

## Dr Thorniley – Walker & Lombard



The Medical Centre, Gibson Court,  
Boldon Colliery. NE35 9AN

<http://boldongp.nhs.uk>

[gibson.court@nhs.net](mailto:gibson.court@nhs.net)

**Emergencies / 0191 5193000**  
**Appointments**

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**Opening Hours 8am to 6pm**

### Doctors

Dr Edward Thorniley-Walker (Male)  
MBBS 1985 Newcastle, MRCP, DRCOG, Cert F.P.

Dr David Lombard (Male)  
MBChB 1989 Birmingham, T(GP), MRCP

Dr Katharine Bramley (Female)  
MBChB, DRCOG MRCP

Dr. Nousha Ali  
MBChB, DTM&H, MRCP, DFRH

## Practice Staff

**Advanced Nurse Practitioner** – Karen Wood  
**Practice Nurses** – Vicky Wadge, RGN & Amy Ball, RGN  
**Health Care Assistants** - Jane Jolly & Kerry Pringle  
**Practice Manager** Aidan W. Berry (MA)  
**Assistant Practice Manager** Kerry Wealands  
**Secretary** Lynn White & Tracey Scott  
**Reception / Office Staff** Jackie Peterson,  
Michelle Bayles, Lynne Pescod, Wendy Hilliard,  
Tracey Scott, Julie Ender & Caitlin Maley

## How to consult your Doctor

### Registration

Please ask at reception to make an appointment to register. Your first appointment will be with the Healthcare Assistant and then with a GP if you need medication at the time of registering.

### Appointments (0191) 5193000

Surgeries are by appointment only and made by telephone, in person at reception or online. We will confirm all appointments via a txt message to your mobile so please keep your details up to date.

Be prepared to give some details to the receptionist so they can signpost you to the most appropriate appointment. If your problem is an emergency tell the receptionist and you will be seen the same day.

You may see any doctor you choose, but we do suggest you see the same doctor whenever possible.

If you would like your child to be examined, please loosen outer garments whilst waiting to see the doctor.

If you have a minor ailment please book an appointment with our Nurse Practitioner.

You May ask for a chaperone to be present, see our notices.

Please cancel all appointments that you cannot keep.

### Extended Hours

The practice provides some additional appointments between the hours of 7am till 8am on some days.

### Telephone Advice (0191) 5193000

The doctors are available to speak to patients :-

Dr Thorniley-Walker	11.00 - 11.30 Mon - Fri
Dr Lombard	10.45 - 11.00 Mon - Fri
Dr Bramley	11.30 - 12.00 Fridays
	13.30 - 14.00 Tuesdays

## Repeat Prescriptions

We take requests for medication online and by attending surgery. Please ask reception for online access to ordering prescriptions and making appointments.

## Disabled Patients

The building is compliant with the Disability discrimination Act and can be accessed by a ramp. There is a toilet for disabled patients.

## House Calls (0191) 5193000

Please request these before 10.30am as this helps us to plan our visits effectively. Be prepared to give some details to the receptionist so the doctors can assess your request, they may call you to assess the urgency of the visit. House Call requests after 11am are for emergencies only. These are for patients unable to come to surgery due to illness only.

## Out of Hours 0191 5193000

Telephone 111 for advice from the NHS 111 Service. If you have a medical problem out of surgery hours that cannot wait telephone **0191 5193000**. Northern Doctors Urgent Care Ltd (contracted by NHS England) provides emergency cover outside of our normal hours. You will be given telephone advice or asked to attend a face to face appointment in an urgent care centre.

## Teaching

We are a training practice for GP's. There may be a Registrar who is a fully qualified doctor undergoing specialist training, who is treated by the practice as a temporary partner and they have their own surgery workload. Medical Students may be present with your doctor, if you wish to see your doctor alone please let reception know.

## In - House Complaints Procedure

Please contact our practice manager Aidan Berry who will give you further information. We attempt to resolve problems swiftly and take appropriate action when we have failed to reach the high standards that we aim for.

## Patient Responsibility

You will be treated professionally and courteously in a caring manner and we expect to be treated courteously in return and will not accept any abusive or violent behavior which may result in removal from the practice.

## The Primary Health Care Team

### Practice Nurse

Nurse Wadge and Nurse Ball can be seen by appointment. Vicky and Amy offer nursing services, reviews on **asthma** and **hypertension** and general nursing services.

### Health Care Assistant

The practice employs a health care assistants to perform health checks and practice based tests.

### District Nurses

**Tel – 283 1381**

Sr Heather Jackson and Team provide nursing services in the home.

### Health Visitor

**Tel – 283 1508**

Elaine Arthur our Health Visitor is available for advice on matters relating to children under 5 (e.g. feeding, minor illness, sleeping, behavioural problems and immunisations) and the elderly.

### Community Midwife

**Tel – 283 1288**

Community Midwife Emma Gibson is available for advice and can be contacted via South Tyneside District Hospital.

### Physiotherapy Service

**Tel – 481 3902**

We run a Self Referral Physiotherapy Service with South Shields Hospital Physiotherapy Department.

### Community Pharmacist

Mrs Vranda Barbieri can provide advice on your medication and provides a medication review service.

### Ear Care including the treatment of wax.

Please make an appointment with the Practice Nurse.

## Clinics & Services

### Ante Natal Clinic

This is run by the Midwives and is held at the surgery on a Thursday.

### Child Health Surveillance

**Tuesday**

The clinic for baby immunisations is held with the Nurse on a Tuesday, and the developmental baby checks are with the Doctor on Thursday or Friday morning. Parents will be sent reminders when due.

The Health Visitors carry out weighing and further developmental checks:-

On Thursdays at The Children's Centre,  
Reginald Street, Boldon Colliery, between  
1.30pm & 3.30pm

### Minor Surgery

Our doctors can perform simple surgical procedures. Please discuss this with your doctor.

### Family Planning

The service we provide includes fitting contraceptive caps, coils, implant and the administering of injections and prescribing of pills. Our nurses are Family Planning trained.

### Musculoskeletal Conditions

Dr Bramley has a special interest in musculoskeletal conditions.

### NHS Health Checks

Appointments can be made with our Practice Nursing team between 9am and 4pm for general health advice. For women this includes cervical smears and breast awareness.

### Travel Advice Appointments

This is provided by our Practice Nurse. Please make an appointment at reception.

### Private Medicals

Private medicals for insurance, HGV, PSV, hackney carriage and employment can be arranged with the doctors, please contact our Secretary Lynn White.

### Flu and Pneumococcal Vaccinations

Vaccination clinics are held in October and November each year. We strongly recommend all those over 65 and all those with chest, heart, kidney problems, diabetes and those in residential care should be vaccinated. We do not usually provide vaccination for those who are not in the at risk groups above.

### Data Protection

We are registered with the information commissioner who records the access to your records we have, this information can be found on the information commissioner website. Only our employed staff have access to your data and you should contact Aidan Berry on 0191 5193000 if you have a query regarding this.

### South Tyneside Talking Therapies. **Tel 283 2937**

Are you feeling down and / or worry a lot? Does it feel like you have nowhere to turn?

These are common feelings and help is available. You can pick up a leaflet at reception for further information

### Named GP

Every patient has a named GP, however, you can see any GP of your choice in the practice. If you are not aware of who your named GP is and would like to know, please ask at reception

### Practice Boundary

This GP Partnership practice works as part of South Tyneside Clinical Commissioning Group, Monkton Hall, Monkton Lane, Monkton Village, Jarrow, Tyne and Wear NE32 5NN 0191 283 1903. The Practice is contracted by NHS England

