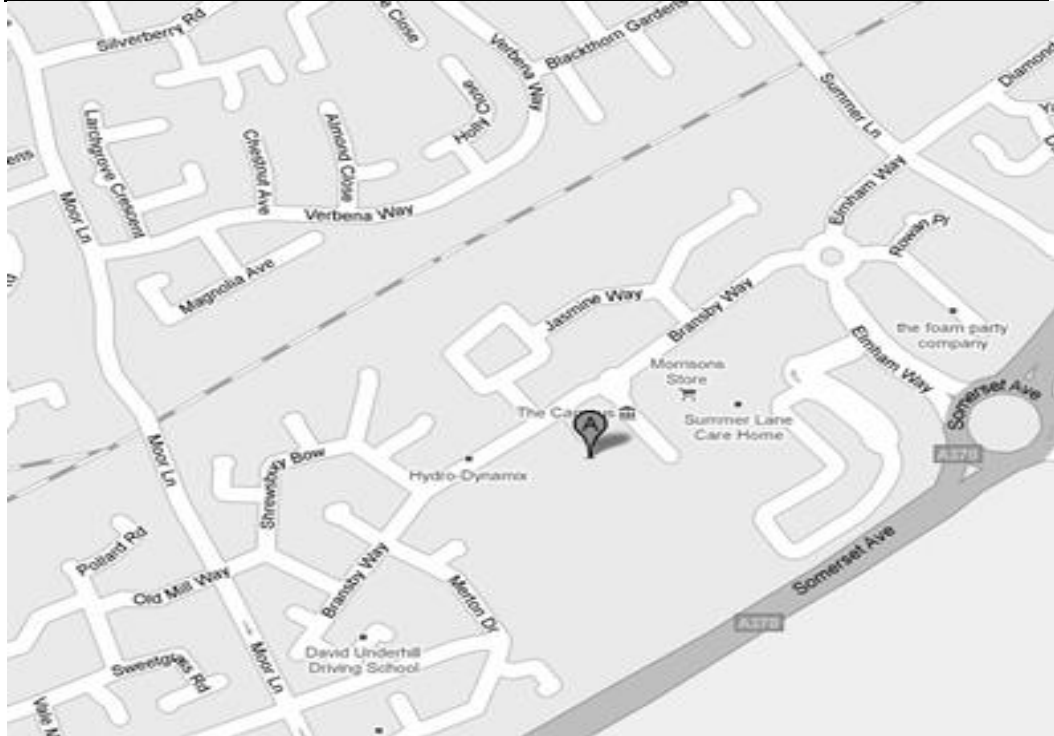
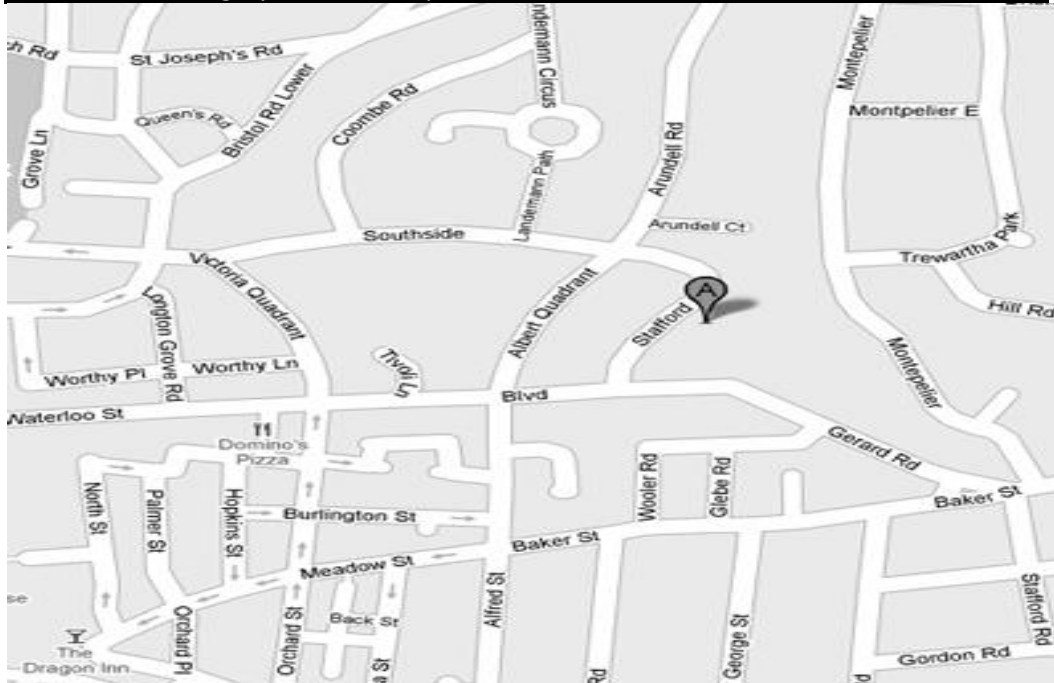


Locking Castle Medical Centre Location Map



Stafford Place Surgery Location Map



Stafford Medical Group

01934 524260

Dr M Leonard MB Ch B, MRCGP, DRCOG
Dr A Yousef MB, BCH, DCH
Dr J Reid MBChB, MRCGP
Dr M Williams MBBS MRCGP FRCS

Practice Manager Ms J Bodman

Practice(s) Fact Sheet

Locking Castle Medical Centre is part of Stafford Medical Group, which also includes Stafford Place Surgery. This fact sheet describes the services we offer and gives guidelines on how best to use them. Please see our website for full details - www.lockingcastlemedical.co.uk

Consultations are by appointment only. These can be made on the day or up to 4 weeks in advance. Calls will be answered from 8.00am onwards. If you experience difficulty getting through, please bear with us and your call will be answered as soon as possible. ALL EMERGENCY requests will be dealt with regardless of the time of call.

If all the face-to-face appointments are booked, you will be offered a telephone consultation. If your problem cannot be dealt with over the phone then the clinician will make an appropriate appointment for you. Patients may ask to see any doctor within the practice, i.e. they are not restricted to seeing the doctor that they are registered with. However, patients should appreciate that if they require an urgent appointment it may not always be possible to see their preferred doctor.

Home Visits - 01934 524260 If you are housebound or too ill to come into the Medical Centre a home visit can be requested by telephone. Please make all requests for a home visit before 11.00am. Any requests for a home visit after this time will be referred to the doctor on duty.

Telephone Advice - 01934 524260 The doctors and practice nurse are happy to give advice to you over the telephone. Your details will be taken and the Nurse or Doctor will call you back when they are available.

Repeat Prescriptions cannot be taken over the telephone at this Medical Centre. You may however hand requests into reception, post them, fax them or use our electronic repeat prescription service on our website (address above). **PLEASE ALLOW TWO WORKING DAYS** for your repeat prescription to be processed. We offer repeatable prescribing services in conjunction with your pharmacy of choice. Please contact them or the practice for more information

Results - 01934 524260 Please ask the doctor or nurse how best to obtain your results. If asked to ring for them please telephone between 10.00am - 4.00pm Monday to Friday.

District Nurses - 01934 888801 A team of district nurses is attached to our practice and are available to visit you in your home when needed. They work Monday to Friday 9.00 am - 5.00 pm.

Health Visitor - 01934 529157 A team of Health visitors are attached to our practice. They hold clinics and visit offering advice on health matters to all age groups. Telephone 01934 529157.

Community Midwife - 01934 636363 and ask for Ashcombe Ward We have a community Midwife team which provides extensive care for expectant mothers throughout their pregnancy.

Locking Castle Medical Centre Details

Locking Castle Medical Centre **Tel: 01934 524260**
Highlands Lane Fax: 01934 529840
Weston-super-Mare
North Somerset www.lockingcastlemedical.co.uk
BS24 7DX



Monday to Friday 8.00 am - 6.30 pm

Stafford Place Surgery Details

Stafford Place Surgery **Tel: 01934 524260**
4 Stafford Place Fax: 01934 612463
Weston-super-Mare
North Somerset
BS23 2QZ www.lockingcastlemedical.co.uk



Monday and Friday 8.30 am - 1.00 pm & 2.00 pm – 6.00 pm
Tuesday, Wednesday and Thursday 8.30 am - 1.00 pm

There is ample **Car Parking** for patients in the adjoining retail car parks, which are a very short walk from the Medical Centre. There is no onsite parking for patients, except disabled car parking spaces.

Nurse Appointments, consultations ARE pre-bookable and by appointment only. Nurse surgeries are on Monday, Tuesday, Wednesday, Thursday and Friday from 9.00 am to 1.00 pm. Some afternoon appointments are also available.

Access for Disabled Patients, Elderly Patients and Parents/Carers with Prams & Pushchair's, Locking Castle Medical Centre is a modern purpose-built surgery with ample on-site and nearby parking, including designated parking spaces for disabled people. There is easy access into the medical centre and consultation rooms.

Nurse Appointments, consultations ARE pre-bookable and by appointment only. Nurse surgeries are on Monday and Friday 9.15 am to 1.00 pm and 2.15 pm to 5.00 pm, and Tuesday, Wednesday and Thursday 9.15 am to 1.00 pm. However, they can be variable.

Access for Disabled Patients, Elderly Patients and Parents with Prams & Pushchairs, Unfortunately, Stafford Place Surgery, being an older style property in the town centre, has no parking spaces for patients at all, however there is ample parking a short distance from the surgery. Patients can enter via a level side entrance and assistance can be provided if required. Elderly or disabled patients can request to be seen in a downstairs consulting room if stairs are a problem. Please ask when booking an appointment.

It is also possible for patients to be seen at Locking Castle Medical Centre where the modern purpose- built surgery offers parking spaces for disabled patients and easy access into the medical centre and consultation rooms.

Out-of-hours cover is provided by NHS 111 (between 6.30 pm and 8.00 am weekdays and from 6.30 pm Friday to 8.00 am Monday). To contact the Out-of-Hours Service, please telephone 111. Calls to the NHS 111 service are free from both landline and mobile phones.. Please note that this service is for urgent medical problems ONLY that cannot wait until normal surgery hours. If your call cannot be dealt with over the phone an appointment for you to be seen, either at Brisdoc based at New Court Surgery Locking Road Weston-super-Mare or at home if you are housebound, will be arranged.

Further information can be found on the national NHS 111 website, www.nhs.uk/111

Comments, Suggestions and Complaints We do our best to provide a high quality service. However if you have any comments, suggestions or complaints please contact our Practice Manager Ms Juliet Bodman.

How to Register as a Patient Application forms can be obtained from the medical centre reception. All patients who live within our designated catchment area for the surgery can be accepted. If in doubt, please contact the surgery.

Change of Personal Details If you move or change your name please advise us as soon as possible. If you move outside of the practice area you may need to register with another doctor.

Non-NHS Services A fee is charged for certain examinations, consultations and forms. If you would like to enquire about non-NHS costs please contact 01934 529847.

NHS-Services As a group we provide a full range of services: Maternity Care, Vaccinations, Child Surveillance, Cervical Smears, Family Planning, Minor Surgery, Diabetic & Asthma Clinics, New Patient Checks, Coronary Heart Disease Clinics, and Support to Stop Smoking Clinics.

Rights and Responsibilities of Patients Please give as much notice as possible if you need to cancel an appointment so that it may be given to another patient who may need one urgently. Please ensure that you inform us of any change of address or telephone number as soon as possible.

Violent or abusive behavior towards doctors or practice staff will not be tolerated, and will result in removal from the practice list. Patients can request a copy of a referral letter which has been sent to a consultant.

Data Protection We operate a Data Protection Policy adhering to the Data Protection Act 1998. As part of this group's contribution to research and development in the field of medicine, we provide patient information, anonymised, to certain third party organisations.

NHS England Local Team 01275 546770 are part of NHS England who can assist on local issues in relation to medical services. They are based at Castlewood, Tickenham Road, Clevedon. North Somerset BS21 9BH.