

# GP at hand™

## Welcome to GP at Hand: Your Guide to Our Practice

### Your NHS GP Practice, Designed for You

At GP at Hand, we're an NHS GP practice that puts you first. We combine the convenience of digital care with the option for in-person appointments, making it easier than ever to get the care you need, when you need it.

We provide appointments to our registered patients **24 hours a day, 7 days a week**.

This leaflet provides a summary of the important information about GP at Hand. You can find more information on our website: [www.gpathand.nhs.uk](http://www.gpathand.nhs.uk).

### How We Work

We offer a "digital-first" approach. This means you can often get help quickly from home:

- **Video or Telephone Appointments:** Book these 24/7 through our Smart Triage tool.
- **NHS App:** Use this to view your medical records and order repeat prescriptions.

### Our Dedicated Team

GP at Hand is an NHS GP Partnership. We provide both "essential" and a number of "enhanced" services. The Partners are responsible for the oversight and governance of all aspects of the service.

#### Our Partners are:

- Dr Stephen Jefferies (GMC number 2824729)
- Dr Matthew Noble (GMC number 4709798)
- Dr Frank Schneider (GMC number 6150711)
- Ms Rita Bright

**You'll be cared for by our large team of experienced clinicians and support staff, including:**

- **GPs (Doctors):** Experienced in diagnosing common illnesses, managing long-term conditions, and issuing prescriptions and referrals.
- **Advanced Nurse Practitioners:** Can diagnose most common illnesses, support long-term conditions, and issue prescriptions or refer to specialists.
- **Pharmacists:** Can diagnose and treat many minor illnesses, advise on medications, and issue prescriptions.
- **Physiotherapists:** For muscle and joint problems.
- **Travel Health Nurses:** For travel health advice and vaccinations.
- **Diabetes Specialist Nurses:** For managing diabetes.
- **Prescribing Mental Health Practitioners:** For mental health support.

## When You Need to See Us In Person

For times when you need to be seen face-to-face, we have state-of-the-art clinics across London. You can choose the clinic that's most convenient for you. All are fully-accessible. In-person appointments are available Monday to Friday 8am to 8pm and Saturday 9am to 5pm.

- **Fulham:** 139 Lillie Road, London, SW6 7SX
- **Euston:** 184-192 Drummond Street, NW1 3HP
- **Canary Wharf:** Cabot Place East, 1st floor, Canary Wharf E14 4QT
- **Victoria:** 10 Dean Farrar St, London SW1H 0DX
- **Wimbledon:** Raynes Park Health Centre, 1 Lambton Road SW20 0LW

## Registering with Us

Anyone who lives or works within 40 minutes travel time of one of our clinics can register with us. Prospective patients can apply to register with GP at Hand on our website. Once you're registered, remember to download the NHS App to get started!

## Your Voice Matters: Patient Participation Group (PPG)

We believe in continuously improving our services based on your experiences. Our Patient Participation Group (PPG) meets regularly to discuss patient feedback and help shape our practice. All registered patients are welcome to join – we encourage a diverse group to represent all our patients!

We also collect feedback through a weekly survey, and we've recently improved our digital services to make it easier to book appointments and get quick responses as a result of patient feedback

## How to Contact Us

- **For Appointments:** Use our Smart Triage tool available 24/7. You can access this online via our website, or by giving us a call or coming into one of our clinics.
- **For General Enquiries:** Call us on **0330 303 8000**. Available: Monday to Friday, 8:00 AM to 6:30 PM

- **Out-of-Hours Medical Assistance:** If you need medical help when the practice is closed and it's not an emergency, please call **111**.

## **Giving Feedback or Making a Complaint**

Your feedback is vital to us, whether it's a compliment or a concern. If you have feedback or wish to make a complaint, please visit the 'Complaints and Feedback' section on our website or speak to a member of our team. We aim to address all concerns fairly and promptly.

Thank you for choosing GP at Hand. We look forward to providing you with excellent care.

**Services are commissioned by NHS England.** Phone: **0300 311 22 33**. Email: *england.contactus@nhs.net*. Post: *NHS England, PO Box 16738, Redditch, B97 9PT*