



DRS. V. Venkatraman, C. McNally, T. Lemon
& A.N.P Rachel Havard

Castle Surgery Practice Leaflet

Welcome to Castle Surgery

The Partners and staff at Castle Surgery would like to welcome you to the Practice. The information in this leaflet is designed to help you get the most out of your Practice.

About Us

The premises was purpose built in 1991 with all the patients' facilities being situated at ground level.

A range of enhanced services are offered for patients registered with the practice. These include anticoagulant monitoring, rheumatology monitoring, minor surgery, and a wide range of clinics.

The Health Board (HB) is responsible for commissioning any services not provided by the Practice. The full range of these services and any other primary medical services in the area can be obtained from:

Neath Port Talbot Local Health Board, Block A, Neath Port Talbot Hospital, Baglan Way, Port Talbot SA12 7BX - Telephone: 01639 683164

Patients requiring specialist or hospital treatment will be referred to the most appropriate NHS hospital or, if the patient requests, private referral can be made.

For private referrals we as General Practitioners do not receive any remuneration from consultants.

How do I register with the practice?

You will be asked to complete a registration form for each person registering with the Practice. Please have your NHS Number with you (please obtain this from your previous practice). To register with the practice, you will be required to have a 'new patient check' with the practice Healthcare Support Worker. In addition, all patients will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. If you move out of the practice area, you will need to register with a new practice as soon as you move.

Patients are registered with the practice, not an individual GP. For administrative reasons your medical records will be issued in the name of one of the doctors; however, you can at any time express a preference for a particular doctor, for either all your medical needs or on a case-by-case basis. The practice will endeavour to do its best to respect your choice however, not all the doctors in the practice provide all services and specific doctors may not be immediately available.



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[How to book an appointment or contact the surgery?](#)

Our opening hours are:

Telephone: Monday to Friday - 8.00am to 6.30pm | **Reception:** Monday to Friday - 8.30am to 6.00pm

You can phone the surgery on **01639 622050** between 8.00am - 11.00am and give your details to the receptionist. She will ask you some brief details relating to your medical problem to convey to the doctor. The doctor will either ring you back for a telephone consultation, or the receptionist will call you with the time of an appointment to be seen at the practice. If appropriate the doctors can make follow-up appointments for you. The practice will endeavour to accommodate your request for a specific practitioner but if this is not possible, you will be offered an alternative clinician.

We offer same day consultations for children under 16 with acute presentations.

Any emergencies can be seen on the day during surgery hours. An appointment time will be given for acute conditions. **If you have a severe injury, chest pain, difficulty breathing or sign of stroke, you should dial 999.**

It is the patients responsibility to notify the surgery if they are unable to attend an appointment. Persistent non-attendee's will be requested to meet either with one of the partners or the Practice Manager. It is important to realise that another patient could have been seen and that the doctors time is maximised.

If you are unable to get through to the surgery via the provided channels, please email us on: Castle.Surgery@wales.nhs.uk

(This email is not intended for triage or urgent queries. We will endeavour to reply within 48 working days. If your enquiry is urgent but Castle Surgery is closed or unavailable, please phone 111 for advice or 999 in a medical emergency).

Pharmacy Common Ailment Scheme

The Common Ailments service should be considered as an alternative to GP referral for patients who need NHS advice and treatment for a number of common ailments. (Please ask at reception for details or visit us online at castlesurgery.com/pharmacy or scan the code /).



Out of Hours Access

Telephone: **111**

After 6.30pm weekdays, at weekends and on Bank Holidays the practice is covered by SBU G.P. deputising service. If you telephone the surgery a taped message will tell



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you how to contact an OOH doctor. This service also operates on the second Wednesday afternoon of various months throughout the year out of hours' to provide GP Practices with Protected Learning Time Sessions. Dates of these PTLS sessions will be given in advance to patients via our website. This includes Dental OHH

NHS Direct Wales

NHS Direct: <https://www.nhs.uk/>

You can also get health advice by calling NHS Direct 24 hours a day on 111. **If you have a severe injury, chest pain, difficulty breathing or signs of a stroke accident you should dial 999**

[How do I arrange a home visit?](#)

If possible, please try to telephone before 10.00am. An appropriately trained practitioner may phone you first as it may be that they can help through telephone advice, or indeed arrange a hospital attendance. House visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

[How do I get a repeat prescription?](#)

Repeat prescriptions for medicines taken regularly can be obtained without seeing the doctor each time. All patients will have their repeat medication reviewed, annually, by a doctor.

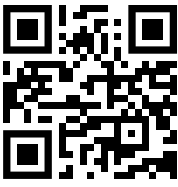
Order online via our website – www.castlesurgery.com/prescriptions/

Request for repeat medication should be made on the 'request slip' attached to your previous prescription. Requests should be made a minimum of 48 hours prior to collection. These slips should be placed in the request prescription box, which you find on the wall of the reception counter. Prescriptions can only be collected during surgery hours.

Repeat medication cannot be requested by telephone for safety reasons. You can request online repeat medication by visiting our CastleSurgery.com or www.myhealthonline and following the links. Please enquire at reception for an application form and password for MyHealthOnline.

[Minor Injuries Unit/A&E](#)

For accidents or injuries please attend MIU at Neath Port Talbot Hospital within 48hrs of the accident /injury.



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Disabled Access

We provide ease of access for all disabled patients. This includes ramp access to the front and back of the property, automatic doors, and reception, GP and treatment rooms located on the ground level. There are approximately twenty-four parking spaces and an additional two disabled spaces. At the main reception centre there is a T Wave loop amplifier and a portable amplifier available for use during consultations.



Catchment Practice Area

If you would like to join the practice, please ensure you are in our catchment area.

Neath Town

Cimla: As far as Cefn Saeson School.

Tonna: As far as Tonna Hospital.

Bryncoch: As far as The Dyffryn Arms on the A474.

Aberdulais; Village

Cadoxton; Village

Cilfrew; Village

Neath Abbey: As far as (The Hope and Anchor P.H.) Junction of the New Road with Longford Road to include Longford.

Briton Ferry: Lidl Briton Ferry Road, Neath.

Patient Rights and Responsibilities

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

The Practice will:

- Ensure our patients have 24-hour access to medical advice.
- Aim for you to have access to a suitably qualified medical professional in a clinically appropriate time frame ,
- Work in partnership with you to achieve the best medical care possible within a clinically appropriate time frame.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

The Practice would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.



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- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address, or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory. (Hospitals also need to be informed).

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals and co-operate with the practice in endeavouring to keep you healthy.

Confidentiality/ Information Sharing

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. from the social work department. This requires your consent
- When we have a duty to others e.g. in child protection cases

Anonymised patient information will also be used at local and national level to help the Local Health Board and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

Suggestions or Complaints

Both the doctors and staff are here to help you in any way possible and can usually solve any of your queries or questions.

If however you have a suggestion or complaint to make please write to, or ask to make an appointment with the Practice Manager, who will be pleased to discuss the matter with you.

If you feel you require further advice, you can contact the SBU health board on 01639 683316 who will advise you on the next steps.

<https://111.wales.nhs.uk/contactus/complaint/>

Violent and Abusive Patients: Zero Tolerance policy

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is



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aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Meet the Team

Please visit our website to take a closer look at our team

<https://castlesurgery.com/team/>

Partners

Dr. Vijay Venkatraman

Dr. Colette McNally

Dr. T Lemon

ANP. Rachel Havard

Management

Practice Manager

Nicola Edwards

Office Manager

Scott Morgan

Clinical Administration Manager

Beth Davies

Registrars

A GP registrar is a fully qualified doctor that is undertaking further specialist training to become a General Practitioner. GP Registrars may either be in a practice for 6 months in their first two years, or 12 months in their final year. This may vary depending on part-time training posts. These doctors have had previous experience working hospitals and have chosen to train in Swansea Bay University Health Board. These doctors are supervised by the Partners at Castle Surgery and their GP trainers.

Videotaping of consultations

As a Teaching Practice we are required to assess specialist doctors in training by occasionally video recording their consultations. These videos are assessed by their GP trainers (who are partners at the surgery) for training purposes and are then subsequently deleted. Video consultations may occur monthly, and patients can decline to be videotaped on occasions Partners will also videotape surgeries.

Advanced Nurse Practitioners Partner

Our Advanced Nurse Practitioner is Ms Rachel Havard. Ms Havard is a Partner at Castle Surgery. They are experienced and highly valued Nurse Practitioner who have



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achieved additional higher qualifications to provide medical care, treatment, and advice for many problems for which you may have seen a doctor in the past.

General Practice Nurse Specialist

Phillip Waters

Advanced Nurse Practitioner

Amanda Phillips

Paramedic

Manie Tang

Practice Nurse

Debbie Dalton

Maria Beesley

Health Care Support Worker

Samantha Dawkins

Treatment Room Staff

Minor Ailment Nurse, Practice Nurses, Health Care Support Workers

The practice nurses are available either by appointment or as necessary for immediate treatments. They are also greatly involved with the various clinics. We would be grateful if all new patients could arrange to see a Healthcare Support Worker soon after registering, so that a routine health check and review of illness and medications can be made.

Prescribing Team

Pharmacy Technicians

Steve David and Lottie Bowen

Prescribing Clerk

Lucy Beasley

Clinical Administrators

Kristian Williams, Nicola Fouracre and Katie John

Medical Scanning

Cris Gama

Medical Secretary

Maria Cowles

Reception Team

Nerys Busher, Gemma Morgan, Hayley Gimlett, Donna Baggridge, Vanessa Powell, Coral Sillman, Ellie Pope, Georgia Thompson and Ellie Evans



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Attached Staff

District Nurses

The District Nurses visit patients in their own homes to carry out treatments and nursing care and assess individual needs during periods of illness and incapacity. Those patients needing treatment / nursing care who are mobile can be seen in surgery by the Practice Nurses who liaise with the District Nurses. District Nurses can be contacted on 01639 862826.

Health Visitors

Health Visitors can be contacted on 01639 793 002. There is also an answering service available.

Physio & Podiatry Direct at Neath Port Talbot Hospital

Physiotherapy (01639 683167) & Podiatry (0300 300 0024) services are accessed directly by patients. This service is designed to give early advice and support for people with back / neck / joint problems or etc. You will speak directly with a Chartered Physiotherapist / Podiatrist based at Neath Port Talbot Hospital and discuss the nature and extent of the problem as well as agreeing an action plan.

Medical & Nursing students

Medical students and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. You will be informed of their presence in advance and if you do not want them to be present at any consultation your wishes will be respected. This will not affect your treatment in any way.

Access to your Patient Information

Under the Data Protection Act (DPA) 2018 and General Data Protection Regulation (GDPR) individuals have a legal right to apply for access to health information held about them. This is a "Subject Access Request". It includes NHS or private health records held by a GP, optician or dentist, or by a hospital.