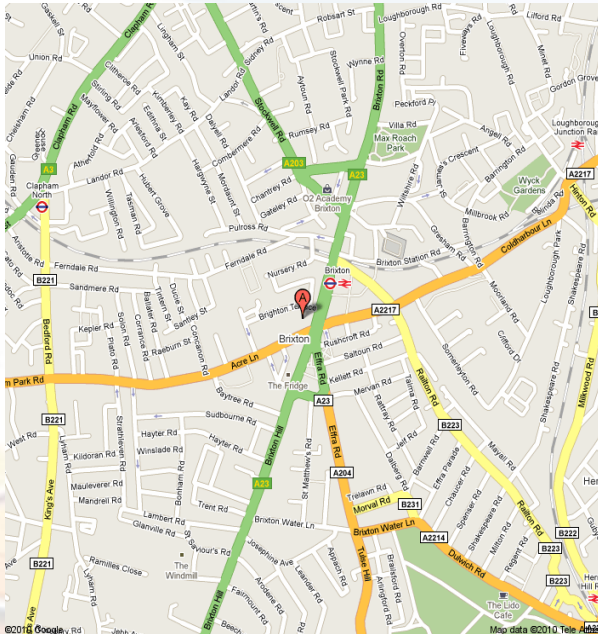


# HGP at Pavilion Medical Centre



**9 Brighton Terrace  
London SW9 8DJ**

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

**[www.pavilionmedicalcentre.co.uk](http://www.pavilionmedicalcentre.co.uk)**

## **Opening Times:**

<b>Monday</b>	<b>08:00 – 18:30</b>
<b>Tuesday</b>	<b>08:00 – 18:30</b>
<b>Wednesday</b>	<b>08:00 – 20:00</b>
<b>Thursday</b>	<b>08:00 – 18:30</b>
<b>Friday</b>	<b>08:00 – 18:30</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

## **Welcome to HGP at Pavilion Medical Centre**

### **Non-clinical staff**

Liz Sullivan	Practice Manager
Dian Fasuluku	Assist Practice Manager
Joy Wilson	Team Leader
Brenda Williamson	Receptionist
Daniela Lagoas	Receptionist
Renne Roberts	Receptionist
Elizabeth Kwassi	Care-Coordinator
Shauntelle Williams	Care Coordinator
Evangeline Magbuhat	Receptionist Clerk

### **Doctors**

Dr Jayesh Patel	(m)
Dr Grant Su	(m)
Dr Sajeev Gopinathan	(m)
Dr Emma-Jane Down	(f)
Dr Natasha Cox	(f)
Dr Charlotte Snell	(f)

### **Practice Nurse**

Hilda Thayaparan (f)

### **Healthcare Assistant**

Andres Naranjo (m)

### **Pharmacist**

Amina Ahmed (f)

### **Mental Health Professional**

Stephanie Vieira (f)

## **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.

## **Appointments**

The appointment system is a GP lead service.

Telephone appointment bookings are available to book from 8:00am-10:00am Monday to Friday.

You should normally book an appointment on the day that your GP is in surgery. (A GP timetable can be obtained from reception or on the website)

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

The GP will book all your future follow-up appointments where necessary.

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

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

Please ask for a leaflet at reception and/or visit our website for Q&A

You can also book same day telephone consultations **on-line** from between 8am-9am for either a morning or afternoon call back.

Details via our website or you can obtain a pin number from reception on registering.

## **Visits**

If you are unable to come to the surgery, please try to make your request for a visit before 10.30am. Please give your name, address and phone number, and it helps to indicate the reason for the visit.

## **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. We are members of SELDOC for out of hours, on **020 8693 9066**, who can give telephone advice, arrange a visit at their base or provide a home visit.

## **Registering temporarily**

If you expect to be in the area for less than 3 months, we can provide temporary registration.

## **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

## **Health Checks**

This is offered routinely to all new patients, you should receive information on registering with the practice.

## **MENTAL HEALTH**

We offer a range of services within the practice; including counselling, cognitive behavioural therapy (CBT)

We are also able to refer to community mental health services.

## **SMOKING CLINIC**

There is help available for anyone wishing to stop smoking; all doctors and nurses can offer advice or referral to local services.

We have a special smoking clinic, offering support and prescribed treatments if necessary. Please enquire at reception.

## **CONTRACEPTIVE ADVICE**

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

## **ANTENATAL CLINIC**

This is held every week at our sister site Hetherington Group Practice and run by the midwife from St Thomas's Hospital and a practice GP.

## **Other Information**

### **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.

### **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** of regular medication can be ordered in writing or using the form on your last prescription. We Do Not take telephone requests (**only from housebound patients**).

You can also request via our website or set up electronically at a pharmacy of choice. (Ask at reception)

Prescriptions will be ready in 2 working days.

**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.**

We are always keen to receive feedback on services. Please ask at reception or contact the Practice Manager. You may also contact PALS (Patient Advice and Liaison Service) at NHS England on 0300 311 22 33

**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](http://www.pavilionmedicalcentre.co.uk)

**PATIENTS RIGHT & RESPONSIBILITIES**

(See our website)

**ZERO TOLERANCE POLICY**

Removal of violent & abusive patients

(See our website)

***PATIENT WALK IN CENTRE***

*2-8 Gracefield Gardens*

*London SW16 2ST*

*Tel: 020 3049 50302-8*

**Local Care Record**

Ask at reception for info or (See our website)

