

Parking and Facilities for People with a Disability

There are 20 car spaces directly in front of the surgery that are reserved for patients who can't walk the 250m from the rear car park, which has a further 55 car spaces. To exit the rear car park you need to enter a 4 digit code which will be given to you by reception as you leave the surgery.

There is ramp access to the front of the building, as well as auto opening doors. All areas of the practice are wheelchair and low mobility accessible and we have dedicated accessible bathrooms.

Complaints

All attempts are made to help our practice run efficiently and to provide courteous and friendly staff in pleasant and comfortable surroundings.

Any suggestions that will improve the practice are welcomed and can be given verbally or in writing to any member of our team.

Should a problem arise and a complaint be made, it is hoped that this can be dealt with directly - and in person - with the member of the practice involved. If this is not possible, the complaint can be referred to our Office Manager.

If you wish for the complaint to be dealt with outside the practice, you can contact the Health Care Complaints Commission:

Ph: (02) 9219 7444
Toll free (NSW) 1800 043 159
Email: hccc@hccc.nsw.gov.au

Services

The Lorn Surgery offers the full scope of general services, including (but not limited to):

ATSI Health Care	Women's Health
Weight Loss	Skin Checks
Immunisations	Preventative Medicine
General Medicine	Antenatal Medicine
Podiatry	Diabetes Care and Education
Dietetics and nutrition	Lactation Consults
ADHD consultations	After Hours Care

Telephone Calls

Doctors do not accept non-urgent telephone calls during patient consultations. Messages for your doctor may be left with the reception staff. These will be addressed by your doctor and staff will contact you with a response as soon as possible.

Referrals

A referral must be written for all specialist visits. The patient must be seen by a doctor to obtain referrals.

Please do not ask for your referral to be back dated. This is not in accordance with Medicare requirements. Referrals written by a GP are usually valid for one year from the date of your first appointment with your chosen specialist.

Repeat Prescriptions

A repeat prescription for your regular medication can be requested over the phone or via the HotDoc app. This is at the discretion of the GP and dependent on their workload on the day.

The patient must have been to see the GP within the last six months, and been prescribed the medication previously. This service will incur a fee. Please see reception for a copy of your GP's fee schedule as the cost may vary with each GP.

Privacy Policy

The Lorn Surgery abides by the National Privacy Principles. Your medical records are handled with the utmost respect for your privacy, and are used by your medical practitioner and other authorised staff in the practice when necessary.



Lorn Surgery

8/555 High Street
MAITLAND, NSW 2320

 **(02) 4933 2622**

 **(02) 4933 1800**

Monday - Friday
8:30am - 5:30 pm

www.lornsurgery.com.au

National Relay Service (NRS)

Voice Relay number

1300 555 727

TTY number

133 677

SMS relay number

0423 677 767

AUSLAN Interpreter Service

bookings.auslanservices.com

1300 AUSLAN (1300 287 526)

www.auslanservices.com

0409 143 980 (SMS only)

Translating and Interpreting Service (TIS)

131 450



Book online on the HotDoc app



Follow us for updates



Proudly AGPAL Accredited
Our commitment to your safety and care

Our Team

Employee Providers

GPs

Dr Craig Richards **Practice Principal**

B.Med B.Med Sc (Hons) FACRRM

Dr Natasha Chatman

B.Med MD DCH FRACGP

Dr Hannah Britten

B.Med FRACGP

Dr Toni Kesby

B.SC (Hons) B.Med (Hons) FRACGP

Dr Maddison Pullen

BMed. FRACGP

Dr Gaylene Kennedy

MBBS B.SC B.Com

Dr Julia Gan

MBBS, FRACGP

Dr Simon Batterham

MBBS B. App. Sci (Ex. and Spt. Sci) FACRRM

Dr Katie Roberts

GP Registrar

B.Med

Dr Juliet Archibald

GP Registrar

BA B.Med

Accredited Skin Cancer Doctors

Dr Kate Macklinshaw

MBBS B.Sci. FRACGP

Dr Mary Boyling

MBBS, FRACGP

Practice Nurses

Kylie Hinton

Registered Nurse
Transitional Nurse Practitioner

Lydia Trappel

Registered Nurse

Specialist Paediatrician

Dr Sabah Brown

B.Med. Dip.CH FRACP

Employee Providers cont.

Child & Adolescent Psychiatrist

Dr Ian McCracken

B.Sc BMed FRANCP

Cert. Child & Adolescent Psych.

Child & Adolescent Psychiatry Advanced Trainee

Dr Kathryn Teh

BM BS

Contracted Providers

GPs

Dr Nicola Pennell

BMBS FRACGP DipRACOG

Dr John Chiang

BM BS (Hons) FRACGP

Psychologist

Katie Wood Psychology

B.Psych.(Hons)

Lactation Consultants

Lactation Consultatant Support

Sally Richards

B.Nurs. M.Mid.Stud. Grad.Cert.C&FHN

RN RM IBCLC

Rebecca King

BOM RM Dip.C&FHN IBCLC

Dietitian

Hunter Mind Body Clinic

Breanna Elphick

APD AN

Podiatrist

Ashley Geelan Podiatry

B.Hlth Sci (Podiatry Hons)

Management

Holly and Jess

Reception

Marianne Kerrin Edwina

Isobel Chelsea Grace

Ella Makaylah Jacki

April

Appointments

Appointments are required, except in emergencies. Standard appointments are 15 minutes. Please inform our reception staff when you book your appointment if you think you will need a longer consultation. Appointments can also be made online through the HotDoc app. While we try to honour your request for a particular GP, not all doctors are available every day.

As a courtesy, please notify staff as soon as possible if you cannot attend your appointment. Failure to give adequate notice may result in a cancellation fee. Please see reception for a copy of our fee structure along with our cancellation and non-attendance policy.

Fees and Payments

As independent businesses, each clinician has their own fee schedule. GP fees are based on the duration of your consultation and are generally billed in 5 minute increments. An average GP consultation lasting 10-14 minutes costs \$71-98. Currently, no clinicians are offering a concessional rate to health care card holders. For a full listing of your clinician's fee schedule please see reception.

It is appreciated that all accounts are settled on the day of your appointment. Please discuss any payment difficulties with your GP or allied health provider.

After Hours Service

As a part of our commitment to providing a premium general practice service, existing patients of The Lorn Surgery can now request after-hours home visits and phone consultations.

Practice patients can now access medical care from our practice doctors 24 hours a day, 7 days a week.

Please see reception or refer to our website for fees.

For bookings, please phone **(02) 4933 2622**