



## What do you think of our service?

- We always want to make our services better.
- Your comments or complaints helps us.
- If you are unhappy about our service please tell us.

**Tell us what you think**

1. Do you think the idea is a good one?

Yes

No

Not sure



1. Fill in the form in our Easy Read Complaints leaflet. You can ask someone to help you fill it in.
2. We will reply in less than 2 weeks to tell you what we are doing about your complaint.



# UPTON SURGERY



Tunnel Hill  
Upton Upon Severn  
Worcester  
WR8 0QL  
**01684 592696**



[www.uptondoctors.co.uk](http://www.uptondoctors.co.uk)



## When the surgery is open

### Weekdays



8:00

Monday 8 am- 6.30 pm

Tuesday 8 am – 6.30pm

Wednesday 8 am – 6.30pm

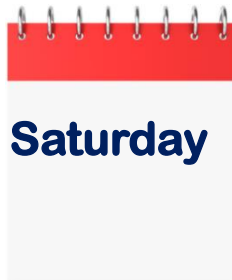
Thursday 8 am – 6.30pm

Friday 8 am – 6.30pm



6:30

### Week ends



The surgery is open on some Saturdays every month. Please ask at reception

## Access



- There is ramp access to the surgery from the patient car park.
- There is a lift to the upper floors
- There are accessible toilets and a Changing Places toilet.
- An induction loop is available please ask at Reception.

## Repeat prescriptions



This means getting more of your usual medication without seeing a doctor.

### How to get a repeat prescription



- Hand in a Repeat Prescription form any week day when we are open.



- We have a post box on the wall outside to use when we are closed..

- We can help you fill in the form.

- Your prescription should be ready in two days

**2 days**

- Medication can be delivered. Please ask at Dispensary about this.



Pharmacy

## Surgery Staff

### Doctors



Dr Julian Barrell



Dr Andrew Havercroft



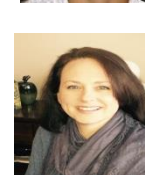
Dr Catherine Evans



Dr Caroline Miller



Dr Paul Bunyan



Dr Gail B Wetmore

# Surgery Staff Nurses

## Advanced Nurse Practitioners

Lesley Smith  
Julie Ackerman  
Natasha Turner

## Practice Nurses

Janet Hogarth  
Gail Cox  
Michelle Hale  
Catherine Senter

## Healthcare Assistants

Helen Nicholas  
Teresa Woods  
Bev Thomas



## How to make an appointment



Phone  
**01684 592696**



If you need an appointment on the same day phone at 8am.



The phone lines can get very busy. Phone after 10.30am if it's not urgent.



Or come in to the surgery and ask for an appointment.



Ask to see your usual doctor if possible. This helps us get to know you better and give you better care.

## New Patients



If you want to join this surgery you need to live in the local area.



Bring your medical card if you have one.

If you have lost your medical card we can give you a form for a new one.



New patients will have a routine health check.



We will ask you to fill in a form with your medical details. We can help you fill it in.



## When the surgery is closed



If you need a doctor's advice or treatment when we are closed please phone

**111**



Calls to NHS 111 are free and can be accessed 24 hours a day, 365 days a year by dialling 111



**Call 999 in an emergency.**  
**An emergency is if you have chest pains or you are short of breath.**

## Tests and Results



Sometimes the doctor or nurse will need to do a test to find out what is the matter with you.



Tests will be done in the surgery and then sent away.



GP Surgery

You can make an appointment with your doctor to get the results of your tests.



Or you can make a telephone consultation with the surgery for your results.



2 or 3 days

It takes 2 or 3 days for most test results to come back to the surgery.

## Clinics and services



We have special clinics for

- Diabetes
- Respiratory
- Other long term conditions
- Cervical screening
- Contraception
- Blood pressure
- Hearing
- Vaccinations and immunisations
- Chiropody (foot health)
- NHS Health Checks
- Stopping smoking

