

Statham Grove Surgery Tel 0207 254 4327

<http://www.stathamgrovesurgery.co.uk>

To see a doctor **soon**
(within the next 3 days)

Contact the surgery **AFTER 9am**

If available you will be offered an appointment on the day

In urgent cases, the receptionist will put you on the emergency list to be seen on the day from 12noon

If no appointment available on that day, you will be offered an appointment the next day (a.m) or the day after (a.m)
OR
If we don't have anything to offer in the next 2 days at the moment of you calling, we will ask you to call us to book on the following day

If appropriate, you will be offered a pre-booked telephone consultation to discuss your health issue

To book a **non-urgent** appointment or telephone consultation with your **usual doctor**

Note: Holidays, illness and occasional staff shortages will mean that your own doctor may not always be available at the time you prefer. The receptionist will offer an alternative.

Book an appointment online up to 3 weeks in advance
You will first need to get a user ID number from reception

OR

Contact the surgery **AFTER 10am** when less busy

Book an appointment up to 3 months in advance

Book a telephone consultation up to 3 months in advance

To book an appointment with a **nurse or health care assistant**

Contact the surgery **AFTER 10am**

For **test results and admin. queries** (eg hospital appointments)

Contact the surgery **AFTER 10am**

OUT OF HOURS

HUHSE: dial 020 8185 0545

See your local pharmacist

NHS non-emergency: dial 111

NHS accident and emergency dial 999