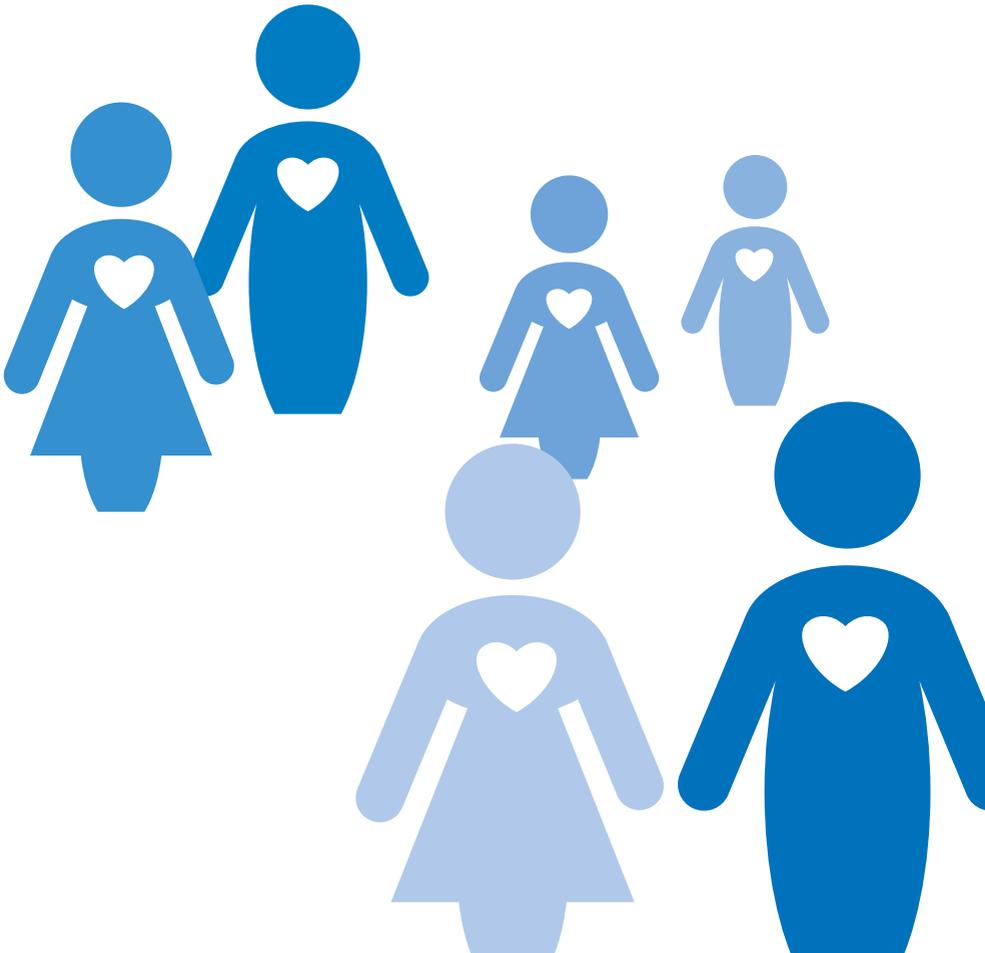


The Junction Health Centre  
**Patient guide**





The Junction Health Centre is a health practice commissioned by NHS England and Wandsworth CCG and operated by Care UK, a leading independent provider of health and social care services.

### About the practice

Our doctors, nursing team and staff are committed to providing you with an outstanding, family-friendly service

The Junction is located in arches 5-8 at Clapham Junction Station.

We're accessible from the station via the Grant Road exit and we're close to several bus stops.

If you have any queries, our reception staff will be pleased to help. Our opening hours are Monday to Sunday 8am-8pm (including bank holidays)

### How to register as a patient

Anyone living in our catchment area SW11 can register with The Junction Health Centre. Registering with us is easy. Simply

complete a registration form, with a brief medical history. We will also need to see proof of your address and identity.

New patients are also booked to have a health check with a health care assistant. This is to ensure we have as much information about your health as possible. However, we can only prescribe medication for you once you have seen a doctor.

### Online enquiries

You can email us at: [enquiries.thejunction@nhs.net](mailto:enquiries.thejunction@nhs.net) or visit [www.junctionhealthcentre.nhs.uk](http://www.junctionhealthcentre.nhs.uk) please allow 48 hours for a response. For urgent enquiries please call **0333 200 1718**.

### Consultations available to patients

Appointments are available every day (Monday to Sunday), including all bank holidays. As a registered patient, you will be able to book an appointment with a GP within 48 hours and with a health care professional within 24 hours. In addition, you will be able to see a GP of choice within seven days and book appointments up to four weeks in advance.

### Registered patients

We offer a telephone consultation service with a doctor throughout the day, we will call you within a specified time frame.

The doctor will discuss your problem over the phone and if they need to see you, they will arrange an appointment for later in the day, or a time/day which suits you.

We also offer face to face and telephone consultations and are currently piloting on-line and video consultations.

Practice nurse and HCA appointments are available to book four weeks in advance.

### Other languages

This information can be provided in other languages on request. Please talk to our receptionist or service manager about obtaining information in other languages. We also have access to a telephone interpreter service.

As a registered patient at you have access to additional and specialist services



**Vaccinations**  
(including the flu jab)



**Contraceptive advice** (including emergency contraception)



**Maternity services**



**Cervical screening**



**Stop smoking advice**



**Drug and alcohol misuse management**



**Weight loss advice**



**Specialist diabetes clinics and heart health checks**



**Chronic disease management**



## The practice team

### GPs

- Dr Manotheethan Jegasothy - Lead GP
- Dr Ellen Scrivener
- Dr Sarah Hillson
- Dr Jay Patel
- Dr Margaret Naskalski
- Dr Brendan O'Brien

### Service manager

- Keshlin Thangavalu
- Frances Taylor - Deputy Service Manager

### Nurses

The centre's nursing team offers a wide range of clinical and chronic disease services as well as advice to patients.

### Health care assistants

Health care assistants support the nursing team and doctors providing clinical services such as ECGs, dressings, blood tests and patient registration health checks.

### Medical receptionists

Our receptionists are here to help you. They have been trained to take essential details sympathetically and in complete confidence. They may be able to help you with any queries on test results or hospital appointments.

## Medical Students

Occasionally we have medical students attached to our practice for short periods. If you do not wish to have a student present during your consultation, please inform the reception staff prior to seeing the doctor.

We are proud and privileged to be an Accredited Training Practice.

### Services available (registered patients)

The Junction Health Centre offers the following additional services:

- Vaccinations and immunisations
- Contraceptive services
- Maternity services
- Cervical screening
- Chronic disease management e.g. asthma and diabetes
- Stop smoking advice
- Weight loss and advice
- Health promotion and disease prevention services
- Coil/implant clinic
- Joint injections

### Making the most of your appointment

Ask yourself how important is being seen quickly, or would you be better waiting to see a

GP who knows you and your condition?

If a GP runs late are they spending needed time with patients? One day you may appreciate them running late for you.

It's sensible to bring a list but consider what's achievable in ten minutes. Four problems? That's 150 seconds each. It's usually better to come back again rather than squeezing everything into ten minutes.

Beforehand work out what's really worrying you. Make short notes that describe your symptoms.

Get to the point don't beat about the bush and don't "save" important issues until the end.

Wear accessible clothing if you're likely to need to undress for examination.

Make sure you understand what's been agreed and what's happening next.

### Home visits

If you are housebound or too ill to come to the practice, you can ask to be seen at home. Where,

possible please call before 10am, if you wish to make a home visit appointment.

Home visits are only available to registered patients, and we ask that you do not request a home visit unless you really cannot get to the practice due to ill health.

GPs can see several patients at the practice in the time it takes to visit a patient at home. All requests for home visits will be triaged by the duty doctor who will decide whether a home visit is necessary.

Urgent visits will be done as quickly as possible, but if your own doctor is not available, another of our GPs will visit you.

### What to do when the practice is closed

Patients requiring urgent, but not life-threatening medical attention when the practice is closed should call the local NHS out-of-hours service on **111**.

If you or someone experiences severe health problems e.g. blacking out, bleeding you can't stop, severe chest pain, choking, stroke, go to your nearest A&E or call 999.

## Repeat prescriptions

If you take medication on a long term basis, you can ask reception staff for a repeat prescription to be arranged. Please request a new prescription in writing. We also offer online prescription requests - please speak to reception who will set you up with log in details.

We also offer EPS (electronic prescribing) please speak to reception or your local pharmacy to sign up. Repeat prescriptions will be available 48 hours from receipt of your request.

## Online services

Online services allow you to access a range of services via your computer or mobile. Once you have signed up, you will be able to:

- Book or cancel appointments online
- Renew or order repeat prescriptions online
- View parts of your health records including information about medication, allergies and vaccinations

To register speak to a receptionist who will ask you to

- Fill in a short registration form.
- Provide photo ID and proof of address.
- If you do not have any ID then either a member of staff will have to confirm your identity or you may have to answer questions about personal information in your GP record
- Once you have signed up, you will receive a letter with your unique username and password and a link to where you can log in

## Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go.

If you would prefer to have some time to think before deciding where and when to have treatment, our team will explain the booking process to you.

## Choosing who to see

If you have a particular preference of doctor or nurse, or would like someone to come to your appointment with you, please tell the receptionist when you make your appointment.

## Self-care

We suggest you keep the following stocked at home to treat minor ailments:

- Paracetamol and aspirin (Note: children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoea medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen - SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non absorbent cotton wool, elastic bandages and dressings

## Unused medication

We follow the national guidelines to stop wastage of unused medication, and so,

only provide a 56 day supply of medication in each prescription.

## Patient responsibility

It is your responsibility as the patient to keep your appointment time, or to cancel your appointment as soon as possible if you no longer need it.

Around 100 appointments per month are being wasted. These appointments could have been used by other patients requiring essential medical services.

## Patient behaviour

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

## Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we have on record about you. If you would like to see your records or have any concerns regarding confidentiality, please contact our service manager.

You have a right to access information we hold about you. To apply for access to your information you should contact the reception team on **0333 200 1718**.

## Patients with particular needs

The centre is Disability Discrimination Act (DDA) compliant and offers ramp access, a low level reception desk, wide entrance doors and

wheelchair accessible toilet and treatment rooms.

The centre has newly equipped consultation and treatment rooms alongside a seated waiting area, and a baby change facility. There is a portable hearing loop available in reception for patients with hearing difficulties.

## Complaints

We aim to provide the best service possible at all times. However, there may be occasions when you feel this has not happened. Complaints are taken very seriously and anyone wishing to complain about a service should speak to a member of staff or pick up a leaflet in reception, which details all the steps you need to follow to make your complaint. You can also contact us online.

## Patient Participation Group (PPG)

We're always trying to make our healthcare services even better, and our patients are the best people to help us to do this. Our regular Patient Participation Groups (PPGs) are a great way to make a difference to healthcare in your local community, and we'd love you to join our group.

Simply contact us at [enquiries.thejunction@nhs.net](mailto:enquiries.thejunction@nhs.net) or call **0333 200 1718** to find out more and get involved.

## Walk-in service

The Junction Health Centre also offers a walk-in service, which is available every day, from 8am to 8pm (last patients accepted at 7.30pm). **Please note:** the list can sometimes be suspended due to emergencies.

Walk-in patients can receive treatment for minor injuries and illnesses without an appointment. Registered patients that use this service will not be able to get referrals, request tests and access their medical records.

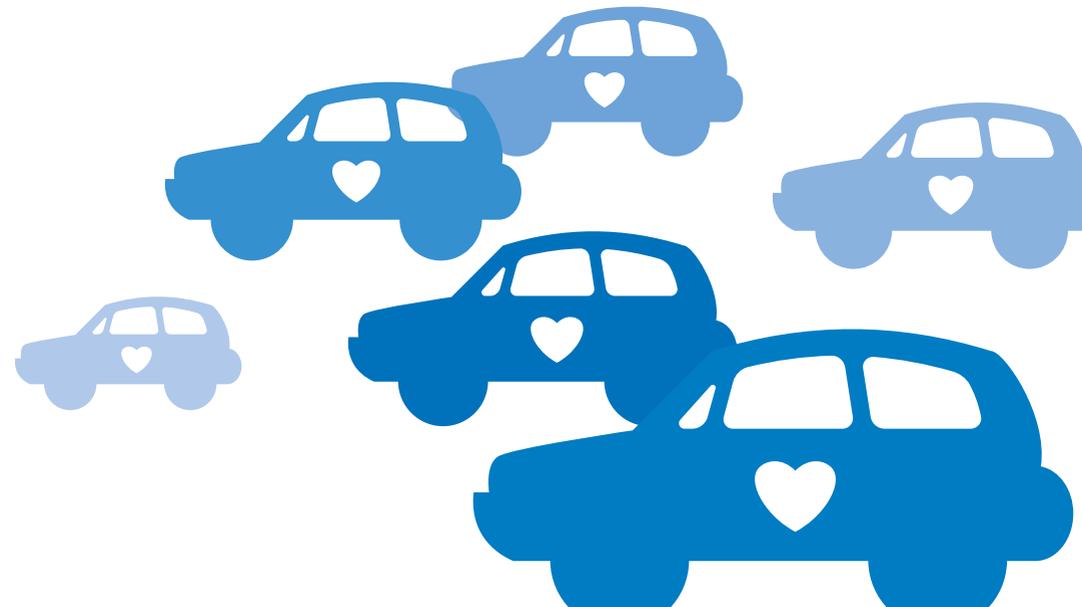
## Specialist services

### Private travel clinic

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

We offer a private travel clinic for non-registered patients. Here we can provide travel advice and vaccinations\*

\*Consultation fees and vaccination charges will apply



## How to find us

### The Junction Health Centre

Arches 5-8, Clapham Junction Station,  
5-8 Grant Road,  
London,  
SW11 2NU  
Telephone: 0333 200 1718  
[www.junctionhealthcentre.nhs.uk](http://www.junctionhealthcentre.nhs.uk)

## Opening hours

Monday to Sunday 8am-8pm  
(including bank holidays)



The practice is now accepting new patients for registration in the SW11 area.

Registering is quick and easy – drop into the surgery and speak to one of our reception team.