

SURGERY HOURS

The medical centre is open from **8.00am-6.30pm Monday-Friday (phones 8-6.30)** We are also open for **pre-booked appointments Monday, Tuesday and Thursday 6.30pm - 8pm and Saturday 9am - midday.**

OUTSIDE SURGERY HOURS

If you live in Wandsworth and have an urgent medical problem which cannot wait until the surgery re-opens please dial 1-1-1 to access the out of hours service. NHS 111 is free to call from both landlines and mobiles.

If you live outside the Wandsworth area for any reason you are unable to access NHS 111 by dialling 1-1-1, please call 0203 402 1125 instead. Calls to this number are charged at your network's standard rates.

HEALTH VISITORS AND DISTRICT NURSES

The offices for the district nurses and health visitors are based in the surgery. You can contact the health visitors on **020 7228 4757** and the district nurses on **020 7978 7993.**

REPEAT PRESCRIPTIONS

Please order all repeat prescriptions 48 hours in advance via mail, fax or in person at reception. If you are housebound, we have local chemists who will order, collect, and deliver your medication.

If you have a query, please contact Nick Between 10am and 12noon. Repeat prescriptions can also be ordered on-line. If you are not already registered to do this, you need to obtain a registration form from reception.

MEDICAL REPORTS

We complete a variety of medical reports including (but not limited to) insurance, disability and housing reports to which various charges are levied.

REFERRALS

Reception team deals with all referrals and hospital transport bookings.

COMPLAINT'S PROCEDURE

If you have a complaint or concern about the service you have received from the doctor or any of the practice staff, please let us know by completing the complaints form available at reception.

OVERSEAS VISITORS

Free medical advice or medication for pre-existing conditions is not available to visitors from abroad. Emergency care is available if the visitor holds an EEA E128 or E112, or when there is a reciprocal agreement between the countries. Chatfield Health Care is able to treat visitors privately. Please discuss payment with the reception manager on arrival.

*Coming soon - Private Travel
Vaccinations for non-registered or
non-nhs patients.
Further information will be
available on our website shortly*

Chatfield
health care 



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Dr. Alice Lau (F)

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Dr. Susanna Mayor-Smith

GP Registrar

ABOUT US

Chatfield Health Care provides family doctor services for a mixed urban area in Wandsworth, Battersea and Clapham Junction. The GPs and staff at the practice are committed to providing a high quality of service. The practice adheres to the patients' charter, and towards the management standards accreditation.

CLINICS OFFERED

Our practice nurses run clinics daily and offer a variety of services. Please inform the receptionist which service you require when making an appointment:

- Cervical Smears
- Diabetic Clinic
- Hypertension Clinic
- Asthma and COPD (Chronic Obstructive Pulmonary Disease)
- CHD (Coronary Heart Disease) Clinic
- Emergency Contraception (Morning After Pill)
- Family Planning and Contraception
- Routine and New Patient Health Checks (also offered by our Healthcare Assistants)
- Procedures such as ear syringing, injections, dressings, removal of stitches etc

If you have **asthma, chronic lung disease, high blood pressure, heart disease or diabetes**, you will be invited to make an appointment with one of our nurses, every 3 to 12 months for regular check-ups (including a review of your medication and lifestyle advice). Where necessary, our nurses liaise with our

doctors to ensure you receive the best possible care.

Antenatal care is available during our antenatal clinic on Tuesday mornings and appointments are available throughout the day for those who work. **Postnatal care** is available during our mother and baby clinic on a Tuesday morning between 9.30am and 11am. This clinic is run by our health visitors and the doctors.

Immunisations are also available for children under 5 at the baby clinic.

The baby clinic is held on Tuesday mornings between 9.30 and 11.00am.

Routine immunisations and travel vaccinations, for all ages, are available during surgery times by appointment with the practice nurse.

Coil fittings are carried out between 9am and 10.30am on Friday mornings. If you are considering this option, please book a routine appointment with the doctor to discuss the procedure.

Smoking Cessation Clinics with our smoking advisors are held weekly by appointment.

HOME VISITS

If you are unable to attend the surgery through disability or ill health you may request a home visit, but please do so no later than 11am.

APPOINTMENT SYSTEM

Appointments with a GP or nurse are available throughout the day from Monday to Friday starting at 8:10am. Appointments are available up to six weeks in advance. We will also have

URGENT appointments available to book on the day.

If you are late for an appointment it may not be possible for you to be seen or you may have to wait until the end of surgery to be seen.

Please state to the receptionist beforehand if you would like to see a particular doctor.

Whilst every effort is made to ensure that you see the doctor of your choice, this may not always be possible and you may be asked to see another doctor.

Appointments can be booked on-line at www.chatfieldhealthcare.com, click on the link 'Book Appointment'. Please ask the receptionist for details for your unique reference number that allows you to access this service.

TELEPHONE ADVICE

There is a doctor on call every day to advise and facilitate other queries over the telephone. Telephone advice is available for all queries until 1pm and for urgent queries until 6.30pm. If the doctor is not immediately available to take your call, the receptionist may ask you how urgent your call is to ensure your problem is dealt with appropriately.

RESULTS LINE

Results to call and book telephone consultation.