**The Castle Medical Group**

**Access Standards**

We aim to:

* Provide a routine/non-urgent appointment with your **OWN DOCTOR** within 7 working days.
* Provide a routine/non-urgent appointment with **ANY DOCTOR OR TRAINED NURSE** (for minor illness) within 2 working days.

If you have an “urgent medical condition” you will be able to see a doctor on the day.

An “urgent medical condition” is defined as a new condition or worsening of an existing condition **that cannot wait for another day**.