

**Contact us online**

Welcome to Castleton Health Centre

We have an online consultation service called PATCHS. You can access PATCHS by visiting our website www.castletonhealthcentre.co.uk and clicking on the PATCHS logo.

**Contacting using PATCHS instead of by telephone has several advantages for you including:**

* No queuing on the telephone.
* Ability to submit requests any time day or night (though we can only respond during our opening hours).
* Submitting requests on behalf of someone you care for.
* Request prescriptions, submit a query, request ongoing fit notes.

**Using PATCHS also has advantages for us including:**

* Seeing what your request is up front in writing helps us plan our work better.
* Freeing up the telephone for people that cannot use PATCHS e.g., those with emergency problems or if they cannot physically use the internet.
* Helps us reduce the risk of spreading coronavirus to other patients and our staff.

Please consider using the PATCHS app to request your prescriptions for yourself or for someone you care for. If there are any questions or queries, please call in to the surgery or contact us on 01706 658905 to talk to a member of the team.