

## Services

We are a full service GP practice offering all the care you might expect from a GP practice including chronic disease management (such as hypertension, heart disease, diabetes), preventative healthcare, childhood immunisations, other vaccinations, family planning advice, minor surgery, sexual health, obesity management, smoking cessation.

We also offer a limited range of care to patients who are not registered with us:

- Minor illnesses such as coughs, colds, cystitis, sore throats, ear aches, flu, rashes, allergies, diarrhoea, vomiting, emergency contraception.
- Minor injuries such as minor burns, cuts, sprains, wound dressings, minor eye injuries etc

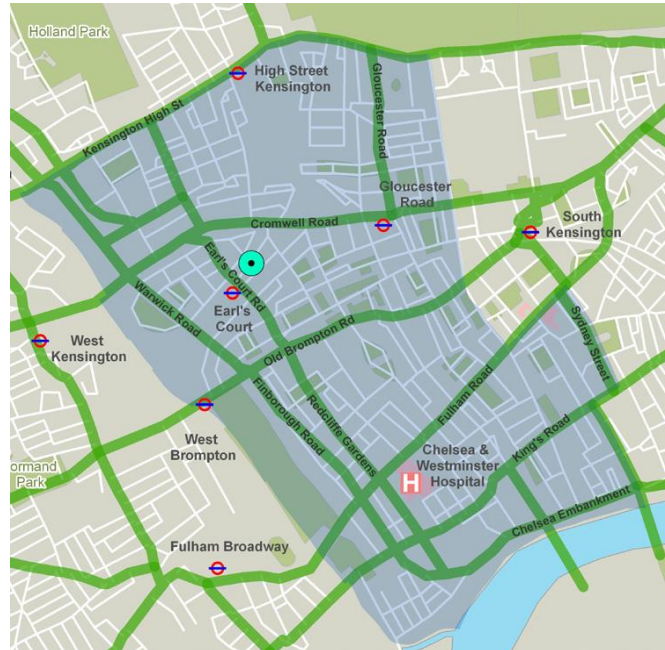
## Registering with the GP practice

Registering with a GP is important, so that your doctors and nurses can bring you the best care when you need it most.

Any resident living in the practice area (shown by the shaded area on the map on the back cover – if in doubt please ask us) is eligible to register with our practice. Please either come in to the Health Centre or complete the online form on our website. (Please note that in every case you will need to provide proof of address and ID on your first visit).

The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance or on the grounds of disability or medical condition.

## Earl's Court Health & Wellbeing Centre GP Practice Area



Any patient living within the shaded area can register with us.

Other services available in the centre:

- NHS Dental Surgery
- NHS Sexual Health Clinic
- Rooms for community use
- Health Trainers

If you would like to know more, please ask us about these services or about the centre in general.



## NHS GP Practice

### Open:

Monday: 7:30am-8:00pm  
 Tuesday: 7:30-7:00 pm  
 Wednesday: 8am-7:00pm  
 Thursday: 8am-8:00pm  
 Friday: 8am-7:00pm  
 Saturday: 9am-12pm



## Earl's Court Health & Wellbeing Centre

2b Hogarth Road

Earl's Court, London SW5 0PT

Tel: 0207 341 0300, Fax: 0207 341 0333

[www.echwc.nhs.uk](http://www.echwc.nhs.uk)

Service delivered by: Greenbrook Healthcare (Earl's Court) Ltd.  
 Directors/shareholders: Dr S. Johnson, Dr. S. MacTavish, Mr M Steel,  
 Mr D Annetts  
 Registered address: Marston House, 5, Elmdon Lane, Solihull, B37 7DL

This service is provided by Greenbrook Healthcare on behalf of NHS Kensington & Chelsea, 15 Marylebone Road, London, NW1 5JD, Tel: 020 7150 8000



## GP Practice team

### Business Manager

Sarah Walker

### Doctors

Dr Tim Holt

MBBS, DRCOG, MRCP, FRCGP, PhD

Dr George Conrad

MB, ChB

Dr Farukh Malik

MRCGP, MB, ChB

Dr Navdeep Sethi

MRCGP, DO-HNS, MRCS, MB BS

Dr Nita Kodical

MBBS, DRCOG, MRCGP

### Nurses

Jackie Simon (Nurse Practitioner)

Maria Higginson (Practice Nurse)

### HCA

Preetha Raj Nair

### GP practice appointments (registered patients)

Please let us know at the time of booking if you have a preference of doctor or nurse. Please understand that in this case you may have to wait longer for your appointment.

Please note that booking appointments is only available to patients registered with the GP practice.

### Languages spoken

In addition to English, members of our team also speak Hindi, Polish, Punjabi, Somali and Urdu amongst others. Please ask for more details.

### Access

Clinical rooms in our newly refurbished Health Centre are entirely on the ground floor and we have excellent facilities catering for most patient groups. If in doubt please contact us before your visit.

### Telephone consultations (registered patients)

If you are a registered patient and would like to speak to one of our nurses or doctors you can call our main number to arrange a telephone consultation.

### Home visits (registered patients only)

Please ensure that if you request a home visit that it is absolutely essential. Please try to make your request before 10am.

### Repeat Prescriptions (registered patients only)

These must be given to reception staff or posted (with a stamped, self-addressed envelope) or faxed. You can also fill in the online form on the website. Please allow 48 hours for processing. Please make sure that, wherever possible, you give us the green form (right hand side of the original prescription) and that you tick the boxes for the medications you require. We do not take requests by telephone. Drugs will be prescribed generically (not using brand names) except in exceptional circumstances.

### Patient rights and responsibilities

#### Medical records – confidentiality & rights to see

We keep all your health information confidential and secure. Your information may be used for management and audit purposes. Your medical records are only available to healthcare professionals involved in your care. We do not release your records to any other person or agency without your consent. You have a right to see your records. The practice has a designated individual (data controller) responsible for confidentiality. Please contact Sarah Walker the Business Manager.

#### Patient responsibilities

- We ask that you treat the doctors and practice staff with courtesy and respect. Abusive or threatening behaviour will not be tolerated and will result in removal from our list.
- Please let us know if you change your name, address or telephone number.
- Please do everything to keep appointments. Tell us as soon as possible if you cannot; giving 24 hours notice if possible.

#### Complaints/suggestions

If anyone has any complaints/suggestions, please contact the Business Manager. Our complaints policy may be obtained from reception staff and is summarised on our website.

#### **Care outside of opening hours**

Outside opening hours please contact NHS Direct (0845 4647 - [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)) for medical advice. If your call is urgent and you cannot wait until the surgery opens, please contact LCW, our Out-of-Hours doctor's service, on 020 8969 7777.

Alternatively Urgent Care Centres are available at:

#### St Charles Centre for Health & Wellbeing

Exmoor Street, London, W10 6DZ.

Tel: 020 8969 2488

Open: 8.00 am to 9.00 pm, 365 days a year

#### Chelsea & Westminster Hospital

369 Fulham Road, London, SW10 9NH

Tel: 020 8746 8000

Open: 24 hours a day

Details of primary medical care services in the Practice Area may be obtained from NHS Kensington & Chelsea ([www.kc-pct.nhs.uk](http://www.kc-pct.nhs.uk))