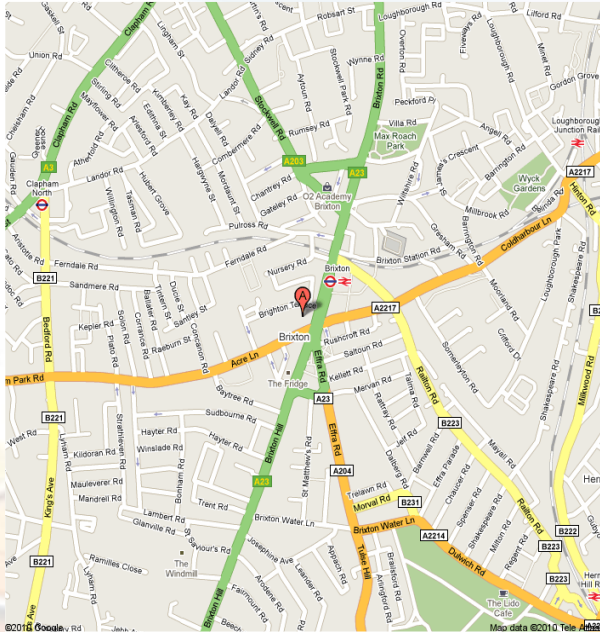


HGP at Pavilion Medical Centre



**9 Brighton Terrace
London SW9 8DJ**

**T 020 7274 9252
F 020 7787 7008**

www.pavilionmedicalcentre.co.uk

Opening Times:

Monday 08:00 – 18:30
Tuesday 08:00 – 18:30
Wednesday 08:00 – 20:00
Thursday 08:00 – 18:30
Friday 08:00 – 18:30
Saturday 09:00 – 12:00
Pre-booked appointments only
Sunday Closed

Welcome to HGP at Pavilion Medical Centre

Non-clinical staff

Dorcas Smith	Practice Manager
Dian Fasuluku	Reception Manager
Joy Wilson	Team leader
Brenda Williamson	Reception
Vennishia Clarke	Reception
Elizabeth Kwaazi	Reception
Daniela Lagoas	Reception
Jeremy Felson	Reception
Evangeline Magbuhat	Registrations
Shauntelle Williams	Patient Care Coordinator

Practice Nurse

Hilda Thayaparan

HCA

Linketh Preethi

Our Practice Area

We are happy to register anyone living within the practice area (**see map**).
We are also happy to register anyone outside of the practice area but this is discretionary.
However, if you are registering outside of the practice area we do not offer a home visit service.

It is our policy to offer equal access to health care for all, regardless of age, infirmity, race, sex or sexuality.

Jul 2021

Doctors

Dr Jayesh Patel
Dr Sajeew Gopinathan
Dr Emma-Jane Down
Dr Natasha Cox
Dr Charlotte Snell
Dr G Su
Dr A Drewett

Appointments

All GP appointments are all booked via our 'telephone first' system.

Appointments are available to book from 7pm the night before online or by phoning reception from 8am the day you need a call.

You should normally book this appointment on the day that your GP is in surgery.

You will be offered a consultation either morning or afternoon. The GP will usually call you back within 1-2 hours.

Please note: The GP will offer flexibility at a returning your call at a time to suit but within a reasonable timescale.

(We may also offer local hubs appointments when necessary, leaflet at reception)

The GP will book all your future follow-up appointments as required.

Nurse appointments can be booked in advance directly through reception.

For on-line booking, please visit our website or obtain a pin number from reception.

E consult – If you want advice from your GP, require self-help information or have an administrative request, please go to the e consult banner on the base of our website. You will get a GP response within 12 hour period.

Home visits

If you are unable to come to the surgery i.e. you are too ill or housebound, please try to make your request for a visit before 10.30am. Please give your name, address and phone number to the receptionist. It is helpful if you can give some idea of the reason for the visit. You may also be visited by an outreach nurse.

Out of Hours emergencies

There is always someone at the surgery to answer your call from 8.00 am – 6.30 pm, Monday to Friday.

Outside these times, an answer machine will give details of how to get advice. Please call 111.

NON NHS SERVICES

The NHS may not cover certain things; for instance, visitors from abroad may not always be eligible for free treatment (although emergencies are always covered). We can also provide certain services outside the NHS, such as LGV or Taxi medicals, insurance examinations, for which a fee is payable. Our charges for these are listed in reception. **We do not countersign passports.**

Friends & Family Test

You are now able to give us feedback after your visit to the practice.

You can comment by completing a short questionnaire, this can be obtained from reception or a clinician. It can also be completed on-line via our website.

NHS Health Checks

This is offered to patients at 40 years old, please ask for further information at reception.

Mental Health

We work closely with IAPTS Lambeth Talking Therapies. We offer some sessions within the practice. (please note: due to the covid pandemic, this service is not held on site)
We are also able to refer to community mental health services.

SMOKING

There is help available for anyone wishing to stop smoking; all doctors and nurses can offer advice or referral to a local pharmacy.
Please enquire at reception.

CONTRACEPTIVE ADVICE

Confidential contraceptive advice is available, regardless of age, and is offered by the practice nurse and GPs
We can refer for termination of pregnancy, where appropriate, regardless of age.

ANTENATAL CLINIC

(Please note: due to the covid pandemic, the midwife service is not offered on site).
All patients are seen at either St Thomas's Hospital or Kings College Hospital

Other Information

Sexual health

We offer support and advice at the practice and offer HIV testing for all new patients.
You can register online at www.shl.uk for discreet STI screening.

DISABLED ACCESS

We have full access to all consulting and treatment rooms and toilets. There is a portable induction loop available for people with hearing problems.

NON NHS SERVICES

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SICK NOTES

For illnesses lasting less than a week, you should not require a doctor's certificate, but can use a Self Certificate (SC1) obtained from your employer or a DSS office. If you are asked by your employer for a private certificate, there is a fee payable to the receptionist. If you are absent for longer, you will need to see a doctor for a certificate.

CHAPERONES

If you would like a chaperone for any examination, please inform reception.

Confidentiality:

Please let reception know if you wish to discuss something away from public areas, also you can obtain a confidentiality slip.

We are registered under the Data Protection Act, and identifiable patient data will not be released without consent, or ethical approval.

Patients may access their medical records in line with the Medical Records Act. Please contact the surgery or look on our website.

Repeat prescriptions

For safety reasons, we do not take telephone requests for prescriptions, except by prior arrangement from the housebound. A repeat request slip is attached to each prescription. Please keep this for your next order. Prescriptions will be ready in 2 working days, or can be posted back if you enclose a stamped addressed envelope. If electronic prescribing has been set up, it can be collected directly from your nominated pharmacy. We can also accept on-line requests for repeat prescriptions if you have registered for this service. Please do not let yourself run out of important regular medication and only order what you require to avoid wastage.

At intervals, we will ask people on regular medication to make an appointment for a check-up.

Test results. Please check with your doctor or nurse how to get results of any tests done and ask how long they will normally take.

Non NHS services. There is a list of fees in reception for services not covered by the NHS. We regret we do not sign passport forms.

Comments or complaints.

If you have any comments, suggestions, or complaints about the services we offer, we would like to know. Please ask at the reception desk or contact the Reception Manager or Practice Manager.

You may also contact PALS (Patient Advice and Liaison Service) at NHS England on 0300 311 22 33

Parliamentary and Health Service Ombudsman (www.ombudsman.org.uk) or telephone the Helpdesk on 0345 015 4033.

PATIENT PARTICIPATION GROUP

This group meets regularly to feedback on services.

If you would be interested to take part, please ask at reception for more information on the next **Patient Participation Group** meeting.

Or you can join our online group via our website www.pavilionmedicalcentre.co.uk

PATIENTS RIGHT & RESPONSIBILITIES

(see our website)

ZERO TOLERANCE POLICY

Removal of violent & abusive patients

(See our website)

Local Care Record

Ask at reception for info or (See our website)