

Cancelled Appointments

Please let us know as soon as possible if you cannot keep your appointment as it can then be offered to another patient requiring medical care.

BOOK IT and KEEP IT!

Translation Services

If you need an interpreter ask Reception when booking an appointment.

We also have staff who can speak Cantonese, Vietnamese, Gujarati and French.

Patient Confidentiality

All our staff are bound by strict medical confidentiality. Patients can access their records at the Practice.

Data Protection

The practice is fully registered under The Data Protection Act.

Complaints

We make every effort to provide the best service possible to everyone attending our practice. However we accept things can go wrong which may result in a patient feeling genuine concern and the need to make a complaint. We do have a formal Practice Complaints Policy which can be viewed by asking to speak to the Practice Manager or Reception staff.

We are here to help you. Please ask to speak with the Practice Manager regarding any concerns you may

have with the practice.

The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help and resolve any problems before they become formal complaints. To speak to a PALS officer please call 0800 587 8818 or e mail pals@westminster-pct.nhs.uk

Home Visits

If you are too ill to come to the Surgery, or you are housebound and you need a home visit, please contact the surgery if possible, before 10.30 am on the day. The staff will arrange for the visiting Doctor to contact you by telephone and assess your condition before deciding to visit.

Practice Nurse Appointments

Our nurses are available during surgery opening hours by appointment or on the day.

Out Of Hours Calls

For emergencies outside surgery hours, there is an out of hours service who provide a Doctor for medical problems. If you need urgent help when the surgery is closed contact: **020 7036 6060**. Please give your name, address and telephone number. The Duty Doctor will be notified and call you back.

NHS Direct

NHS direct can provide information and advice about health and illness.

Specially trained Nurses are there to advise you whether you should treat yourself at home, speak to your Pharmacist or go to Hospital (Accident and Emergency). The telephone no is: 0845 46 47 (24 hour service)

Emergency Calls

Please call 999 for all emergencies

Sickness Certificates

You will need to see a Doctor if your illness has lasted more than 7 days and a sickness certificate may be given.

Obtaining Test Results

Make sure that you know the reason for any tests and how and when the results can be obtained. Patients need to contact the surgery for results after 10.30 am weekdays.

Alternative Medical Services

Counselling, Osteopathy, Physiotherapy and Acupuncture services can be arranged. Please make an appointment with the Doctor for referral.

Fees

Items for which there is a charge (BMA recommended fees) are: Access to records under the Data Protection Act Copying notes and reports Elderly driver fitness, seat belt exemption, fitness to attend school HGV, PSV, taxi driver medicals and sports medicals Holiday cancellation

doctors certificate
Passport and Drivers Licence validation
Pre-employment medical
Private prescription for drugs
Private Sick Certificate
Provident or insurance claim form
Some travel vaccinations

Accident & Emergency

For severe medical problems such as difficulty in breathing, choking, chest pain, injury, loss of consciousness/black out, bleeding, severe burns or accidental poisoning please contact your local A and E department at the following hospitals:

NHS Westminster

This is your local Primary Care Trust (PCT) and can be contacted on Tel: 020 7150 8000

Chelsea and Westminster Hospital

369 Fulham Road, London SW10 9NH
Tel: 020 8746 8000

St Thomas's Hospital

Lambeth Palace Road, London SE1 7EH
Tel: 020 7188 7188

St Mary's Hospital

Praed Street, London W2 1NY
Tel: 020 3312 6666

University College Hospital

235 Euston Road, London, NW1 2BU
Tel: 020 3456 7890



Lees Place Medical Centre (a branch of Victoria Medical Centre) A Guide to our Services

11 Lees Place
London
W1K 6LN

Tel : 020 70366060
Fax : 020 70366069
www.victoriamedicalcentre.com

