electronically) from us to the Pharmacy of your choice. You should set this up with your preferred Pharmacy.

For example, if you wanted to ‘nominate’ Boots, Castlefields as your Pharmacy, you would ‘sign up’ with them for this service

**Occasional or “one-off” Prescriptions**

Please note that you will be required to see a Doctor for the first supply of any new medication or the issuing of “one-off” prescriptions that are prescribed to treat “acute” problems.

Acute is the word used to describe an illness that is not on-going, for example, a course of antibiotics may be prescribed to treat an infection and is usually not available as a repeat order.

**Runcorn Pharmacy, Castlefields Health Centre**

For your convenience and continuing in our lengthy partnership with Boots Pharmacy, **Boots** followed us into our new premises in July 2012.

Boots now occupy a larger unit providing a larger Pharmacy/Dispensary and a comprehensive retail section. For your convenience Boots have opening hours to match those of the Health Centre. The Pharmacy team is available on: **(01928)** **565002.**

Please note that many of the local Pharmacies offer a **FREE** prescription collection and delivery service. The local pharmacies offering this service collect prescriptions from the Health Centre daily. Just ask your chosen Pharmacy for further details.

**Test Results**

Please contact reception for your test result **(01928) 566671.**

**Car Parking**

There are **12** car parking spaces to the front of the Health Centre and **31** spaces by the Community Centre (opposite) – both include disabled parking and can be accessed via Tyrell Way (off Castlefields Avenue North).

**Halton Urgent Care Centre:**

Runcorn’s NHS Urgent Care Centre (UCC) is based in the old Minor Injuries Unit at Halton Hospital and provides care for illness as well as injury preventing patients from needing to travel to A&E.

You don’t need an appointment. Patients are seen in order of clinical priority, so you may have to wait if your condition is not as serious as others.

The Runcorn Urgent Care Centre is open 8am-9pm every day of the year. There is also an NHS Widnes Urgent Care Centre open 8am to 9pm situated in the Widnes Healthcare Resource Centre, Caldwell Road, Widnes WA8 7GD.

**NHS 111**

If you need medical help fast but it’s not a life-threatening situation, you can call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what’s wrong, give you medical advice and direct you to someone who can help you, like an out-of-hours doctor or a community nurse. If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. You can call 111 any time of the day. The call is free, from landlines and mobiles.

**THE PRACTICE TEAM**

**THE CLINICAL TEAM**

We have a team of doctors and nurses at the practice including GP Partners, salaried doctors, nurse practitioners, practice nurses, assistant practitioners and healthcare assistants. We have a combination of male doctors and female doctors.

**‘TRAINING’ PRACTICE**

We are a “training” practice. Two of the GP Partners are GP Trainers. We teach GP Registrar students from a wide range of medical backgrounds. You may be asked if you would like to be seen by our GP Registrar. A GP Registrar is a Doctor who is training to become a General Practitioner.

**Examination**

Our Nurse Practitioners contribute to both the Doctor and Nurse teams at the practice. They can assess acute medical problems and deal with any minor illnesses including the treatment of children. They also review patients with long term conditions especially those with multiple conditions or complex problems. They carry out necessary home visits.

The Care Navigators are trained to know what can be dealt with by the Nurse Practitioners and will assist you to arrange an appointment with the appropriate clinician.

**Care Navigators**

We have a team of Care Navigators who staff the front desk. They attend regular training and are very experienced. They are a great source of information for you and anything you say to them will be treated in the strictest confidence.

**Admin/Support Staff**

Our team of full-time and part-time staff who work ‘behind the scenes’ carry out administrative tasks, for example, typing referral letters to request hospital appointments, scanning and coding hospital letters on to your medical records on the computer system, dealing with Solicitors, DWP and insurance companies on your behalf and sending out appointments to our patients with long-term illnesses, such as diabetes or asthma. The Practice is managed by the Practice Manager,

**OTHER HEALTH CARE PROVIDERS**

**Community Matron**

Our Community Matron is based here part time and co-ordinates the care of patients with complex needs or multiple conditions (chronic diseases) to help improve their quality of life. She is supported by a Health Care Assistant and can be contacted directly on: **(01928) 842765**.

**Substance Misuse:**

Our Substance Misuse Recovery Co-ordinator work very closely with our patients with drug dependency to provide advice, encouragement and support through maintenance, reduction programmes and detoxes. If you think that you could benefit from this support, please ask your GP to refer you. The Substance Misuse Recovery Co-ordinator can also be contacted directly at our Health Centre or via CGL.

**Drug/Alcohol dependency and addiction**

The practice has links with CGLwho provide a service for patients age 19+ with drug/alcohol dependency and addiction. Their team consists of: doctor, recovery nurses and support workers and are split across two locations: Halton Integrated Recovery Service is split across two locations: Aston Dane, Waterloo Road, Widnes, WA8 0QR and 1st Floor, 75 High Street, Runcorn, WA7 1AF (above Lloyds bank) . They offer a drop-in service as well as accepting referrals from Health professionals. The Centre is open Monday – Friday and late clinics are held on Tuesdays until 7.00 p.m. There is a 24 hour phone line available at weekends. They offer alcohol and drug detox, support for substance misuse and any other addictions. **They have a ‘drop in’ service in Runcorn which is available Monday – Friday 11am until 2pm.** Telephone: **0151 422 1400 selecting option 2 for Runcorn.**

**District Nursing Team**

The District/Community Staff Nursing Team provide skilled nursing care to patients in the community who, due to ill health, are unable to access services in the usual way including patients who are housebound, elderly and terminally ill. Telephone (direct): **(01928) 842774.**

The District Nursing Team also offer Treatment Room Sessions for dressings and wound care (including compression bandaging), ear syringing, dopplers (blood circulation assessment), continence assessments, B12 and other injections. To make an appointment please call: **(01925) 946250**

**Midwives**

The Midwives based at the Health Centre offer a full range of support from pre-conception to at least one month following the birth of your baby. Specialist Midwives will provide care for women and families who have drug and alcohol dependency, teenage pregnancies and domestic abuse issues. Other services include Breast Feeding support, Parent Education classes and Aqua-Natal classes and giving access to a wider range of services provided in the local community. They offer hospital care at four local hospitals and actively promote home births when safe to do so. Tel.: (**0151) 4955079**. **Whiston**

**Health Visiting Team**

The Team along with a clerical worker offer services which include home visits after childbirth, Well Baby clinics: sleep, dietary and feeding advice; specialist behaviour management advice and expertise in all aspects of family health. Call them on **(01925) 593056**

**Counselling**

We have a qualified and experienced Counsellor assisted by a team of newly qualified/trainee Counsellors based at the Health Centre and offering various counselling techniques to our patients (adults and children aged 5 and over). If you feel you may benefit from counselling please ask your GP to refer you. Health Visitors can also initiate child referrals.

**Halton Psychological Therapies Service & Mental Health Assessment Team**

The Team help us to look after our patient’s mental health and emotional well-being. The Community Psychiatric Nurses (CPNs), Counsellors/CBT Therapists and Gateway Workers can arrange to see you at a variety of NHS venues. Your GP will refer you if they think you may benefit from this support.

**‘Visiting’ Clinicians**

The practice has various visiting staff (who are based elsewhere i.e. Halton Hospital); Physiotherapists, Podiatrist, Cardiac Nurse and Phlebotomists. We hope to see more and new specialist services coming into the Centre in the future, offering a wider range of services to YOU.

**RULES OF CONFIDENTIALITY APPLY TO ALL STAFF WORKING AT THE HEALTH CENTRE**

**REFERRALS**

**E-REFERRALS**

When you are being referred by a Doctor for a consultant outpatient appointment, you will be given a choice of hospitals (where available) from a list that will be posted to you. You will also be given the opportunity to book your own appointment, for a day/time that suits you best.

**CLINICS**

**Childhood Vaccinations and Immunisation Clinics**

We are keen for all children (and adults - where appropriate) to be fully immunised. The Practice Nursing team run childhood immunisations clinics on Tuesday afternoons.

**Child Development**

The Health Visiting Team offer child developmental screening at 8 weeks, 8 - 12 months and 2 - 2.5 years. See above for other services and contact details.

**Midwives Ante-natal Clinics**

Clinics are throughout the week. For advice or support on any aspect of pregnancy the Care Navigator Team can provide a contact number for a Midwife.

You should complete a form to register your pregnancy at reception who will then advise you how to self-refer to the midwife team.

**Cervical Smears**

Smears are carried out by trained practice nurses. You can book an appointment for a smear at a time convenient for you. **Please remember to make your appointment with the Care Navigators for this very important regular health check**.

**Minor Surgery Clinics**

Sessions are provided at the Centre by specially trained Doctors in our well-equipped Treatment Rooms. Sessions are usually held weekly. Your Doctor can arrange for you to be sent an appointment letter for an available slot.

**Diabetic Specialist Clinics**

Diabetic patients are sent appointments for annual review. Appointment queries should be made via the reception team on: **(01928) 566671**. In addition to annual reviews, the Diabetic Nurse offers advice to newly diagnosed diabetic patients, patients experiencing problems with their control, travel needs and general lifestyle. Treatments, including insulin, are initiated at the Health Centre. If you have any concerns regarding Diabetes and wish to make an appointment to see the Diabetic Nurse, please contact Reception.

We also offer a structured education service for individuals with Type 2 Diabetes which is called ‘Diabetes Essentials’ and provides a variety of half day specially designed patient education sessions to provide encouragement, support and information to help manage your condition. For more information, pick up a leaflet at reception or contact: Therapy Services on: **(01244) 365234** or email: Diabetes.essentials@nhs.net

**Asthma Specialist Clinics**

Our Asthma patients are invited annually or can be referred by the GP for additional support from the Nurses. If you have any problems with the management of your Asthma, please contact us to make a review appointment**.**

**Smoking Cessation Clinics**

If you are interested in receiving stop-smoking advice, help is available - please ask at Reception who will advise you how to self-refer into this service. There are also information sheets and booklets on reception where you can contact people if they are interested in stopping smoking.

**Medical Examinations**

If you are required to have a medical examination, we will charge a standard rate unless it is a specific requirement of an insurance company, in which case we will invoice the insurance company. If you need a Medical Examination, contact a member of the Care Navigation team at the Centre to arrange this. A 30 minute appointment is required and the Medical will be carried out by a Doctor and Health Care Assistant.

**Phlebotomy service**

Trained healthcare assistants take blood samples on behalf of the Practice four days per week Monday, Wednesday (all day), Thursday and Friday. This is the fastest way to get a blood test – just ask at Reception for an appointment.

**Travel Vaccine Service**

We offer a basic holiday vaccination service and travel advice for our patients planning to travel abroad. Please speak to a Care Navigator who will give you a form to complete. A Nurse will then contact you to arrange an appointment.

Please note in certain circumstances, you may be advised to get your travel vaccinations and advice from The Liverpool School of Tropical Medicine (Tel: **0151 705** **3370**/Well Travelled Clinic: **0151 705 3223**).

**Health Improvement**

The Health Engagement Officer is part of Halton’s Health Improvement Team and Halton’s Children’s centres working across the practices of Runcorn. The HEO aims to provide information, advice and support on what help is available to children, young people and families within their community.

If you are struggling with or worried about your child the HEO can visit you at home or out in the community to discuss what the service can offer you

If you are worried about your child’s behaviour, emotions, development or general wellbeing and would like to speak to your Health Engagement Officer please do not hesitate to contact.

**Baby Feed / Baby Change Rooms**

Designated Baby Feed & Baby Change rooms are located on the Ground Floor and First Floor waiting areas.

**Wheelchairs and Disabled Access**

The Doctors and Nurses consultation rooms are located on the ground and first Floor. Please note that we have a spacious lift to help our patients to access services provided on the first floor. There are three designated disabled car parking spaces to the front of the Health Centre, lowered section to the reception desks and specially adapted toilets for our disabled patients. A wheelchair is available if needed and we have evacuation chairs located in the fire refuge points to be used in the event of fire. We have induction loops at both reception desks for the hard of hearing. Please advise a Care Navigator if you need additional assistance.

**No Smoking Policy**

The Health Centre operates a No Smoking policy (including e-cigarettes) and smoking on the premises is **strictly prohibited**.

**Zero Tolerance Against Violence Policy**

**The GPs and indeed all members of staff at the Health Care Team have the right to provide care for our patients without the fear of being verbally abused or attacked. Aggression and violence against any of our staff WILL NOT be tolerated under ANY circumstance and patients will be struck off our list. This also includes the posting of improper comments on social media sites. Such instances will be reported to NHSE for investigation.**

**Protected Learning Time**

The Health Centre closes for 10 afternoons (1.00pm onwards) each year to allow us to provide the Clinicians and practice staff with the appropriate training and development. Dates are advertised throughout the practice in advance.  **IF YOU REQUIRE URGENT MEDICAL ADVICE DURING THIS TIME (MEDICAL EMERGENCIES ONLY), PLEASE CALL: 111 (OUT OF HOURS SERVICE).**

**WOMEN’S HEALTH**

**Contraception**

All our Doctors and Practice Nurses can offer contraceptive advice. All methods of contraception, including pills, coils, injections, implants and caps, can be obtained from the Health Centre. You can make an appointment with a GP and get added to the wait list to discuss contraception.

**Cervical Smears**

If you are aged between 25 and 49 years old, it is important to have a smear **every three years**, if you are aged between 50 and 64 years old it is important to have a smear **every five years** to pick up any changes in the cells of the neck of the womb that may lead to cancer if left untreated.

Ladies over the age of 65 years who have not had a smear prior to being 50 years of age or who have a recent abnormal smear would be requested to have a further smear test.

If found early enough, these abnormal cells can be treated easily at the hospital’s Out Patient’s Department. If your smear is due, or you are over 25 years old and have never had a smear – please make an appointment for the smear clinic, held three to four times a week, via a Care Navigator. Trained practice nurses run the Cervical Smear clinics.

If you would prefer to be seen by a Doctor for your smear, you can make an appointment with one of our female doctors.

**SERVICES FOR YOUNG PEOPLE**

We appreciate that young people may find it difficult to approach staff at the Health Centre who are quite often much older than themselves. Please rest assured that our Team have been trained fully on how to welcome and support young people.

We provide general health care to young people including screening for STDs (sexually transmitted diseases), health promotion, family planning and contraception services.

**LOOKING AFTER YOUR HEALTH AND WELLBEING**

We believe that looking after your health, encouraging healthy diet and regular exercise, is just as important as caring for you when you are ill. We encourage regular exercise and healthy eating.

We are a **Wellbeing Practice: o**ur Wellbeing Officer organises ‘Wellbeing’ activities inc. poetry, drawing, painting, candle making, arts and crafts, greeting card making, guitar and ukulele courses, Thai Chi, gentle walks, Nordic walks, etc. We actively encourage patients to get creative and be more active to take their mind off their health problems, even for a short time to reduce loneliness and isolation. If you would like to get involved, please give your details and any new ideas to a member of the Care NavigationTeam or visit the Wellbeing website: www.wellbeingenterprises.org.uk

**Other Health Centres in the area**

If at any time you would like to register with a different Health Centre in the area you can request the details of the local practices from Reception. Alternatively, you can request the details from Patient Services at Primary Care Support by telephoning: **0333 014 2884.**

**HELPING US TO IMPROVE OUR SERVICES TO YOU**

**CASTLEFIELDS PATIENT PARTICIPATION GROUP (PPG)**

Recognising that our patients’ views and opinions are vital in helping us to improve our services, the practice is seeking additional volunteer patients to join our Patient Participation Group. The group represents patients’ views and meets quarterly at the Health Centre to discuss practice developments, issues and concerns and ways to overcome them. We welcome new ways of working and strive to continually improve our service. We always appreciate your comments and feedback, so please let us know how you feel. If you are not able to attend meetings but would be interested in joining the virtual PPG (vPPG) and being kept up-to-date by e-mail communication, please let us know. For more information on Patient Groups contact **the Practice Manager**, on **(01928) 842764.**

**CASTLEFIELDS HEALTH CENTRE WANT TO HEAR FROM YOU**

We encourage our patients to tell us what they think. This helps us to review and improve what we do.

Complaints, compliments and suggestions are all very important to us. Please ask a Care Navigator for a **Comment Form**, then after completing you can pass back to the Care Navigator who will then hand it to the Practice Manager. We will make every effort to respond quickly to any concerns.

**COMPLAINTS:**

**WHO CAN MAKE A COMPLAINT?**

Anyone who uses the services we provide: Patients, Carers, relatives or friends acting on behalf of one of our patients, or an advocate acting on your behalf.

**HOW DO YOU COMPLAIN?**

Complaints, compliments or suggestions can be made in person, over the telephone or in writing: - either by letter or by completing a Complaint Form.

**WHEN THINGS GO WRONG…**

We endeavour to resolve all complaints locally i.e. between the practice and our patient – this is called ‘local resolution’. Some complaints can easily be dealt with at the time, by the staff member providing the care.

For any other complaints or problems, we encourage you to write to our Complaints Manager. Our staff will be pleased to help you with this, and can give you a Complaint Form designed for this purpose.

**WHAT YOU CAN EXPECT TO HAPPEN…**

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 20 working days of the date it was received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish. When we investigate your complaint, we will investigate the circumstance; make it possible for you to discuss the problem with those concerned; make sure you receive and apology if this is appropriate and take steps to make sure any problem does not arise again.

**Complaining on behalf of somebody else**

We keep to strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

**HELP AND ADVICE MAKING A COMPLAINT**

Should you need it, Health Watch Advocacy is there to offer you independent support. Their contact details are: **Tel: 0300 77 77 007 between the hours of 09:00 – 17:00 Monday to Friday.**

**Email:** **enquiries@healthwatchliverpool.co.uk**

**Address:** **151 Dale Street, Liverpool, L2 2AH**

**AS A RESULT OF RECEIVING A COMPLAINT, WE WILL:**

* Apologise because the service has not met with your expectations,
* Find out why and how things went wrong,
* Take corrective action to prevent it happening again,
* Ensure that you are satisfied that appropriate action has been taken, and
* If you are not satisfied, tell you how you may take your complaint further.

**All complaints will be taken seriously and treated with the strictest confidence.**

**WHERE SHOULD I SEND MY COMPLAINT TO?**

**Attention: Complaints Manager, Castlefields Health Centre, The Village Square, Castlefields, Runcorn, WA7 2ST**

If you require any further information on the NHS Complaints Procedure, please contact the reception.

Experience tells us that by dealing with complaints locally, concerns can often be sorted out quickly and to our patients’ satisfaction. However, if any patients are unsatisfied with the response provided by the practice, they can complain to NHS England as they commission the service that has caused them to complain.

The contact details for NHS England are as follows:

**NHS England**

Tel: 0300 311 2233

Email: england.contactus@nhs.net

Address: NHS England, P O Box 16738, Redditch, B97 9PT

**NHS Halton CCG**

CCG’s Patient Advice and Liaison Service (PALS) can also advise you if you have a complaint.

Tel: 01928 593 479

Email: [haltonccg.complaints@nhs.net](file:///%5C%5Cspct1%5Cspct%20home%5Cmatthew.skidmore%5Chaltonccg.complaints%40nhs.net%20%20)

Address: Midlands and Lancashire CSU

Customer Care Team

Liverpool Innovation Park

Second Floor (Building 2)

360 Edge Lane

Liverpool

L7 9NJ

If your complaint is regarding any of the Bridgewater Community Health Care Services (who employ District Nurses, Midwives, Health Visitors), you can contact the Patient Services Team at Bridgewater Community Health Care NHS Trust on Freephone: **0800 587 0562**

or E-mail: patient.services@bridgewater.nhs.uk.

The Patient Services Team:

* Provides advice & information about local NHS services
* Provides assistance to resolve concerns and complaints
* Listens to your comments, suggestions and compliments

**Health Service Ombudsman**

The Health Service Ombudsman will only usually deal with complaints once local resolution has been exhausted.

Tel: 0345 015 4033 (08.30am – 17.30pm Monday –Friday)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Address: The Parliamentary and Health Service Ombudsman

Citygate

Mosley Street

Manchester

M2 3HQ

**FURTHER INFORMATION**

**POSITIVE COMMENTS OR FEEDBACK**

If you have any suggestions, positive comments or feedback regarding a service, or a particular member of staff, please let us know. We will ensure to pass on your praise to the relevant department/ individual concerned. You can contact the Practice Manager on: **(01928) 842764**

**Miscellaneous Information:**

**NHS HALTON CLINICAL COMMISSIONING GROUP**

We are part of the NHS Halton Clinical Commissioning Group (CCG) whose website [www.haltonccg.nhs.uk](http://www.haltonccg.nhs.uk) contains information about local Health services commissioned by Halton CCG, which works closely with the Local Authority providers and other health trusts to improve the health and wellbeing of the people of Halton. The CCG ensures local residents have a say and make a difference to the planning and provision of their healthcare priorities through

patient and public engagement. To get involved please see the ‘**GET INVOLVED’** section of Halton CCG’s website or alternatively call them on: **(01928) 593479.**

**NHS ENGLAND (MERSEYSIDE)**

Following the abolition of Primary Care Trusts, the Practice now works closely with the Primary Care Support Team at NHS ENGLAND (MERSEYSIDE).

**CARE QUALITY COMMISSION REGISTRATION**

The practice is registered with the CQC and is required to comply with 16 essential standards of quality and safety. These standards cover: Involvement and Information; Personalized Care, Treatment and Support; Safeguarding and Safety; Suitability of staff; and Quality and Management.

**NHS Freedom of Information Act/Confidentiality/Data Protection Act**

All members of the public have the right to know how public services are organised and run, how much they cost and how decisions are made. They also have the right to receive a response from GP Practices to requests about information held such as access to your own clinical records and/or any personal information held about you. For enquiries relating to Freedom of Information and access to medical records or data protection matters, please contact the Practice Manager on **(01928) 842764.**

**USEFUL TELEPHONE NUMBERS/CONTACTS:**

**Castlefields Health Centre** [**www.castlefieldshealthcentre.co.uk**](http://www.castlefieldshealthcentre.co.uk)

**(01928) 566 671 (main surgery telephone number)**

**NHS 111 and Out of Hours Services: 111**

**Halton Hospital (01928) 714 567**

**Brooker Centre (01928) 753 926**

**Warrington Hospital (01925) 635 911**

**Whiston Hospital (0151) 426 1600**

**Countess of Chester Hospital (01244) 365 000**

**Halton Haven Hospice (01928) 712 728**

**Patient Partner (24hr appt line) (01928) 593 488**

**The Women’s Centre (01928) 566 073**

**Boots Pharmacy, Castlefields Centre (01928) 565 002**

**Windmill Hill Pharmacy (01928) 717 880**

**Runcorn Late Night Pharmacy, Halton Brook (01928) 566 772**

**Boots Pharmacy, Halton Lea Shopping Centre (01928) 718 262**

**Podiatry (Chiropody), Victoria House (01928) 593 623**

**Dental Department, Hallwood Health Centre (01928) 717 527**

**Retinal Screening Dept. (0151) 495 5100**

**Citizens Advice Bureau Public Advice Line (01928) 710 000**

**NHS Halton Clinical Commissioning Group (01928) 593 479**

**NHS England Merseyside Patient Advice Line (0300) 311 2233**

**APEC TAXIS (01928) 575 757**

**Grosvenor TAXIS (01928) 577 777**

**Notes**