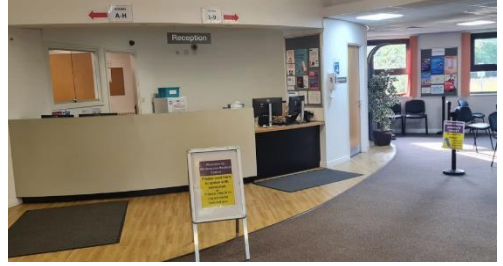


Whiteacres Medical Centre



Maple Road, Malvern, WR14 1GQ

01684 577029

Whiteacres.reporting@nhs.net

www.whiteacresmc.co.uk

Open Monday – Friday (Exc Bank holidays)

Emergency line opens 08:00 – 18:30

Triage opens 08:00

Appointment line opens 08:30 – 18:30

Facilities

On site parking

Disabled parking

Patient toilets

Disabled toilets

Bike parking



How To Make GP Appointment



We are delighted to announce we operate a successful online patient triage solution to book appointments to see a GP or seek medical advice. This means smaller call queues and the option to book do more online!

If your medical issue is urgent OR you are not able to get online please call the surgery – we are here to help. Our specially trained staff will submit a form on your behalf by asking a series of questions.

Online triage; <https://florey accurx.com/p/M81039>

Please include as much information as possible to avoid any delays. A GP will decide next course of action; You may be offered an appointment, given advice, referred to another service such as a physio, minor Injuries, pharmacist or A & E or asked to come in.

Home Visits

We offer appointments intended for patients who are house bound. If your health genuinely prevents you from leaving the house, please ring the surgery to request a home visit.

Have you signed up to the NHS APP?

Order repeat prescriptions Nominate a pharmacy View test results Manage appointments View practice messages View health records

Our staff who look after you...

Dr J Lavin MBChB MRCP DGM DCH

Dr A Findlay MBChB MRCP DRCOG DCH

Dr L Remedios MBChB MRCP DCH

DRCOG Dr P Thompson MBChB (Hons)

DRCOG MRCP

Dr S Lavin MB ChB MRCP DCH

Dr T Daniel MBChB MRCP

Dr H Currie MBChB MRCP

Dr L Clayton **Dr E Lewsey**



Our large Nursing / HCA Team provides a wide range of nursing and medical care including:

- Vaccinations/ Immunisations
- ECG's
- Family Planning/HRT Checks
- Cervical Screening
- Stocking Measurements
- Travel Advice
- Diabetes Checks
- New Patient/Health Checks
- Dressings/Wound reviews
- Blood Tests/Blood Pressure Checks
- Respiratory Reviews
- Diabetes Checks
- New Patient/Health Checks
- Cervical Screening
- Stocking Measurements
- Travel Advice

We are also an established teaching practice working closely with the University Of Birmingham. Each student spends a considerable amount of time working alongside one of our very experienced GPs being supported, taught, mentoring and training – our future doctors!

We have a very strong administration work force comprising of 2 managers and 17 administration staff who support all our clinicians and help run our practice as smooth as possible whilst delivering the best

care to our patients.

Compliments/Complaints

We aim to provide the best possible services to all our patients. However, we understand that we may not always get it right. If you have a complaint or concern about the service you receive from any of the Team at the Practice, please let us know. Patient feedback is important to help us improve our services and patient experience.

This can be done verbally by speaking to a member of staff to help resolve issues quickly or in writing/email. We aim to respond to any issues as promptly as possible, any complaints in writing will be investigated and responded to within 28 days.

Patient Participation Group (PPG)

We are eager to ensure and recruit patients into our PPG. The PPG allows patients the opportunity to express their view and meet quarterly throughout the year.

If you would be interested in joining the group, please see a member of the reception team or visit our website to register your interest.



Are you a Carer?

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. This is inclusive of both adult and young carers.

Please visit <https://www.england.nhs.uk/commissioning/comm-carers/carers/>



Peak Pharmacy - MPG	01684 577737
Peak Pharmacy – Prospect View	01684 567281
Peak Pharmacy – Malvern link	01684 575990
Boots Retail Park	01684 566839
Lygon Pharmacy	01684 561196
Claremont Pharmacy	01684 575686
Evans Pharmacy	01684 575216
Morrisons Pharmacy	01684 577738