

PARK MEDICAL CENTRE



Park Medical Centre

*Inver Court
Invermead Close
Hammersmith, London*

*W6 0QG
Tel: 020 87417471*

*Telephone lines are open:
Monday to Friday at 8am – 6.30pm*

Email: parkmedicalcentrew6@nhs.net
<https://www.parkmedicalcentre.com/>

Out of Hours Tel: 111

SURGERY OPENING TIMES

MONDAY, WEDNESDAY, THURSDAY

07:30am – 18:30pm

TUESDAY

07:30am – 20:00pm
FRIDAY
08:00AM – 18:30PM

CLOSED BANK HOLIDAYS

WELCOME TO PARK MEDICAL CENTRE

Part of the Hammersmith and Fulham Partnership

GENERAL PRACTITIONERS

Dr Louise Cavanagh	MB ChB, MRCPCH, MRCGP
Dr Robert McLaren	BM, MRCGP
Dr Kyla Cranmer	MBBS, MRCGP
Dr Rupert Carlton Jones	MBBS, MRCGP, MRCS
Dr Michael Leese	
Dr Naomi Gardner	BSc, MBBS, MRCGP
Dr Sarah Morris	MBBS, MRCGP
Dr Fazheelah Mir	MBBS, MRCGP, iBSc
Dr Farzaneh Sanei	BMBS, BMedSci, MRCGP, PgCert Healthcare
Practice, PgCert Clinical Education	
Dr Sarita Gorolay	MBBS, MRCGP
Dr Samrina Qureshi	MBBS, BSc in Medical Science, DFRSH,
DRCOG, MRCGP	
Dr Rachel Wilson	BA Hons MBBS
Dr Sian Powell	MBChB, MRCP, MRCGP, MA, SFHEA
Dr Sanjay Nath	MBBS, BSc PGCert (ClinEd)
Dr Alasdair Carnegie	MBChB, BMedSc
Dr Alice Delmouly	MBBS, BSc, PGDip Law
Dr Charlotte Mildmay-White	MBBS, BSc, DFRSH
Dr Nicola McCreddin	MBChB, BSc

PRACTICE PHARMACIST

John Adams	MPharmS IP PGCert
Romil Mandvia	MPharm IP Hypertension
Chinmay Patel	MPharm
Assrar Fahmi	MPharm IP

NURSING TEAM

Nurse Natalija Antelj

HEALTHCARE ASSISTANTS

Anita Winton
Joanie Anderson
Yorda Tewelde

ADMINISTRATION/RECEPTION TEAM

Simran Sahota (Operations Manager)
Amanjit Kaur (Receptionist/Administrator)
Daniel Horgan (Receptionist/Administrator)
Deborah Sylvester (Receptionist)
Emily Ninsima (Receptionist/Administrator)
Helen Torkildsen (Administrator)
Mah Noor (Administrator)
Majella Maguire (Administrator)
Mary Doherty (Receptionist/Administrator)
Pallavi Patil (Medical Secretary)
Sandra Mawhinney (Receptionist/Administrator)

1. HOW TO REGISTER

To register as a patient you would can register online. Please visit:
<https://www.parkmedicalcentre.com/practice-information/new-patient-registration/>

You can also come into the surgery's reception and complete our registration forms

ID & PROOF OF ADDRESS IS REQUIRED

When registering we will need proof of your identity and address (dated within 3 months)

Your registration will **take up to three working days** to be put on the system after that you will be able to make appointments.

If you are registered elsewhere, your medical records will be forwarded from your previous practice to us.

Change of Address:

Please notify the practice in writing if you are about to or have recently changed your address.

PLEASE ALSO ENSURE WE ALSO HAVE YOUR UP TO DATE MOBILE TELEPHONE NUMBER AND EMAIL ADDRESS.

2. ARRANGING CONSULTATIONS

We use a triage system to ensure patients see the most appropriate clinician at the most appropriate time.

You can call us, visit in person or do an online consultation via PATCHS.

The team may ask questions about the reason for your consultation in order to triage the Appt.

Patients have the right to request to see a particular doctor but must be aware that they may have to wait a little longer to get an appointment with the doctor of their choice.

Infectious Disease:

Please inform reception if you suspect you have an infectious disease, as this will enable us to arrange a separate room during your visit to protect you and other susceptible patients.

Keep it or cancel it:

Please help us to offer all our patients the best service we can.

If you cannot attend an appointment, please make sure you call to cancel with as much notice as possible. Please ensure that you arrive on time for an appointment. If you are running late please let us know and we will try to offer you what options are available to you.

If you are more than 10 minutes late the doctor may not be able to see you. We will try our best to let you know if a surgery is running late and your appointment likely to be delayed.

Texts:

We send text confirmation to patients when booking appointments and appointment reminders. From time to time we may also text you with relevant information e.g. national health campaigns. Please let a member of staff know if you would prefer not to receive texts.

Home Visits:

If, for medical reasons you are unable to get to the surgery and require a home visit, please telephone the surgery before 11am. Children can nearly always be brought to the surgery where there are better facilities for diagnosis and treatment. If you are uncertain whether you need a visit, the doctors will be happy to advise you.

Out Of Hours – Evenings and Weekends:

Should you require medical treatment or advice when the surgery is closed, please call NHS 111, by dialing **111**. If in doubt telephone the surgery as the telephone message will provide instructions.

Nearest Urgent Care Centres:

Hammersmith Hospital, Du Cane Road, W12 0HS Tel: 020 8383 1403

Charing Cross Hospital, Fulham Palace Road, W16 8RF Tel: 020 8846 1005

St Mary's Hospital, Paed Street, W2 1NY Tel: 020 3312 6666 (switchboard)

Local Hospital Switchboard Telephone Numbers:

Charing Cross Hospital: 020 3311 1234

Chelsea & Westminster Hospital: 020 8746 8000

Hammersmith Hospital: 020 3313 1000

St Mary's Hospital: 020 3312 6666

3. OUR SERVICES**Doctors:**

There are eighteen general practitioners (GPs) at Park Medical Centre. You can see them by making an appropriate appointment.

Practice Nurses:

Our practice nurses offer various healthcare treatments, including: cervical smears, dressings, women's health, diabetes, asthma, blood pressure and child immunisations, travel vaccinations. Nurses appointments are normally available each day between 7:30am - 5pm but later appointments are available on Tuesdays. Nurses appointments need to be pre-booked in advance.

Healthcare Assistants (HCAs)

Our HCAs offer various routine testing, including Phlebotomy, NHS Health checks, Ambulatory Blood Pressure Machine fitting and review of patients at high of diabetes.

Phlebotomy (Blood Sampling):

Blood samples are currently taken by a phlebotomist at the practice. We run clinics during the week by appointment only. Any blood sampling test requests can only be authorised by a GP. You may be asked to abstain from eating or drinking for a period of time before your appointment depending on reason for the tests.

Test Results and Advice:

Results from your sample are normally available within seven days, but certain tests may take much longer. Your doctor should advise you when to expect results. To obtain your results, please call us during opening hours (08:00am-18:30pm).

Samples:

These should be handed in to reception before 3pm Monday – Friday. Please ensure any specimen bottles are securely sealed and labeled with your name, date of birth and NHS number; and that a fully completed request form is attached.

Maternity Care:

All doctors are happy to provide pre-conceptual advice and shared care with the maternity unit of your choice to deliver your baby.

Post-Natal Appointment:

Your postnatal appointment with the doctor would be due 6-8 weeks after giving birth. We also ask that you register your baby as soon as possible so we can offer your child an 8 week development check and first immunisation appointments (Initial GP appointment followed by a nurse appointment)

Immunisations:

The NHS offers a range of immunisations to protect you and your family from potentially serious illnesses.

We strongly recommend that you take up the offer and make sure all of your family have had the relevant immunisations. Please talk to a clinician if you have any questions about immunisations.

Between the ages of 2 months and 3 years 4 months children should have a programme of immunisations to protect against:

- diphtheria • tetanus • pertussis (whooping cough) • polio
- haemophilus influenzae type b (Hib) • pneumococcal infection
- meningitis C • measles • mumps • rubella.

New immunisation for Meningitis B has been added to the routine programme for those born after 1st July 2015.

Since autumn 2008, girls aged 12 to 13 are offered the HPV vaccine to protect against cervical cancer later in life. The HPV vaccine programme has now been extended to include all girls aged 12 to 18 – available either through schools or the surgery. This is a new programme, so if you think your daughter has missed the vaccine, please contact the surgery.

Boys and girls aged 13 to 18 should also have a diphtheria, tetanus and polio booster (whether or not they have had previous immunisations as a child).

Non-routine immunisations:

Immunisations to protect against TB and Hepatitis B are offered only where patients are considered at high risk. Contact your GP for more information.

Free flu vaccine is offered to people over 65, pregnant women, people with certain long-term medical conditions (for example, diabetics, asthmatics, COPD heart disease, chronic kidney disease, liver disease, stroke, pregnant woman, immunosuppressed including HIV and sickle cell, Huntington disease, Parkinson's Disease & carers and children between the ages of 2 -4 years. Eligible patients will be invited to attend. If you think you are eligible and do not receive an invitation please contact the surgery.

Shingles and Pneumococcal Vaccination is offered to patients who are eligible. Please refer to www.nhs.uk for further details.

Travel Vaccines:

In order to give you the help and advice you need for safe foreign travel, please make a double appointment with our nurse 8-6 weeks prior to travelling. There are some vaccines that we do not offer as they need to be privately obtained at a travel clinic. Our reception team can advise further when you enquire about making an appointment.

Screening:

The NHS offers free routine screening for some of the most common cancers. Screening can pick up problems early, sometimes even before they develop into cancer. Screening saves lives and we strongly recommend that everyone accepts invitations to screening appointments.

Breast - All women aged between 51 and 70 will receive an invitation letter for breast screening every three years.

Cervical - Regular screening helps prevent cervical cancer which is the second most common cancer in women aged 35 and under. Please note that cervical screening is performed by female staff. Women are invited for screening (smear test) from the age of 25. Between 25 and 49 screening is every three years. From 50 to 64 it is every five years.

Email cervix@hf-pct.nhs.uk if you have any queries.

Bowel - In 2008 the new bowel screening programme was rolled out in Hammersmith and Fulham. All men and women aged 60 to 69 are offered screening every two years. The programme sends a simple self-testing kit to patients to do at home and post back for analysis. Results are returned within two weeks.

If you fall into any of these age groups and have not had a screen in the recommended time period, please speak to one of the practice staff.

Diabetes:

We have a designated diabetic clinic held every fortnight with Dr Kyla Cranmer.

NHS health checks and Health trainers

We offer NHS health checks to all patients between the ages of 40- 74. These checks will review your risk factors for heart disease, strokes and diabetes. You will receive information and advice on lifestyle measures to improve your general health.

Specialist Mental health clinic

We have a designated mental health clinic run by the General Practitioners. This clinic offers not only psychological support but addresses physical and social needs.

Health Information Leaflets:

Please note that there are a number of leaflets on various health issues available at the practice. These can be found in the waiting area. Please feel free to help yourselves!

4. REPEAT PRESCRIPTIONS

In most cases you can order repeat prescriptions a week in advance. Please allow at least 3 working days notice before you need the repeat prescription.

If the medicines you require need reauthorisation, it may take a little longer to process your request.

You can request repeat prescriptions by email,

By email: carefully copy the items required from the computerized request slip onto an email and send to **parkmedicalcentrew6.prescriptions@nhs.net**

All use of medication needs to be regularly reviewed for your safety and

wellbeing.

Medications that are not issued as repeat prescriptions:

It is recommended practice not to issue certain types of medication as repeat prescriptions. Therefore you may be asked to consult a doctor for each issue.

5. GENERAL PATIENT INFORMATION

Medical certificates for sickness:

UK law allows workers to self-certificate for the first seven days of any illness. To obtain a certificate after seven days you must see a doctor

Translation Services:

We have translation services available so if communicating in English is a problem, please let us know we will arrange a translator.

Referral to hospital:

If you need to be referred to see a specialist, you can now choose to get your treatment at any hospital that meets NHS standards. You can also book an appointment date and time that is convenient for you. You can make your choice based on what is important to you: for example, a hospital's reputation, shortest waiting times, cleanest wards, most convenient location or anything else. We will be happy to give a recommendation if you wish but it is your choice.

To help you choose there is information on the NHS Choices website at www.nhs.uk. You can compare hospitals on cleanliness, patient feedback, the overall quality of service, the respect and dignity given to patients and distance from your home. You can also see comments left by patients and after your treatment you can leave feedback on the website to help other people choose. We can use a computer system called Choose & Book which gives our doctors immediate access to hospital clinic diaries. If you make your choice straight away you will be able to look at the diary with the GP and pick a slot that suits you, if the GP is doing the referral in your appointment. Sometimes, the GP may ask the admin time to do the referral.

If you need time to choose a hospital, or check which date would suit you best, we will give you a reference number. When you have made your choice you simply call the national appointments line on 0845 608 8888 or book online at

www.chooseandbook.co.uk

Carers and Young Carers:

We make special allowances for carers and young carers, so please ask at reception for further details. Carers can have their own needs assessed by H&F Social Services. Social Services work with the Hammersmith & Fulham Carers' Centre to provide support to anyone caring for someone in the borough. For more information visit: www.lbhf.gov.uk/health-and-care/carers or call 020 8969 7812.

Named GP:

The practice is required by the Government under the terms of the latest GP contract to allocate all patients a named GP who is responsible for your overall care provided by the practice. It is important to remember that you can continue seeing any GP of your choice at the practice.

Your named GP will usually be the named doctor you are registered with. If you wish to be told the name of your named GP, please ask at reception when you are next in the surgery.

Where a patient expresses a preference as to which GP they have been assigned, the practice will make reasonable efforts to accommodate this request.

Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

Commented [SD(BD1)]: beera please review this

Patients' Rights:

Patients are entitled to be treated fairly on the basis of medical need and not discriminated against in any way.

Data Protection & Confidentiality:

The Practice is very aware of confidentiality and data protection issues and all staff are fully trained to understand their legal and professional obligations to protect your information. We take such matters very seriously and have stringent confidentiality and data protection procedures, which are regularly reviewed.

Patient Information and Data Sharing:

In order to support your care, NHS healthcare professionals maintain records about you. We take great care to ensure your information is kept securely and used appropriately.

Patient information is held by the GP practice and is accessible to the practice nurses, practice manager, and reception and administration staff. Strict access controls apply and the relevant statute and common law. Please ask for a leaflet at

reception.

The practice will also share your information with other healthcare professionals treating you to support the direct provision of your care. They will ask your permission to see your information when they see you.

Patients have the option not to share their data if they so wish. Please ask at reception if you do not wish to share your data. All these parties may not disclose any identifiable information to any other outside agency without the patient's agreement.

Patient data (anonymous) may be used for audit purposes.

Under the Data Protection Act 1998, you have a legal right to access your health records. If you would like to see your medical records please ask reception about the process.

Commented [SD(BD2)]: needs review – GDPR more relevant

Patient Participation Group

BE PART OF IMPROVING YOUR SURGERY, JOIN OUR PATIENT GROUP!

Do you want to improve health and health services in your local community?

Do you want to have the opportunity to have a voice and get involved in the way your health service is run?

Do you want to help shape and improve services and even get involved in shaping and delivering new and exciting services?

Let us hear about your experiences, views and ideas for making services better.

The Practice is looking for people from all ages and backgrounds who are enthusiastic about influencing and improving the way that local healthcare is delivered.

If you are interested, please email: parkmedicalcentrew6@nhs.net

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Zero Tolerance:

Park Medical Centre supports the NHS Zero Tolerance policy with regard to anti-social, abusive or violent behavior towards our staff.

Feedback, Comments, Suggestions & Complaints:

We are constantly trying to improve our standards of service. We welcome comments and suggestions on all aspects of the care we provide. We also

understand that there are times when you may feel it necessary to complain. Suggestions or complaints can both be made either verbally, by email at parkmedicalcentrew6@nhs.net or by letter addressed to the practice manager.

In addition we have a formal complaints procedure. Reception can provide you with a leaflet that explains the procedure.

Interpreting service

If you do not speak English with enough confidence to talk about medical problems we can arrange a professional interpreter free of charge. We need at least 24 hours notice to book an interpreter. A telephone service is available for urgent/emergency appointments. Please show reception this page to indicate which language you need.

Arabic

قشلا نم يهكي ام بح عوزي لئلا ءؤقلا ملقانت في نيك اف
يونم بيرتم عيقت ان اهلوب راف عيقتلا لئلا فيل ان ع نديقتل
24 لؤلا ءاچاچ نديكنم ميوصعلا ءومو ان اچ هر جتلاف عوزي
لك بيرتم زجج عوقن يلكل قيسم ازايغل لؤلا ولع ءيس
عوظلا / طرج عئسلا ديغل لؤل عيقتا تايح اضري رقتوت
ءؤلا نايستل لافقتسلا مستفيل ءيفعللا هذ زولب ايچري
اوجتات عت يئلا

Somali

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aanu kuu diyaarin kamaa turjubaan xirfad leh oo
bilaasha. Waxaase aanu u baahan nahay ugu yaraan 24
saacadood oo sii ogaaysiina si aanu kuugu diyaarino
turjubaanka. Balaamadda degdega ah waxa aanu kuu
heli kamaa turjubaanka talafoonka. Fadlan boggan tus
soo dhawaynta una tilmaan luqada aad rabto.

Farsi

تالکشم دردم رد یتفک سفن ه دایع اب دیوات ین رگا
دیوات یم ام دیوات شرح یسیلگنا نابز ه دوح یخترپ
یواب ام یجیب یناج روط ار یا اشرح میرتم بروض سیتوت
سایروس جهور زاین تقو تفس ۲۴ ه لوقح میرتم و اتوج
لفعل تراک دوج سداژوا ادراف دروم یواب یفعلت میرت
ار یجیس نیا دیوات یم شرح ک یوابز تراک من جیم یواب
ایه زاین عور یواب عراب ه

Polish

Jeśli Twój angielski nie jest na tyle dobry, aby
swobodnie porozmawiać z lekarzem o dolegliwościach
zdrowotnych, jesteśmy Ci w stanie zapewnić darmowe
usługi tłumacza. Należy nas o tym powiadomić z 24-
godzinnym wyprzedzeniem. W nagłych przypadkach
jesteśmy w stanie zapewnić usługi tłumacza przez
telefon. Prosimy o pokazanie niniejszego dokumentu w
recepcji, co pozwoli zidentyfikować wymagany język.

Spanish

Si ud. no habla ingles con confianza acerca de
problemas médicos, nosotros podemos brindarle una
intérprete profesional sin cargo. Necesitamos un mínimo
de 24 horas para agendar un intérprete. Disponemos de
servicio telefónico para citas urgentes/emergencias. Por
favor muestre esta página en recepción para indicar el
idioma que ud. necesita.

Portuguese

Se você não fala inglês de maneira suficientemente confiante
para conversar sobre problemas de saúde nós podemos
fornecer-lhe um/a intérprete profissional gratuitamente.
Nós precisamos ser informados com no mínimo 24 horas
de antecedência para chamar um/a intérprete. Um serviço
telefônico encontra-se disponível para consultas urgentes/
de emergência. Por favor mostre esta página na recepção
para indicar qual língua você precisa.

Tigrinya

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Russian

Если вы не владеете английским с достаточной
уверенностью для обсуждения медицинских
проблем, мы можем организовать услуги
профессионального переводчика бесплатно. Нам
необходимо предупредить, по меньшей мере, за 24
часа для того, чтобы мы могли вызвать переводчика.
Также могут быть предоставлены услуги переводчика
по телефону для срочных/неотложных посещений
врача. Пожалуйста покажите этот листок в приемный
для того, чтобы указать какой язык вам необходим.

How to find us:

This map shows our location.



There is limited parking on site. You must park in an 'MC bay' only. You will then need to register your vehicle registration number at the tablet at reception.

Updated September 2025