

**Castle Donington Surgery, 53
Borough Street, Castle Donington,
Derby, DE74 2LB**

castledoningtonsurgery@nhs.net
www.castledoningtonsurgery.co.uk

OPENING TIMES

Mon: 08:15 – 18:30
Tue: 08:15 – 18:30
Wed: 08:15 – 18:30
Thu: 08:15 – 18:30
Fri: 08:15 – 18:30
Sat: closed
Sun: closed

TELEPHONE NUMBERS

Emergencies and Visits
01332 856050

Out of Hours
111

Appointments
01332 856050

Enquiries
01332 856050

Results
01332 856050
Between 2pm and 4pm

Business & Enquiries
01332 856050

Fax
01332 811748

PRACTICE STAFF

Practice Manager
Carl Cheadle

Business & Finance Manager
Karen Moffatt

Nurses
Jane, Ruth, Di, Sarah

HCA
Lynne

Phlebotomist
Emma

Receptionists
Mandy, Michelle, Jo, Alison, Bev, Louise & Angie

Admin
Liz, Chris, Jade, Sue, Sam, Emma, Kelly, Donna & Holly

Castle Donington Surgery

**PRACTICE
CHARTER**

Information for
Patients

DOCTORS

Dr Helen Godridge
Dr James Ward-Campbell
Dr Jane Young
Dr Amanda Woodgate
Dr Sanjiv Kudhail
Dr Charlotte Wolstenholme
Dr Jaspal Taggar

Jason Punyer, Clinical Pharmacist

Please take a copy

(Revised 26/02/2018)

Patient's Rights to General Medical Services

- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred for a second opinion if you and your GP think it is advisable, at an available service of your choice.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at Castle Donington Surgery.

Castle Donington Surgery Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that practice staff and doctors are trained to the highest level.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all practice personnel.
- ❖ An urgent appointment with a doctor or nurse practitioner will be available on the same day.
- ❖ Our standard is to see 80% of patients within 30 minutes of their appointment time. If you have waited longer than this please ask the receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person or by writing.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the service as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.30am.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the doctor enough time to treat each patient with the time that they deserve.
- ❖ One problem per appointment - if you think you have lots to discuss, please request a double appointment.
- ❖ Please act in a responsible and courteous manner whilst on the practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.