



KING'S COLLEGE LONDON NHS HEALTH CENTRE

Bush House, 3rd Floor South-East
Wing, 300 Strand, London,
WC2B 4PJ

020 7848 2613
kingscollegehc@nhs.net
www.kclnhshealthcentre.com

**Once registered go to reception to
gain access to**



**The easiest way to manage your
health care**

Location



We are located in the South-East Wing of Bush House:

**Bush House, 3rd Floor South East Wing
300 Strand London WC2B 4PJ**

Our premises are fully accessible to wheelchair users and patients with restricted mobility.

Team Members

GP Partner

Dr Mona Vaidya MBBS DFSRH MRCGP DRCOG

Practice Manager

Mr Declan Stow

Medical Team

Dr Eric Britton MD MPH FRCGP

Dr Melanie Mountain MRCGP, DFFP, DCH, DRCOG

Dr Niloufar Nikpour BSc MBBS nMRCGP

Dr Chang-Sun Park BSc MBBS MRCGP DRCOG DFSRH

Dr Bettina Schoenberger MRCGP DRCOG DTM&H

DSRCH

Nursing

Nurse Emma Donnelly RGN, BSc Hons, Adult Nursing

Nurse Ruth Johnston

RGN, BSc Hons, Adult Nursing, Dip Tropical Nursing

Ms Deborah Wood

RGN, Practice Nursing Dip, Family Planning Dip, ITEC Dip.

Health Care Assistant (HCA)

Miss Selina Chaudhri

Ms Titta-Maria Laattala

Admin Team

Miss Kinga Szabo Senior Administrator

Miss Rita Begum Receptionist/Admin Assistant

Miss Aliya Salah Receptionist/Admin Assistant

Miss Caroline Knapp Receptionist/Admin Assistant

Miss Stacie Harrison Receptionist/Admin Assistant

Attached Staff

- Cheryl Collins—Stop Smoking Advisor from Kick it
- We also have 2 members of the IAPT (Improving Access to Psychological Therapies) team who have appointments based here.
- Primary Care Plus Team
- Gum Clinic (Dean Street)

Opening times

Reception is open from 09:00am. **Our telephone number is a 24 hour service.**

Non Term Time

09:00 - 18:30 Monday to Friday

Term Time

Monday, Wednesday and Friday 09:00 - 18:30

Tuesdays and Thursdays 09:00 - 20:30

Please visit <http://www.kclnhshealthcentre.com/> for further information regarding appointment times

Registration

To register with the Health Centre please visit our website or come to the Health Centre to get a copy of the registration forms.

Medically urgent appointments

If you need to be seen on the same day call between 09:00 - 11:00 and speak to a GP who will advise you and arrange for assessment and treatment as needed.

Emergencies (24 Hour access)

In an emergency call the Centre on 020 7848 2613 and ask to speak to the Duty Nurse (if you call this number whilst we are closed you will be automatically directed to the Out Of Hours team). Only dial 999 if the emergency requires an ambulance.

Pre-Booked appointments

Book online or by Telephone to make an appointment. You can set up an online booking account with SystmOnline by contacting reception who will set this up for you. Appointments can only be booked up to 2 weeks in advance. Our appointments can vary between 10-15 minutes face to face and 5 minute telephone appointments.

Advice & visits when the Centre is Closed

Telephone 020 7848 2613 and follow the information given. Please be ready to give your name, address and telephone number and state that you are a patient at King's College NHS Health Centre and explain the problem clearly. The clinician may give you advice and/or arrange for a prescription, ask you to attend an urgent care centre or, if appropriate, arrange a GP to visit you at home. You can also obtain advice and information from www.nhs.uk

Home visits

These are available only for patients unable to attend the Centre for medical reasons. Please try to come to the Centre whenever possible as the facilities here are better for examination and treatment. Where needed a request for a visit should be made as early in the day as possible.

Policy for Lateness & missed Appointments

The Health Centre operates a 'failed to attend' policy for all patients that miss their appointments. If a patient fails to attend two appointments a warning letter will be sent to the patient. If a patient misses more than three appointments within one year they will be removed from our practice list for one academic year after which they can re-register if they wish. As part of our aim to reduce patient waiting time we operate a lateness policy.

Every patient is given an allocated time with the nurses or doctors. If you are more than 10 minutes late for your appointment the nurses or doctors will ask you to rebook as they will be seeing their next patient.

Preference of Practitioner

Patients can express a preference to change their named GP and also when booking an appointment can express a preference by asking to see a named doctor or nurse.

Emergency appointments may not always be with the GP or nurse of your choice.

Services

The below list shows some of the services we provide here at the Health Centre. For a full list of services with more detail please visit our website:

- ABPM (24hr Blood Pressure Monitor) & ECG
- Asthma Clinic
- Blood Tests
- Diabetes Clinic
- Medical Forms & Certificates
- Sickness Certificates
- Immunisations & Travel Clinic
- Interpreter service
- Mental Health Services
- Minor Surgery Clinic
- Prescription service
- Sexual Health Clinic
- Women's Health
- Smoking Cessation
- Wound Care
- Ear syringing

Access to medical records

The Centre follows a procedure as set out in the Data Protection Act 1998 which gives patients, or their authorised representative, the right to apply for access to their health records and/or to obtain copies. To access your full medical records you need to make a request in writing to the Centre Manager. You may be asked to make and

appointment to view your records. Please be aware there may be a charge if you require copies.

Emergency Medical Treatment whilst abroad

If you are a UK resident you are entitled to any medical treatment which becomes necessary, free or at a reduced cost, when temporarily visiting a European Union (EU) country, Iceland, Liechtenstein, Norway or Switzerland. Only treatment provided under the state scheme is covered.

However to obtain treatment you will need to have a European Health Insurance Card (EHIC) with you. You can obtain these, free of charge from post offices, www.dh.gov.uk or www.ehic.org.uk.

Please note: not all UK residents are covered in Denmark, Iceland, Liechtenstein, Norway or Switzerland. It is advised that you take out additional medical insurance when travelling especially to non-EU countries.

Visit our website

Please visit our website:
www.kclnhshealthcentre.com
for more information about the Health Centre and how to access the many services we provide. Please also follow us on social media for up to date news and information regarding our practice and NHS Health Care...



kclhealthcentre

Patients' Charter

We agree to:

- Greet you courteously and treat you with respect at all times. The Health Centre has a policy of non-discrimination regardless of age, race, ethnicity, religion, sexual orientation, gender identity, trans status or disability.

The Practice believes in fairness and equality and above all, values diversity in all our work as a provider of health services.

- We will make every effort to see you promptly. Our aim is to keep below an average delay of 20 minutes from the time of a booked appointment.

- Respect your confidentiality. Everyone working for the NHS has a legal duty to keep information about you confidential, except for very rare circumstances prescribed by law. For information regarding sharing of your medical record please visit our website.

- Give you access to your medical records subject to any limitations in the law, and keep your computerised medical records under the terms of the Data Protection Act.

- Inform you of our services, using the practice website, booklet, posters, leaflets, Facebook, Twitter and Instagram.

- Allow you to decide whether to take part in research/training.

- Have same day appointments available if medically urgent.

- Have a GP available for telephone advice between 09:00 & 11:00 Monday to Friday.

- Offer advice to promote health, for example stop smoking, exercise, diet and self-help for minor ailments.

- Have repeat prescriptions ready to collect within two working days.

- Arrange a home visit if you are too ill to attend the Centre.

In return we expect you to:

- Treat the staff and other patients with courtesy and respect at all times. The Health Centre has a policy of non-discrimination regardless of age, race, ethnicity, religion, sexual orientation, gender identity, trans status or disability.

The Practice believes in fairness and equality and above all, values diversity in all our work as a provider of health services.

- Any patient acting violently or abusive towards staff and/or other patients will necessitate us to call the police and your name will be removed from the Centre list of patients.

We have a zero tolerance policy towards this behaviour.

- Attend appointments on time. (You will be asked to rebook if you are 10 minutes or more late for your appointment).
- Make every effort to attend the Health Centre when you have an appointment to make the best use of medical and nursing time. Please note our Policy for lateness and missed appointments.
- Tell us directly if you change your name, address or telephone number by emailing, calling or attending the Health Centre. You can also do this online after you set up the SystemOnline service at reception.
- Tell us all the details of your past illnesses, medications, hospital admissions and any other relevant information.
- Make an appointment for one person only. 'One patient - one appointment'.
- Be considerate to other patients by being on time and aware of the length of your appointment.
- Allow us 48 hours to issue prescriptions

- Not abuse the emergency appointment system. Only emergency medical conditions can be seen in emergency appointments.
- Give at least **24 hours notice** if you are cancelling an appointment.
- Only ask for a home visit if you are too ill to visit the Health Centre.
- Read the practice booklet or our website as they contain important information.
- Let us know if you feel there are things you want to see improved or changed in the Centre.
- Be aware of patient confidentiality and arrange your own appointments.
- Use your GP as your first point of contact to avoid inappropriate use of emergency services.

Patient Participation Group

You can also join our Patient Participation Group (PPG) that meets every 3 months to give feedback and suggestions to the Health Centre. Further information on this is on our website.

www.kclnhshealthcentre.com

Partnership Agencies
NHS Central London Clinical Commissioning Group
15 Marylebone Road
London NW1 5JD
020 3350 4321

King's College London
Bush House
London WC2B 4PJ
020 7848 1000
www.kcl.ac.uk

Complaints, Comments or Suggestions

The Health Centre is committed to providing high quality healthcare and services to patients. If you have a complaint, compliment or suggestion about the service you have received from the Health Centre, please let us know.

We operate a complaints procedure as part of the NHS system for dealing with complaints. The practice complaints procedure meets national criteria. You can download the making a complaint leaflet from our website or request a copy from reception.

- Please let us know if you are unhappy or have a suggestion about how we can do things better.
- All complaints are treated in the strictest confidence.
- Making a complaint will not affect your treatment or care.

Options to raise a complaint

- Speak to the Centre Manager and an appointment can be arranged via reception.
- If you prefer you can contact the Complaints Department at NHS England:

NHS England PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

- If you are not satisfied with the way we have dealt with your complaint you can contact:

Health Service Ombudsman
Tel: 0345 015 4033
Website: www.ombudsman.org.uk

Registration Practice Catchment Area



Outside our catchment area?

If you live outside our catchment area (please check map above) the Health Centre will still register you without the possibility of home visits if it is clinically appropriate and practical in your individual case.

If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and you cannot make it to the health centre we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary).

For more information on this please visit
www.kclnhshealthcentre.com