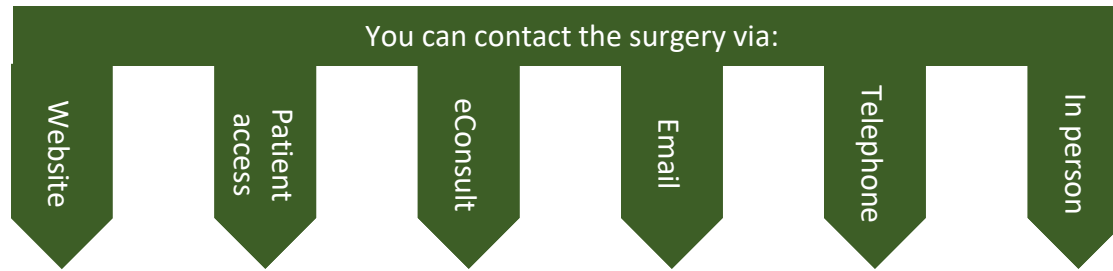


You can contact the surgery via:



Your query is received by reception. It is triaged and booked with the most appropriate healthcare professional

Doctors

Nursing team

Pharmacists

Physiotherapists

Social prescriber

Telephone

Face to face

If a new issue: appointment given for on the same day

If an ongoing issue: appointment booked with the doctor the patient is already being treated by

If the issue is one of our pre-defined problems to be booked into a face to face, it will be

Practice Nurses who can do dressings, immunisations, smears and diabetic & asthma reviews

Nurse Practitioners who can assess you over the phone for minor illness and face to face if needed. They will also visit you at home if needed

Health Care Assistants who can do blood tests, ECGs and health checks

Community pharmacists
If your issue can be dealt with quickly by your local pharmacist, the reception team will book you in for this

Clinical pharmacists at the surgery who will review you and your medications

The reception team can book you in to see a physiotherapist directly from your first contact with us

Our social prescriber can help with arranging and pointing you in the direction of any community services, and check to see how else they can help

Face to face

The doctor will arrange a face to face appointment if they feel it is needed

The Lodge Health Partnership are pleased to say that we have expanded our team to include a wide variety of health care professionals. Each of these roles are specially trained in their areas, and you will see the most appropriate person for your problem. This image explains who we have in our team