

# THE CASTLE MEDICAL GROUP

## Newsletter

Issue 3 -April 2002

### NEW PARTNER - DR GAVIN MCBRIDE

We have great pleasure in welcoming Dr Gavin McBride as an additional full-time partner to the practice.

Dr McBride lives in the local area, and has been working in and around Preston and Blackburn for the last few years.

This appointment has been made to enable the existing partners to spread their workload and improve the quality of care.

Some doctors have significantly more patients on their list than others, and we are encouraging some patients to transfer to Dr McBride from 1 April 2002. We would particularly like to ask patients registered with Doctors Huson, Bailey, Ibbotson, and Mackean, to consider moving to Dr McBride.

Patients may register with Dr McBride from 1 April 2002. If you would like to register with Dr McBride, please ask at the reception desk.

All patients are reminded that they are able to see any of the doctors within the practice, not just the doctor who they are registered with!

### NEW APPOINTMENT SYSTEM

We would like to remind patients that we are running a new appointment system in the practice. Patients are advised to ring up for an appointment on the day that they wish to be seen, rather than book ahead.

We have been running this system since 2 January 2002, and we have had very positive feedback from the majority of patients.

The system is still new to us all, but we can offer some advice to patients to help them use it even better.

Monday is the busiest day of the week, and patients may prefer to ring for routine appointments on a different day, or wait until after 9.00 am before ringing.

Patients have said that it is difficult to get through on the telephone between 8.15 and 9.00 am. Our experience has shown that patients are still able to get an appointment on the day if they wait until after 9.00 am

Patients are asked to wait until after 2.00 pm to obtain test results, or for general enquiries.