



---

## HGP at PAVILION MEDICAL CENTRE

9 Brighton Terrace London, SW9 8DJ  
Tel: 020 7274 9252 Fax: 020 7787 7008  
[www.pavilionmedicalcentre.co.uk](http://www.pavilionmedicalcentre.co.uk)  
[www.hetheringtongp.co.uk](http://www.hetheringtongp.co.uk)



### Ways to get in touch with us

It's no secret that the NHS and our practice is busier than ever. We'd like to remind you about the ways you can get in touch with us if you need help – whether that's for you or for someone you care for. During our opening hours, 8am to 6.30pm Monday to Friday

You can:

- Phone the practice
- Visit the practice
- Book a GP telephone call online
- Submit an e-consult through our website

### What will happen when you contact us?

Our reception team will ask you some questions about why you have contacted us and discuss what is available and how to help you. It may be that there are no GP appointments available or that your concern can be addressed in another way

You may be directed to other services to support you such as

- A consultation with other primary care team members in the practice – eg our pharmacist, nurse, nursing associate or health care assistant
- Members of the primary care team at one of our 'hub' sites in Lambeth
- A local community pharmacy
- Contacting 111 online or by phone for further advice
- Other NHS services for self-referral such as antenatal care, physiotherapy, podiatry and many more

Many thanks for your understanding and support to help us to provide the care that we know you expect from us,

Dr Jayesh Patel and all the team at Pavilion Medical Centre

May 2023