



# 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

**systemonline**  
BOOK REQUEST REGISTER

The easiest way to manage your  
health care

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## 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.

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## TEAM MEMBERS

### GP Partner

**Dr Mona Vaidya**

### Management

**Mr Declan Stow** Practice Manager

**Ms Kinga Szabo** Deputy Practice Manager

### General Practitioners

**Dr Eric Britton**

**Dr Simon Lex**

**Dr Melanie Mountain**

**Dr Chang-Sun Park**

**Dr David Spiro**

**Dr Madeleine Foster**

### Nursing Team

**PN Aimee Wong**

**PN Jindriska Burianova**

**PN Denise Johnson**

### Health Care Assistant's (HCA)

**Ms Selina Chaudhri**

**Ms Ayako Yoneya**

**Ms Titta-Maria Laattala**

### Admin Team

**Ms Caroline Knapp** Senior Administrator

**Ms Sarah Ahad** Receptionist/Admin Assistant

**Ms Aliya Salah** Receptionist/Admin Assistant

**Ms Lili Segovia** Receptionist/Admin Assistant

**Ms Susan Brennan** Receptionist/Admin Assistant

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## **Opening times**

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

### **Non Term Time**

09:00-18:30 Monday to Friday

### **Term Time**

09:00-18:30 Monday, Wednesday and Friday  
09:00-**20:30** Tuesdays and Thursdays

Please visit [www.kclnhshealthcentre.com](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 Centre to get a copy of the registration forms

## **Medically urgent appointments**

If you need to be seen on the same day between 07:30-10:30 you can visit our website to complete an online consultation. Alternatively you can call us between 09:00-11:00. Your request will be dealt with by the on-call GP as appropriate.

## **Emergencies (24 Hour access)**

In an emergency call the Centre on 02078482613 (if you call this number whilst we closed you will be directed to the Out of Hours information). Only dial 999 if the emergency requires an ambulance.

## **Pre-Booked appointments**

Book online or by telephone to make an appointment. You can setup an online booking account by contacting reception. Appointments can only be booked up to 2 weeks in advance. Our appointments vary between 10-15 minute face to face and 5 minute telephone appointments

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## **Advice & visits when Centre is closed**

Telephone 02078482613 and follow the information given. Please be ready to give your name, address and telephone number. 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](http://www.nhs.uk)

## **Home visits**

These are available only for patients unable to attend the Health 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 and 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 they will receive a warning. If a patient missed more than three appointments within one year they will be removed from the practice list.

As part of our aim to reduce patient waiting time we operate a lateness policy. If you are more than 10 minutes late for your appointment you will be asked to reschedule your appointment for another day.

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## **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 BP Monitor) & ECG
- Asthma Clinic
- ASD (Autism Diagnosis) Clinic
- Blood tests
- Diabetes Clinic
- Type 1 Diabetes Clinic with Endocrinologist
- Medical Forms & Certificates
- Immunisations & Travel Clinic
- Interpreter Service
- Mental Health Services
- Minor Surgery Clinic
- Prescriptions
- Sexual Health Clinic
- Wound Care
- Ear Syringing

## **Access to medical records**

The Centre complies with all GDPR and Data Protection regulations and patients have the right to apply for access to their health records. To access your full medical records you need to make a request in writing.

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## **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](http://www.dh.gov.uk) or [www.ehic.org.uk](http://www.ehic.org.uk)

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

## **Visit our website & Social Media Pages**

Please visit our website:

[www.kclnhshealthcentre.com](http://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...



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## **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 30 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:  
[www.kclnhshealthcentre.com](http://www.kclnhshealthcentre.com)
- Give you access to your medical records subject to any limitations in the law, and keep your computerised medical records under the terms GDPR and the Data Protection Act.
- Inform you of our services, using the practice website, booklet, posters, leaflets, Facebook and Twitter.
- Allow you to decide whether to take part in research/training
- Have same day appointments available if medically urgent.
- Have a GP available for urgent assessment 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.



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### **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 using SystemOnline. You can also email, call or come to the Health Centre to do this.
- 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 aware appointments are generally 15 minutes long unless a double appointment is requested.
- Not abuse the emergency appointment system. Only emergency medical conditions can be seen in emergency appointments.

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- 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) to give feedback and suggestions to the Health Centre. Further information please contact the Centre Manager

### **Partnership Agencies**

#### **NHS Central London Clinical Commissioning Group**

15 Marylebone Road  
London NW1 5JD  
020 3350 4321

#### **King's College London**

The Strand  
London WC2R 2LS  
020 7848 1000  
[www.kcl.ac.uk](http://www.kcl.ac.uk)



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## **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
- Email your complaint to [kingscollegehc@nhs.net](mailto:kingscollegehc@nhs.net)
- 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](mailto: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](http://www.ombudsman.org.uk).

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## Registration

### Practice Catchment Area



### **OUTSIDE OUR Catchment Area?**

Our catchment area includes the whole of London.

If you live outside our catchment area we will still be able to register you however you will not have the possibility of home visits.

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](http://www.kclnhshealthcentre.com)

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