

2 Elizabeth Street, Castleton, Rochdale, OL11 3HY

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**Welcome to Castleton Health Centre**

In order to register with the practice, you will need to fully complete the highlighted sections on the purple form which are applicable to you. This need to be returned to the practice together with two forms of identification, one photographic (eg. driving license or passport) and one of the following which states your current address and dated within the last three months (eg. local authority rent card, utility bill or bank/building society statement).

You will then be given an appointment for a New Patient Medical with one of our practice nurses or Health Care Assistant. This appointment will take no longer than 15 minutes.

**Test Results**

If you have any tests carried out by the practice, it is your responsibility to ring for the results. Results are given out after 2pm every day.

**Text Facility**

The practice uses a text facility to remind patients of their appointments, patients can also cancel unwanted appointments by text. If you wish to be opted out of this facility, please let a member of the Reception Team know. Texts are sent to patients aged between 0 – 11 and 18 years and over. If you do not wish to receive texts from the practice, please inform a member of the reception team and they will opt you out of the facility.

**DNA (Did Not Attend) Policy**

We ask that patients who have made an appointment and no longer need it or cannot attend to let us know as soon as possible so that we can offer the appointment to someone else.

**Ways to cancel**

You can cancel appointments either in person at the reception desk, or by telephone (01706 658905) or by replying “CANCEL” to the text reminder facility.

**Medication**

If you are currently taking any medication, please ensure you have sufficient supplies to last you until your first appointment with the doctor.

**Do you have Internet Access?**

Did you know that if you have internet access you can make appointments and order prescriptions online? If you would like to take advantage of this facility, please ask at reception.

**Are you a Carer?**

If you are a carer, please let us know so we can make a note of this on your medical record and provide you with a carers’ information pack.

**Reason for your appointment**

When making an appointment you will be asked the reason for the appointment. This is so that the receptionist can direct your clinical need to the most appropriate person or service.

**Patient Participation Group**

Castleton Health Centre has an active Patient Participation Group. If you would like more information on this, please let a member of the reception team know and the Group Chair will contact you.