

ABOUT US.

We serve over 18,180 patients to date. Although we are a large practice we do our best to accommodate the needs of all our patients whether they are disabled, elderly or the young working professional.

Our team are here to treat those minor ailments that occur as well as providing specialist management of long-term conditions and clinics covering a wide range of healthcare issues. We are a modern practice that uses the latest technology. Our patients can book appointments using our automated telephone system or via our website, order a repeat prescription or send us an email with a query for a same-day response. This means you can now do a lot of things from the comfort of your home.

We have appointments and telephone consultations available on a daily basis for patients with acute needs. We have extended our surgery times to accommodate patients that commute and need evening or Saturday appointments.



APPOINTMENTS

You can make an appointment by phone, online or at reception. We book appointments at 10 minute intervals and up to 12 weeks in advance.

If you want to see a particular doctor please ask. It is usually better to see the same doctor for follow-up but if your problem is urgent you may need to see another doctor. All of our doctors share the responsibility for assisting you with your health.

Please be on time for your appointment. If you do not make your appointment in time, you may have to reschedule.



Urgent Appointments or Advice

So that all of our patients can see or speak to a doctor for any urgent concerns we have an on-call doctor every day.

Please telephone before 10:00 Monday to Friday to speak to the on-call doctor for anything that cannot wait for a routine appointment. You will either be put straight through or will be called back as soon as possible. If you need to be seen, the doctor will arrange an appointment for you – usually later the same morning. If we can assist you without you needing to come in we will do our best to do that for you.

If you drop-in the on-call doctor will still need to telephone you to arrange a time when you can be seen. Please leave your mobile number with reception. It is always more convenient for you if you call and speak to the doctor rather than drop-in.

If you call after 10:00 it will usually not be possible to see you the same day as the rest of the day is taken with booked appointments, home visits and other urgent duties.

Cancellations

If you cannot attend an appointment, please inform us as soon as possible so other patient can use it.

Have you tried using our automated appointment booking system? You can book, check and cancel your appointments 24 hours a day!

Skip the queue in the morning and book your same day appointment or telephone consultation using the automated booking system – it's quick and easy to use! Call us on 0203 006 2741 and press 1 to book an appointment, then press 1 again to use the automated system. Alternatively, you can use our online for

DNA

There were 5691 appointments available to book in February but only 5446 were booked and attended by patients.

There were 318 appointments not attended by patients.

If you cannot attend your appointment for any reason, please let us know as soon as possible, giving at least 24 hours' notice.

We can then offer the appointment to someone else.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

NEW GP's

Dr Gloria Chan – clinical sessions on Wednesday, Thursday and Friday

Dr Vasugi Vijayaratna – clinical sessions on Monday and Tuesday

PNEUMOCOCCAL



We invite all patients aged 65 or over for their first Pneumococcal vaccination.

The Pneumococcal vaccine protects against pneumococcal infections. A Pneumococcal infection can affect anyone. However, some people need the Pneumococcal vaccination because they are at higher risk of complications.

Please give us a call to book your appointment with a **nurse or HCA** to have it done.

If you already had your Pneumococcal vaccine, please kindly let us know, so that we can code it in our system.

Wandsworth Medical Centre

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