

## 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

## Advanced Nurse Practitioner

### Sarah Hassall

MSc Advanced Practice (Health), BSc, DipHE

## Practice Pharmacist

### Indi Mandair

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

## PRACTICE STAFF

**Gill Yip** Practice & Business Manager  
**Teresa Webb** Assistant Practice Manager  
**Cath Norman** Reception Team Leader  
**Lynne Stevens** Nurse Manager

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

## Opening Times

<b>Monday</b>	<b>7.00am - 6.30pm</b>
<b>Tuesday</b>	<b>7.45am - 6.30pm</b>
<b>Wednesday</b>	<b>7.45am - 6.30pm</b>
<b>Thursday</b>	<b>7.00am - 6.30pm</b>
<b>Friday</b>	<b>7.45am - 6.30pm</b>

\* 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

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

*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.thorneloeelodgesurgery.co.uk](http://www.thorneloeelodgesurgery.co.uk)  
email: [thorneloe.practice@nhs.net](mailto: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 or via Patient Access Online.

**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](mailto: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