

COMMENTS AND COMPLAINTS

We welcome your ideas and suggestions. Please write to or ask to speak to the Practice Manager should you have a comment or suggestion on improving our services

If you are not happy about any aspect of the care you have received from your practice, please write to the Practice Administrator. Patient's suggestions/complaints are usually discussed by the Practice team led by a Doctor.

CASUALTY SERVICES/ACCIDENT AND EMERGENCY (Open 24 hours)

For medical emergency such as:

- Severe difficulty in breathing/choking
- Loss of consciousness/blackout
- Possible broken bones
- Accidental poisoning (take the container of tablets/liquid swallowed with you to show the doctor)
- Severe burns
- Deep bleeding cuts
- Chest pain

ACCIDENT AND EMERGENCY SERVICES ARE BASED AT:

Charing Cross Hospital
396 Fulham Palace Road
London, W6 8RF
Tel: 020 3313 1234

Chelsea & Westminster Hospital
369 Fulham Road
London, SW10 9NH
Tel: 020 3315 8000

NHS Walk-in Centres – with GP and pharmacy advice

Chelsea & Westminster UCC
369 Fulham Road
London, SW10 9NH
Tel: 020 3315 8000

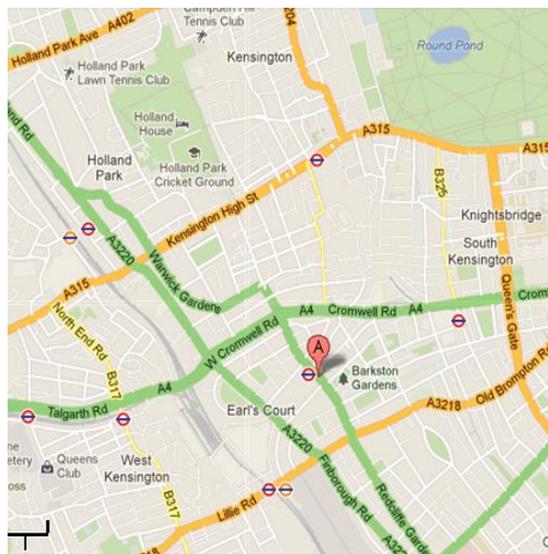
Violet Melchett Walk in Clinic
30 Flood Walk
London SW3 5RR
Tel: 0207 349 2800

St. Charles Walk in Centre
Exmoor street
London W10 6DZ
Tel: 0208 969 2488

Soho Centre for healthcare Centre
1 Frith Street
Soho London W1D 3QS
Tel: 0207 534 6500

Parsons Green Walk-in Centre
5-7 Parsons Green
Fulham SW6 4UL
Tel: 0208 846 6758

Where you can find us:



Appointments available with:

- Doctors
- Nurse
- Health Care Assistant
- Phlebotomy
- Case Manager
- Health and Social Care Assistant
- Healthy Hearts
- Smoking Cessation Advisor
- Pharmacist
- First Contact Physiotherapist
- Smoking Cessation
- Baby Clinic
- Ante/Post Natal Clinic

Asthma / Cardiovascular Disease / Diabetes and Hypertension are dealt with during normal consultation hours by all the clinicians at this practice.



West London Clinical Commissioning Group

Earls Court Medical Centre

248 Earls Court Road, London SW5 9AD
Tel: 020 7835 1455 Fax: 020 7370 7497
Visit: www.earlscourtmedicalcentre.co.uk
Email: WLCCG.earlscourtmc@nhs.net



ABOUT THE PRACTICE

Welcome to the Earls Court Medical Centre. This new Patients' booklet has been produced to give you information about your practice, the services it provides and how to access these.

Our aim is to provide the best standards of care for our patients within the NHS.

The practice premises were purpose built to deliver General Medical Services and is set over three floors with suitable access for disabled patients to the premises and consultation rooms via a hydraulic lift.

ROUTINE APPOINTMENTS:

Appointments could be made:

In the NHS app([NHS App - NHS \(www.nhs.uk\)](#))

On-line at www.earlsourtmedicalcentre.co.uk

Telephone 0207 835 1455

In person at the reception during the opening times

GP Practice Team

Dr Periyasamy MBBS (Hons) DFM DGM

Dr.Rajakulendran MBBS BSc(Hons) MRCP (Merit) MSc

Dr Mantourzani (Diabetes, Dermatology)

Dr Verdi (General Medicine, Minor Surgery)

GP Registrar- Dr Duff

Nurse

Susan Creed (MCMW)- Case Manager

Sam Diaz (MCMW)- Case Manager

Health Care Assistant

Gigi Venus – Also Phlebotomist

Anna Briggs (MCMW)

In-House Services

Anna Royzk - Smoking Cessation Advisor

Aasim Galal - In-Practice Pharmacist

Puja Nathwani – In-Practice Pharmacist

Nick Natsis – First Contact Physiotherapist

Services we offer – beyond core general practice

- Lung- Testing (Spirometry)
- ECG- Shortly for the locality
- Consultant Geriatrician supported clinics
- Community Diabetic Virtual Diabetes Clinic
- Perinatal Mental Health Service
- One You- Healthy Hearts & Smoking Cessation

Health Visitor: The health visitor is also based at Emperor's Gate Clinic.

The district Nurses are based at Emperor's Gate Clinic (**for Kensington & Chelsea residents**). Outside of Normal working hours, please contact **0208 969 7777**.

Westminster: 020 7641 4001

Hammersmith & Fulham: 020 8846 6782

The Phlebotomist is available by appointment for blood testing (from 09.30 – 12:00 am Monday to Friday)

IMMEDIATE & NECESSARY TREATMENT

This practice provides immediate and necessary treatment between the hours of 0800 hrs and 1830 hrs from Monday – Friday except Public and Bank holidays. If you require immediate and necessary treatment between these times and find the surgery closed, please call **0208 969 7777** where your call will be passed onto the GP on duty who will attend to your immediate and necessary requirement appropriately.

The Receptionists are responsible for booking routine appointments. We provide urgent appointments with a GP within 48 hours and with a health care professional within 24 hours.

Patients have a right to express a preference of practitioner to receive services either generally or in relation to any particular condition. Please inform reception and we shall endeavour to comply with any reasonable preference expressed.

TRIAGE SERVICE

If you do not have an appointment and require urgent care we offer a walk-in **triage service** with the practice nurses, on a daily basis.

In the interests of our patients we regret that those arriving 10 minutes after their scheduled appointment time will not be seen unless there is spare capacity towards the end of the relevant session or clinical needed.

TRANSLATION SERVICES

If you need an interpreter, please advise the receptionist when you book an appointment.

HOME VISITS: If you are too ill to come to the surgery, please tell the receptionist that you need a home visit. They will arrange for the Visiting Doctor to contact you – initially by telephone. Please contact the Surgery before 1000 hrs Mon-Fri on normal working days.

MEDICAL ADVICE

If you need to speak to the Doctor to get advice please

book a telephone consultation with the Receptionist and a Doctor will call you back the same day.

REPEAT PRESCRIPTIONS

Please complete the re-order form on your prescription and place in the box available at reception desk or post to the surgery. Do allow 48 hours from receipt time of your request to collection.

If you wish your prescription to be sent by post, please attach or enclose a stamped addressed envelope.

We are unable to take requests for repeat prescriptions over the telephone.

TEST RESULTS

Routine blood, X-ray and Urine results from hospitals take approximately 5 – 10 working days to arrive at the practice. Other specific tests may take longer. Please follow the advice of your GP or nurse to obtain / discuss your results as you will not be able to do so with the administrative staff of the practice.

REFERRALS TO HOSPITAL CONSULTANT

If your Doctor recommends that you go to an Outpatient Clinic at the local Hospital, make sure that your personal address details, held by us are correct and up-to-date.

Ask the Doctor whether you should make a follow-up appointment after you have been to the Clinic so that you can discuss the Consultant's recommendations and proposed treatment.

PATIENTS CONFIDENTIALITY

All our staffs are bound by strict medical confidentiality. Patients may see their records at the practice. If you wish to do so, please request this in writing giving us at least one week's notice. If you wish to discuss your records, please make an appointment with one of the Doctors. There may be a fee applicable. Further enquiries about this fee could be obtained from the Practice Administrator.

ACCESS TO PATIENT INFORMATION

Patient information is normally shared within the health care team, and with specialists who are involved in patient care, for reasons of safety and continuity of care unless patients specifically object. Everyone working with your information has a legal duty to keep it confidential.

Our guiding principle is that we are holding your records in strictest confidence.

Access to patient information in other circumstances, such as when forms are completed, medical information is not released without express written consent. Patients have a right to see such forms before they are sent.