

Millbank Medical Centre

20 Page Street, London SW1P 4EN

Telephone: 020 7834 5502

Facsimile: 020 7834 2350

Practice Services

GP Surgery

Appointments can be booked with a GP for medical problems.

There are pre-bookable appointments which can be booked at least 4 weeks ahead.

There are also some appointments which can only be booked on the day. These are for urgent medical problems which need to be by a GP on the same day.

Morning appointments are usually 10 minutes in duration and afternoon 15 minutes. It is therefore advisable to book an afternoon appointment for long term problems or those that may need a little longer to discuss.

You can use the on-line booking service which is accessed through the Practice Website www.millbankmedicalcentre.co.uk. This is a real time service so as daily appointments are released at 8am, they become available to book on line. You can also book ahead for at least 4 weeks. If you would like to use this service you need to attend the surgery and request a password and user name. The Patient Services team will ask you for photo ID and proof of address. Once you have access you will be able to book appointments on-line. You will also be able to order repeat medication and by 31/3/15 will be able to access your Summary Care Record using this on-line facility.

There is also a 24 hour appointment service called Patient Partner which allows you to book, change and cancel appointments using your telephone keypad. When you call the Surgery number 0207 834 5502 you will be given the option to use this service.

You can book through the Patient Services Team at reception on the telephone or in person between the hours of 8am and 6pm. Appointments can be booked at least 4 weeks in advance.

If you specifically require a same day urgent appointment you can ring or attend the surgery from 8am or use the on-line booking service. These appointments are allocated on a first come first served basis.

GP Telephone Appointments

GP telephone appointments are available morning and afternoon Monday to Friday. These are used for problems which can be dealt with over the telephone. An example would be to discuss test results.

Nurse

The Practice Nurse can offer the following services.

Travel advice and vaccinations – Adult injections – contraceptive advice – CHD review – COPD review – Smear test – Chlamydia test – Baby immunisation – Spirometry – Blood pressure check – Hypertension review – Ear syringing – Wound care and dressing – Suture removal - contraceptive advice and pill check - Asthma review – Healthy living advice – teaching of self-examination of breasts and testicles.

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Health Care Assistant

The Healthcare Assistant can carry out NHS health checks (for those over 40 yrs), chronic disease reviews such as diabetes and asthma, some injections including flu, shingles, B12 and pneumococcal, blood pressure monitoring and provide smoking cessation advice.

Baby Clinic

Baby clinic is for WELL babies only. Sick children should not be brought to this clinic as they may infect other babies. If your child is unwell please book an appointment in the normal way.

This is run by one of the Doctors, a Practice Nurse and a Health Visitor. The Doctor carries out Development and Antenatal checks and appointments for these must be booked in advance through Reception. The Practice Nurse carries out childhood immunisations – again appointments should be booked in advance through Reception. The Health Visitor is available for advice on all aspects of child and antenatal care. There is also a facility for weighing your baby. There is no need to book an appointment to see the Health Visitor. A Bengali Interpreter is at the Surgery for the duration of the clinic. Please bring your Red Book to the clinic.

Make sure that you have registered your baby before you come to the clinic.

Please note that this clinic is only for your babies and small children. The nurse and doctor will **NOT** deal with prescription requests, blood pressure checks or any ailments during this clinic.

Cognitive Behavioural Therapy (CBT)

2 types of CBT are available, Low intensity (guided self help) or high intensity. There are also group sessions available in the area. Patients must be resident in SW1 and examples of the sort of problems that can be treated are anxiety and depression.

The service can be accessed by GP referral or Self referral.

Please self refer by calling 030 3333 0000 or emailing westminster.iapt@nhs.net

Counselling/Psychotherapy

There are 2 counsellors available on a weekly basis (a male and female). Referral to this service is through a GP so please ask your GP about referral.

Jobs In Mind

This is a service helping people to get back in to work or training or those who require support to stay in work.

Patients can either be referred by their GP or they can self-refer.

The central phone number is 0207 281 8097.

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Referral criteria – Westminster Residents wanting vocational support who are experiencing mental health difficulties – primary care level, typically anxiety/depression.

There is a referral form on the practice website www.millbankmedicalcentre.co.uk

Smoking Cessation

In addition to the Health Care Assistant there is smoking cessation advisor who can advise on all aspects of smoking cessation. This clinic is held once a week on a Thursday.

Citizens Advice Bureau

A representative holds a clinic at the Surgery on a Friday.

Referral is still through the Citizens Advice Bureau but you can be seen in the surgery. You can self refer by calling the main Citizens Advice Bureau number, 08444771611. Please let the service know that you would like to be seen at Millbank Medical Centre and they will arrange this with us.

Please see this link for further information on the services available. <http://www.westminstercab.uk/advice/>