

Response from Castle Meadows

October 2025



Triage

We have been doing online triage for 2 years. We have same day access (unless patient declines or not needed yet) so we have zero access issues. Anyone who does not have internet access can still ring the surgery or attend reception and the reception staff will complete the form for them to be triaged by the GP.

For a month before the changes occurred we had the information on how to use the system displayed in the reception area, on our website and it was sent out via text message using the ICB approved wording.

All reception staff are fully trained to use the system and can advise patients accordingly.



Prescriptions

Ordering medications is not allowed as the receptionists are not medically trained. Patients can order via their pharmacists, through the NHS app, via our website or they can attend the surgery and fill out a physical form.

Also that the correct medications are requested. Unfortunately the calendar system spoke about in the report is from the NHS app as our website version you just type your date of birth no scrolling.



Staff turnover

High turnaround of GPs is because we have GP registrars. Which come to us for various periods of time between 4 months to 12 months. Our employed staff there is minimal turnover.



We will address the issues of the lock on the toilet and also the issue of chairs.



We will print a copy of the GP Practice Charter to be displayed in reception, unfortunately due to infection control we are not advised to have paper copies in reception as they could be handled by multiple people and transmit infections.

"We thank Healthwatch for the time given to our surgery and we take on board the points raised."