



# HETHERINGTON GROUP PRACTICE

---

18 Hetherington Road London SW4 7NU  
tel 020 7274 4220 fax 020 7737 0205

## **Ways to get in touch with us**

It's no secret that our 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.

### **You can:**

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

We are open 8am to 6.30pm Monday to Friday and most Saturday mornings 9 – 11.30am

## **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 Steve Mowle, Dr Jennie Parker and all the team at Hetherington Group Practice

May 2023

