

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 (including HIV, Chlamydia, and cervical screening), 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

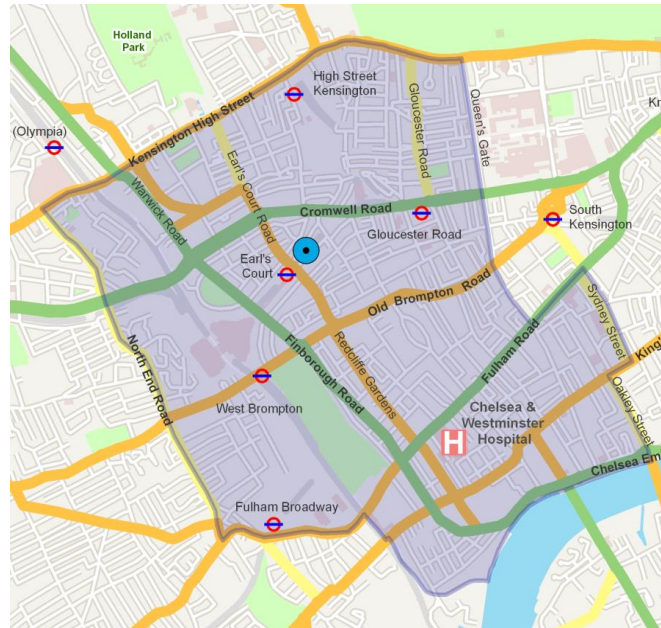
Registering with a GP is important, so that your doctors and nurses can bring you the best care when you need it most.

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 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 Trainer

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

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



Earl's Court
Health & Wellbeing Centre

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

This service is provided by Greenbrook Healthcare on behalf of NHS England, PO Box 16738 Redditch B97 9PT. Tel: 0300 311 22 33.
Email: england.contactus@nhs.net



GP Practice team

Business Manager

Sarah Walker

Doctors

Dr Samuel Rodgers
MBBS, MRCP

Dr George Conrad
MB, ChB

Dr Farukh Malik
MRCP, MB, ChB

Dr Navdeep Sethi
MRCP, DO-HNS, MRCS, MB BS

Dr Nita Kodical
MBBS, DRCOG, MRCP

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.

Online booking (registered patients)

To register for this service please contact reception.

Languages spoken

In addition to English, members of our team also speak Hindi, Polish, Punjabi, Somali, Spanish 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 a nurse or doctor 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 can be requested online (requires separate registration) can be given to reception staff or posted (with a stamped, self-addressed envelope) or faxed. 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 Participation Group

The practice has a Patient Participation Group which registered patients are welcome to join. Please contact the Practice Manager for more information. Our website has further information.

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 Practice 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 Practice Manager. Our complaints policy may be obtained from reception staff and is summarised on our website.

Care outside of opening hours

For urgent medical advice outside opening hours please contact the 111 service by dialling "111".

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 medical services in the Practice Area may be obtained from NHS England and NHS West London Clinical Commissioning Group.