

Doctors

Dr Kelvin A.M. Laidlaw

MBChB (1980) MRCPG DRCOG DMJ D Occ Med
Special Interests: Occupational Health, Substance Misuse, Mental Health

Dr Mark K. Davis

MB ChB (1991) MRCPG DRCOG DCH DFFP
Special Interests: Minor Surgery, Diabetic Care

Dr Julie. Butler

MBChB (1998) MRCPG DRCOG DFSRH
Special Interests: Family Planning, Diabetic Care, Respiratory Care

Dr Thomas Caldwell

MBBS (1999) MRCPG DRCOG
Special Interests: Palliative Care

Dr Claire Weatherup

MBChB (1988) MRCPG DRCOG DCH DFSRH
Special Interests: Family Planning, Palliative Care

Dr Oliver Ongley

MBChB (2009) MRCPG
Special Interests: Mental Health

Phoebe Garrett

Advanced Nurse Practitioner
BSc (Hons)

Indi Mandair

GP Clinical Pharmacist / Non-Medical Clinical Prescriber
MPharm, ClinDip, IPresc.

Practice Team

Gill Yip Practice & Business Manager
Laurie Patrick-Rivers Operations Manager
Kelly SurrIDGE Reception Supervisor

The Practice is supported by a team of dedicated professionals including; GPs, Nurses, Healthcare Assistants, Receptionists, Administrators and Medical Secretaries

Opening Times

Monday	7.00am - 6.30pm
Tuesday	7.45am - 6.30pm
Wednesday	7.45am - 6.30pm
Thursday	7.00am - 6.30pm
Friday	7.45am - 6.30pm

* Please note, phone lines and appointment booking opens at 8.00am

Extended Hours

- *Monday and Thursday 0700 - 0800*
- *First Saturday in each month 0830 - 1200*

Useful Numbers

Appointments	01905 726444
District Nurses	01905 681715
Health Visitor	01905 681456
Out of Hours	111
Emergency Dental	01905 724633
Access Clinic	

*Visiting professionals also include:
Health Visitors, Midwives,
Gateway workers and Pharmacists.*

Thorneloe Lodge Surgery



Practice Brochure

Tel: 01905 726444

**Thorneloe Lodge Surgery
29 Barbourne Road
Worcester
WR1 1RU**

www.thorneloelodgesurgery.co.uk
email: thorneloe.practice@nhs.net

Welcome

Thorneloe Lodge Surgery is conveniently located on Barbourne Road in Worcester. We are in a prime location in Worcester with the added bonus of a car park for patients and a bus stop just outside the Practice.

We can register patients from a wide area covering the majority of Worcester and will also consider patients who live outside of this area. Please call the Practice for more details.

How to Register

If you wish to register with us, please call into the Practice and ask for a New Patient Registration pack. For online access you will need to bring Photo ID and Proof of Address.

Accessible Information Standard

This is a new law that aims to ensure that patients (or their carers) who have a disability, impairment or sensory loss are given information they can easily read or understand. Please inform a member of staff if you have any communication support needs.

Appointments

Booking an appointment is quick & easy. For appointments to see a Clinician, Nurse or Healthcare Assistant, call **01905 726444** and select appropriate option

Online booking is also available: Please ask at reception to register for on-line booking.

Emergencies

For urgent or life threatening emergencies please phone 999 and ask for the Ambulance Service.

When we are Closed

Please call **111** who will assess your symptoms and immediately direct you to the best medical care.

Home Visits

Home visits are for patients who are too ill to travel to the surgery. If you are able to travel, you may be seen sooner by coming to surgery. Please phone before 11am or sooner if possible. Requests are triaged to enable GPs to visit patients according to their clinical urgency.

Prescriptions

Requests for prescriptions can be made either in person, by post, via Patient Access Online or by emailing thorneloe.practice@nhs.net.

**Please allow
72 HOURS
BEFORE COLLECTION**

Complaints

The Surgery is always looking for ways to improve the services it offers to patients. Should you feel that our standards fall below your expectations, please do not hesitate to send your concerns in writing to the Practice Manager at thorneloe.practice@nhs.net. A copy of our complaints process is available upon request.

Confidentiality Policy

All information about patients is confidential. We are unable to release information regarding your medical condition, registration or attendance at the surgery to a third party without your written consent. Further information regarding our Confidentiality Policy is available on request.

Regular Clinics

Health Visitor Baby Clinic

Tues-11.40 am-12.30pm

Post Natal Mother & Baby- 8 week check with GP

Appointments automatically sent to patients

Child Immunisation Clinic

Tuesday afternoons, appointments sent to parents

Diabetic Clinic

Appointment letters sent to patients

Respiratory Clinic

Appointment letters sent to patients

Cervical Smear Appointments

Thursday afternoons & Fridays Mornings.
Other appointments are available

Coil Removal / Fitting

Appointments available with female GPs

Family Planning

Make appointment with GP

Travel Advice & Vaccination

Nurse appointments available. Travel Form must be completed beforehand.

Minor Surgery

Wednesday afternoons. See GP

Health Check Screening

Patients sent an invitation letter

Chronic Disease Management Screening

Appointments available with GP