

### PATIENT SERVICES

We offer Personal Medical Services in this practice.

### PRACTICE NURSING & HCA

The Practice nurses are available for blood pressure checks, dressings, blood tests, cervical smears, immunisations, stitch removal. They will also give advice on giving up smoking, diet, exercise etc.

### MATERNITY SERVICES

Both ante-natal and post-natal care is provided.

### CONTRACEPTION

Contraception advice and services including emergency contraception are available from your doctor. We do not fit coils but these can be fitted at local Community Family Planning Clinics (list available at reception). All contraceptive advice is confidential for all our patients – including teenagers

### WELL WOMAN CHECKS & CERVICAL SMEARS

Available only by appointment with the Practice Nurse.

### ASTHMA & DIABETIC CLINICS

The Practice Nurse runs these clinics by appointment.

### MINOR SURGERY

The practice offers minor surgery including mole and skin tag removal and joint injections. Please see Dr Patel if you require this service.

### HOSPITALS

When necessary, we use the services at King's College Hospital, St Thomas' Hospital, and Guys Hospital.

### TRAVEL CLINIC

We provide travel clinics. Some vaccinations are free of charge and some will be charged for (see list at reception). Please book an appointment at least 6 weeks before you travel.

### FEES FOR PRIVATE WORK

A detailed list is available on request from reception and on our website.

### CHILD HEALTH SURVEILLANCE

The practice provides baby clinics and childhood immunisations in conjunction with our health visitor and community child health clinics. Please ask for details about baby clinics at reception.

### CHILD IMMUNISATIONS

These are done during normal surgery hours by the Practice Nurse. It is recommended that children have immunisations against Diphtheria, Tetanus, Whooping cough, Polio and HIB aged 2, 3 & 4 months and a preschool booster against Polio, Rotavirus is given at 8 & 12 weeks and Meningitis B is given at 8 & 16 weeks along with paracetamol. Tetanus and diphtheria at about 3 years and 4 months. Immunisations against Measles, Mumps and Rubella (MMR) are given at 12 and 15 months.

### COMMENTS & COMPLAINTS

We welcome suggestions and comments on the service we provide. If you have anything you wish to raise please discuss it with your doctor or the practice manager.

We have a formal complaints procedure. If you wish to make a complaint then please ask for a copy of the complaints procedure or arrange for an appointment to speak to the practice manager, Mrs Beera Patel.

You can contact the Patient Advice Liason Service (PALS) on **08005878078** or **www.pals.nhs.uk**

### GENERAL DATA PROTECTION REGULATIONS - YOUR INFORMATION, YOUR RIGHTS

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the Data Protection Act 2018 and the EU General Data Protection Regulations (GDPR). We use the data you provide for -

The management of patient records; Communication concerning your clinical, social and supported care; Ensuring the quality of your care and the best clinical outcomes are achieved through clinical audit and retrospective review; Notifying you about upcoming events at the practice and within the community; Participation in health and social care research; and The management and clinical planning of services to ensure that appropriate care is in place for our patients today and in the future. Further details can be found on our website.

**PLEASE HELP OUR STAFF BY BEING POLITE AND AVOIDING ABUSIVE LANGUAGE. The practice has a zero tolerance policy towards violence and abusive behaviour.**

**ALSO PLEASE REMEMBER TO CANCEL ANY APPOINTMENT YOU HAVE MADE IF YOU ARE UNABLE TO ATTEND.**

This Practice is part of the Lambeth Clinical Commissioning Group , 1 Lower Marsh London SE1 7NT



Vassall Medical Centre  
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89 Vassall Road

London

SW9 6NA

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

Tel: (020) 7793 3100

Fax: (020) 7582 7472

### Principals

**Dr. Himanshu Patel MB BS, DRCOG  
(Male)**

**(Qualified King's College Hospital  
London 1983)**

### Assistant

**Dr. Rebecca Bartholomew MB BS  
(Female)**

**Dr Robert Berks MB BS  
(Male)**

**WE ARE FULLY WHEELCHAIR  
ACCESSIBLE**

**A LARGE PRINT VERSION OF THIS  
LEAFLET IS AVAILABLE ON REQUEST**

## SURGERY PERSONNEL

**Practice Manager:** Mrs Beera Patel  
**Practice Manager:** Ms Shelly Usher  
**Practice Nurse:** Mrs Florence Aghatise BSc (Hons)  
**Practice Pharmacist:** Neil Karia  
**H.C.A :** Mrs Petronia Lawes

We also have District Nurses, Health Visitors and Midwives, plus a full complement of reception and administrative staff.

## SURGERY OPENING TIMES

We are open Mon-Fri from 7am-6:30pm.

## BOOKING APPOINTMENTS

We operate an appointment system for all surgeries. **GP appointments last for 10 minutes and are for ONE problem only. Nurse appointments are for 15 minutes unless otherwise specified.** Appointments may be made in person, online\* (subject to registering for this service) or by telephone. When you registered; if you supplied a mobile telephone number we will send a text message to your mobile telephone the day before your appointment to remind you to attend. If you are unable to attend please cancel your appointment, this can be done on the phone, online\* (subject to registering for this service) or by replying to your text reminder with the word CANCEL. We have many 'no shows' and this may make the average wait for an appointment longer than usual, in February 2018 we had 111 no shows.

\*Online services have to be applied for and can be done so at the point of registration or afterwards. Proof of identity will be requested for this service.

## GP ACCESS HUBS

Our GP Access Hubs offer appointments seven days a week at the following times:

**2pm–8pm** Monday to Friday (*Site variations apply*)

**8am–8pm** weekends and bank holidays

To book an appointment, speak to our receptionists.

## EMERGENCY CONSULTATIONS

If you are very unwell and need to be seen before an appointment is available, please call reception and leave message. The duty doctor will call you back and advise you appropriately. [These appointments are NOT for long-term or non-urgent problems, certificates or form signing.](#)

## EMERGENCY CONTRACEPTION

This is available to all women, including teenagers, by request – please ask for an EMERGENCY APPOINTMENT. Emergency contraception should be taken within 72 hours of unprotected intercourse.

## MEDICAL RECORD VIEWING

You can now view your medical records online including test results, you can register for this service at the point of registration or afterwards.\*

\*Proof of identity will be requested for this service.

## HOME VISITS

These should only be requested by those patients too ill to travel to the surgery. Please phone before 11.00am. (The earlier you phone the easier it is to arrange services) The doctor can see 4-5 patients at the surgery in the time it takes to see a patient at home.

## NEW PATIENTS

All patients aged between 16-74 who have not seen a GP for 3 years may make an appointment at which appropriate enquiries and investigations will be made. The practice recognises the right of patient choice. Every effort will be made to give the patient an appointment with the doctor or nurse of your choice, but as a result the waiting time may be longer. Our practice catchment area covers SW9 & SE5, check our website to see if we cover area at [www.vassallmedicalcentre.co.uk/new-patients.aspx?t=3](http://www.vassallmedicalcentre.co.uk/new-patients.aspx?t=3)

## TEST RESULTS

Please telephone between 12.00 and 14.00 for test results. Blood tests usually take about 5 working days to come back. X-ray results usually take a minimum of 14 working days to be sent to us. Please be aware that receptionists are not clinically trained and can only advise you on whether the result is normal or if you are required to see a GP. These are viewable on-line\*

\*(Subject to registering for this service)

## TELEPHONE ADVICE

If you wish to speak to a doctor for advice please telephone before 11:00 in the morning or 16:00 in the evening. The doctor may not be able to speak to you immediately as they may be with a patient, but if you leave a telephone number the doctor will call you back as soon as they can.

## REPEAT PRESCRIPTIONS

You can request a repeat prescription in several ways. By post (including a SAE (right hand side of prescription will only be accepted for requests), by fax (right hand side of prescription will only be accepted for requests), Online (subject to registering for this service), by handing in the right hand side of your old prescription and ticking which medications you require. We require at least 48 hours notice to have your prescription ready and only order what you need. We are unable to accept telephone requests except from housebound patients.

## DISABLED ACCESS

The health centre has full and easy disabled access and purpose built toilet facilities. We also have two disabled parking bays in front of the surgery.

## CHANGES TO YOUR DETAILS

Please inform us if you change your personal details, address or telephone number.

## INTERPRETING SERVICE

Available by appointment only. Please speak to reception in advance if you require this service.

## CONFIDENTIALITY

All information you give the doctors or staff at the practice is treated with strict confidentiality. We will not give out information about you to anyone – except with your express permission.

## WHEN THE SURGERY IS CLOSED

We provide 24 hour emergency cover. Please contact either:

### **NHS 111 Service**

Advice and referral to out of hours providers can be obtained by dialling 111

You can also visit the NHS 111 website at [www.nhs.uk/111](http://www.nhs.uk/111)

**SELDOC** – Out of Hours GP co-operative on **020 8693 9066**

Based at Dulwich Community Hospital, East Dulwich Grove, London, SE22 8PT.

## OUT OF HOURS WALK-IN CENTRES:

### Guy's Hospital

Urgent care centre  
Ground floor, Tabard Annexe  
Great Maze Pond  
London SE1 9RT

**Open:** 8am - 8pm (last patient booked in at 7pm),  
7 days a week, 365 days a year

Tel: 020 3049 8970

### St Bartholomew's Minor Injuries Unit

West Smithfield  
London  
EC1A 7BE

Tel (reception): 020 3465 6843 or 020 3465 5869

**Open:** 8am-4pm Monday to Friday.

### The Junction Health Centre

Arches 5-8,  
Clapham Junction Station  
London  
SW11 2NU

**Open:** seven days a week 8am-8pm, including bank holidays, with last registered walk in patient seen

Telephone: 020 3733 4091

Please contact the individual centres for up to date opening times.