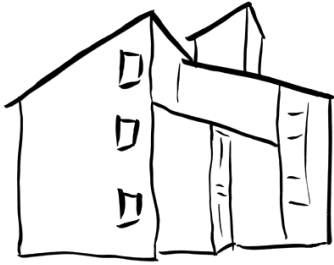


HETHERINGTON GROUP PRACTICE



18 HETHERINGTON ROAD
LONDON SW4 7NU
Tel: 020 7274 4220
Fax: 020 7737 0205
www.hetheringtongp.co.uk

We are a medical practice, aiming to provide full general medical care and advice on all health related matters.

We are in SEL CCG. (1 Lower Marsh SE1 7NT)

We are happy to register anyone living within the practice area.

We are also happy to register anyone outside of the practice area but this is discretionary.

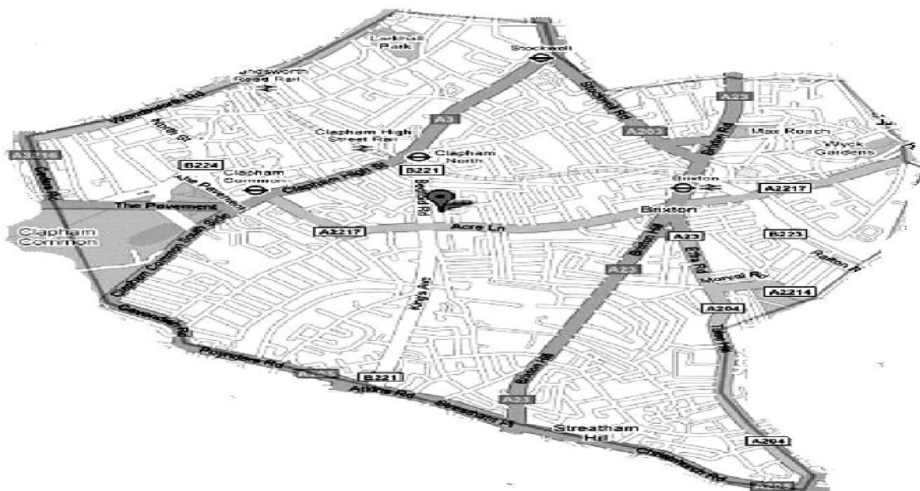
However, if you are registering outside of the practice area we do not offer a home visit service.

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

PREMISES OPENING HOURS

Monday-Friday 8am - 6.30pm

There are appointment bookings 9am-12pm on Saturdays, requested via your GP. These are booked appointments only.



GP 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. *(A GP timetable can be obtained from reception or on-line)*

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

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.

Please note: On exceptionally busy days, we may only be able to accommodate medically urgent appointments if the demand is higher than usual.

The GP will always offer flexibility by returning your call at a time to suit but within a reasonable timescale.

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.

NURSE APPOINTMENTS

These can be pre-booked via reception up to 6 weeks in advance.

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. An outreach nurse may also visit you.

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.

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

Check with your doctor or nurse how to get results of tests you are having done and when to expect the result back.

CONFIDENTIALITY

Please let the receptionist know if you need to discuss something of a confidential nature away from the desk. There are cards in the waiting area, which can be used for confidential requests.

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 practice admin team.

COMMENTS, SUGGESTIONS & 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 Team Leader or Practice Manager.

You may also contact PALS (Patient Advice and Liaison Service) at NHS England on 0300 311 22 33. If you are not happy with the complaint response from the practice, then you can contact the Parliamentary and Health Service Ombudsman (www.ombudsman.org.uk) or telephone the Helpdesk on 0345 015 4033.

FRIENDS & FAMILY TEST

You will be 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 a clinician or be completed on-line via our practice website.

CLINIC DETAILS

CHILD HEALTH

Appointments for immunisations or developmental checks can be made through reception. The Health Visitors can be contacted on 02030496529 or 02030495318.

For baby weighing please visit either;
Clapham Manor Health Centre on Tuesday 9.30am-11.30am or
Mary Seacole Centre on Thursday 9.30am-11.30am.

CONTRACEPTIVE ADVICE

Confidential contraceptive advice is available, regardless of age, and is offered by the practice nurses and GPs.

We can refer for termination of pregnancy, where appropriate, regardless of age.

An appointment will always be made for you as necessary. We can also give details of specialist contraceptive services.

NHS HEALTH CHECKS

This is offered to all patients over 40 years of age, further information is available at reception.

MENTAL HEALTH

We work closely with IAPTS Lambeth Talking Therapies. We are also able to refer to community mental health services.

(Please note: due to the covid pandemic, this service is not currently held on site)

SMOKING

There is help available for anyone wishing to stop smoking; all doctors and nurses can offer advice and be referred to a local pharmacy.

OTHER SERVICES

We have dedicated services for people with asthma, COPD, diabetes, heart disease, stroke and hypertension.

We also provide an enhanced service for people with addictions and for people with learning difficulties.

PATIENTS RIGHT & RESPONSIBILITIES (see our website)

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

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.**

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.

TEACHING

This practice has been chosen to help in professional training, and there may sometimes be a medical student present during surgeries. You will always be asked if you are happy to have a student present, and if you prefer to be seen alone they can leave. As always, consultations remain confidential.

We also have GP registrars, doctors completing their specialist training in general practice.

CHAPERONES

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

AGE CONCERN GROUP Yak & Yarn (Thursday afternoons)

If you would like to join this activity group, please ask at reception.

SPECIAL INTERESTS

All GPs provide general medical services and in addition, some have the following special interests:

Dr McLachlan: Mental health, addictions, diabetes, skin conditions

Dr Mowle: Medical education, child health

Dr Patel: Heart disease, mental health

Dr Parker: Quality Improvement.

OUTSIDE COMMITMENTS

Dr McLachlan is the chair of Lambeth Clinical Commissioning Collaborative Board (LCCCB).

Dr Mowle is the Honorary Assistant Treasurer of the Royal College of General Practitioners, Associate Director (GP Training) for Inner South West London, Vice Chair, Board of Trustees, Citizens UK and a trainer.

Dr Patel is one of the Directors for the Lambeth CCG Federation.

Dr Jennie Parker - Clinical Director Brixton and Clapham Park Primary Care Network

PATIENT 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 Group** meeting.

Alternatively, you can join our online group via our website

www.hetheringtongp.co.uk

ZERO TOLERANCE POLICY

Removal of violent & abusive patients (see our website)

PARTNERS

Dr Adrian McLachlan

MB BS 1983 London

Male

Dr Steve Mowle

MB BCh FRCGP DFFP 1993 Wales

Male

Dr Jayesh Patel

MB BS 2003 London MRCGP

Male

Dr Jennie Parker

RCGP, DGM, DFFP, DRCOG, Oxford 2002

ASSOCIATES

Dr Alison Holman

MRCGP, MBBS London 2007

Dr Ben Grange

MRCGP, MB, BCH, Cardiff 2010

Dr Mark Adams

MRCGP, MB ChB Leeds 2012

NURSES

Maureen Fabian, RGN

Laura Dawson, RGN

Cathy Doyle RGN, (outreach)

COUNSELLING PSYCHOLOGIST:

IAPTS/Awareness Centre

Awareness team

Drug / Alcohol

J Wild

HEALTH VISITORS and DISTRICT NURSES:

Phone on 020 3049 4002

COMMUNITY MIDWIFE:

Various from St Thomas's Hospital

PATIENT CARE CO-ORDINATOR:

Shayann Symes

RECEPTIONISTS:

Siobhan, (**Reception Team Leader**), Shirley, Naaya, Rebecca, Shiann and Alastair.

ADMIN:

Jennifer Watson

Greta (Medical Records)

Practice Manager:

Liz Sullivan

Assistant Practice Manager:

Bailie Stapleton