



Mawbey Group Practice - Nine Elms

We're open

Monday - Thursday: 7:30am - 7:00pm
Friday: 7:30am - 6:30pm

Contact us



Tel: 0207 411 5720



Email: selicb.mawbeygp@nhs.net

Visit us



Mawbey Group Practice
39 Wilcox Close
London
SW8 2UD

www.mawbeygp.nhs.uk

Out of hours and Emergencies

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. In case of a life-threatening emergency, please dial 999.

Who we are

Doctors

Dr Caroline Angopa (Female)

MB BS B Sc MRCPCH MRCG DFSRH

Dr John Harris (Male)

MBChB BSc (Hons) MRCP MSc DRCOG
DGM DFFP

Dr Jasper Mordhorst (Male)

PhD MRCP MRCP MRCOG DFSRH

Dr Shrabani Talukder (Female)

MBBS BSc MRCP MRCP

Dr Fiona Duff (Female)

Dr Dorotha Kucharczyk (Female)

Dr Michael Vermeulen (Male)

Dr Dhani Virik (Male)

Nursing Team

Caroline Gray (Female)

Practice Nurse

Tiina Lapinlampi (Female)

Practice Nurse

Dunmi Smith (Female)

Practice Nurse

Lucy Brown (Female)

Healthcare Assistant

Clinical Pharmacists

Alafiya Essaji (Female)

Gela Veshagh (Female)

First Contact Physiotherapists

Krishnakumar

Mecherivalappil (Male)

Victoria Perry (Female)

Drug and Alcohol Counsellors

Jens Wilde (Male)

Social Prescribing Link Workers

India Parmar (Female)

Smoking Cessation Counsellors

Christina Rowe (Female)

Practice Team

Caroline Gray

BAHons SRN MSc

Managing Partner, Business & Finance

Johanna Randall

Practice Manager

Paula Thompson

Team Leader

Kristal Morgan

Administrator/ Receptionist

Vaiva Navickaite

Administrator/ Receptionist

Modupe Oshibote

Administrator/ Receptionist

Bethany Randall

Administrator/ Receptionist

Daniella Valencia

Administrator/ Receptionist

About the Practice

The practice is a partnership. The partners are Dr John Harris, Dr Caroline Angopa, Dr Jasper Mordhorst and Ms Caroline Gray.

The practice is a teaching practice and we regularly host medical students and fully qualified doctors who are completing their training in general practice.

You may occasionally be asked if a medical student or another doctor can observe your consultation but you do not have to agree if you prefer to have your consultation in private.

Aims and Objectives of the Practice

Our practice's aim is to provide high quality healthcare to our local population
Our objectives are to:

- Provide safe, effective and equitable primary care to local residents
- Acknowledge patients' strengths and vulnerabilities, patients' diversities
- and the range of health problems in the population
- Involve patients in shaping the service we provide
- Train the next generation of healthcare professionals

New patients

To register with us, please go to our website www.mawbeygp.nhs.uk, and click on the link 'Register with a GP surgery'.

Each patient registered at our surgery is allocated a named doctor who takes ultimate responsibility for your care. You can tell us about a preference for a particular doctor or for a male or female doctor when you register.

Booking your appointment

We offer appointments every weekday morning and evening and these can be booked in advance by telephone, personal visit to the surgery or online. We currently offer appointments from 7:30 am - 7:00 pm.

If you have internet access, using our online service is a convenient way of booking and cancelling appointments. To request a login and password for our online service please either visit our website, email us or speak to one of our receptionists at the practice.

Seeing your doctor

Routine appointments

We operate an online triage system for all appointments with a doctor.

If we can help you without disrupting your day, we will. If it is something

that needs a face-to-face assessment, we'll arrange a time with you or offer you to choose an appointment by sending you a self-booking link.

To request a routine appointment

Please fill in our online consultation form (<https://accurx.nhs.uk/patient-initiated/g85130>). This service is available Monday to Friday from 8am until we reach capacity. We will look at the information you give us and decide the most suitable doctor, nurse or health professional to help you.

You will normally get a response on the same day. Please note that non-urgent requests can take 48 hours to process. We will book you with your regular doctor if possible.

For urgent problems we will book you with the first available doctor.

If you have difficulty using online services, please ask our reception team who can help you. Our reception desk is open Monday to Friday from 8am to 6.30pm.

Urgent appointments

To request an urgent appointment for today or

tomorrow (Monday to Friday), use our online request service – Accurx: <https://accurx.nhs.uk/patient-initiated/g85130>

When you get in touch, we'll ask what you need help with.

If your need is clinically urgent, we will contact you and assess your needs on the same day, by a telephone or face-to-face appointment. We will use the information you give us to choose the most suitable doctor, nurse or health professional to help you.

If you contact us in the afternoon, we may contact you on the following day.

Attending appointments

Please arrive on time. If you are late for your appointment, it will not usually be possible for the doctor to see you and you may be asked to book another appointment.

Home Visits

If you are too ill or immobile to get to the surgery, we will ask a doctor to ring you back and can visit you at home if necessary.

Cancelling appointments

If you cannot attend your appointment, please let us know as soon as possible. If we have your mobile phone number, we will text you an appointment reminder and you will have the opportunity to cancel your appointment by text.

Patients who do not attend appointments

If you regularly do not attend appointments, we will discuss this with you and how we can help you to resolve any difficulties in coming to the surgery.

Emergencies

If you or a relative are feeling very unwell and you believe your condition may be serious or life threatening, do not wait for the GP but dial '999' for an ambulance.

Our reception remains open throughout the day, so if you need urgent medical advice, please telephone us and we will arrange for a doctor or nurse to call you back. You will be invited to see the doctor at the surgery if necessary.

Out of Hours

When the surgery is closed, you can call the main surgery number and you will be given the option to transfer to NHS 111.

Local Access

We are currently working closely with the local practices to offer additional appointments. We may be able to offer you an appointment at one of our neighbouring practices, if we cannot find a suitable appointment slot here.

Our Services

Regular checks

If you are aged between 16 and 74 and you have not seen a doctor for a period of 3 years, please book an appointment for a check up.

For patients aged 75 and above, you are welcome to book an appointment every year for a check up.

Services offered at the practice

You can see one of our practice nurses for any of the following services:

- Asthma assessment and follow-up
- Dietary advice
- Baby immunisations
- Dressings and wound care
- Blood pressure checks
- Ear syringing
- Cervical cytology (smears)
- General health information & advice
- Chronic disease management
- Help with stopping smoking
- Contraceptive advice
- Repeat prescriptions
- Diabetes assessment and follow-up
- Travel immunisations
- Removal of sutures

Ante-Natal Care

Both ante-natal and post-natal care are provided together with midwives from St Thomas' Hospital. If you think you might be pregnant, please see your doctor who will advise you on the next steps.

Babies and children

We have regular baby clinics at which you can see a health visitor or practice nurse and talk about your child's progress. All of our doctors are qualified to monitor your child's progress up to the age of 5 years and work closely with the Health Visitors.

Contraception

The practice offers a comprehensive range of contraceptive services and information. We can insert and change coils and contraceptive implants. Our doctors and nurses are trained to provide help and advice to all patients, including under 16's in confidence.

Sexual Health

We are happy to advise you on all topics relating to sexual health and sexual dysfunction. Don't hesitate to book a sexual health screen, whether you have symptoms or not.

Counselling

If you feel you would benefit from counselling, please talk to your doctor and we can refer you to the appropriate service.

Health visitors

Health visitors provide advice on the care of children under the age of 5 years. You can see them at baby clinics on Monday and Wednesday between 1.30 and 3.30pm. At other times, you can contact the health centre on 0203 049 4005.

District Nurses

District Nurses provide nursing care at home. You can either contact the district nursing team yourself, or one of our GPs can refer you. They can be contacted on 0203 049 4040.

Medical reports and examinations

Please hand any request for medical reports to our patient services staff. Medical reports can only be completed based on the information held by the practice. Details held by any former GP may have to be requested directly from them.

Sickle Cell disorders and Thalassaemia Major

Sickle cell and thalassaemia are serious inherited blood disorders. People with sickle cell disorder can have attacks of severe pain or sudden life-threatening infections. Most children with sickle cell disorder or thalassaemia major are born to parents who are both healthy carriers and have no affected relatives.

Anyone can be a healthy carrier of sickle cell or thalassaemia. You can have a test at this practice, free of charge and in confidence. If the test shows that you are a carrier, an appointment will be arranged with your GP for you to be informed of the result and what it means for you.

Well woman checks and Cervical smears

These are available by making an appointment with the practice nurse. We advise you to have a cervical smear every three years, unless you have been advised differently.

Breastfeeding

You are welcome to breastfeed here. Please ask reception for a private room if you wish.

Stop smoking support

Smoking can seriously damage your health and others around you. We offer stop smoking advice and support, please ask for an appointment with one of our nursing team.

Other information

Change of Address/Telephone Number

Please keep us up to date with changes to your address or telephone number. If you move outside of the practice area, please register with a GP who is local to you.

Confidentiality

Your health records are confidential. We need your written permission to give information to anyone else including family members. This includes telling other people if you are in the surgery, or have been to the surgery. Consultations are confidential, including if you are under 16.

Your records may be sampled as part of audits or as part of our work in training future GPs, but this is always a confidential process and your notes will not be taken away. If you are not happy for your notes to be used for these purposes, please advise our Patient Services staff.

Information held on computer is covered by the Data Protection Act and access to your records is covered by this Act.

You can request access to your records, although the records may not be removed from the practice

premises. If you need copies or a computer printout, we would need to make a charge to cover our costs.

We keep all patient information secure.

Complaints, Compliments and suggestions

We have a complaints procedure, and it is our aim to learn from any complaints received, so that we can ensure that any mistakes do not occur again. If you have any cause for complaint, please contact our Patient Services Team Leader. If you have received good service from the practice, please do let us know as well, and we will ensure that the feedback is passed on!

If you wish to raise concerns about your care at the practice, you may, if you prefer, contact the PALS (Patient Advice and Liaison Service) team at NHS South East London who can provide advice and guidance about how to raise your concerns, or assist you to make a complaint. You can contact them on Freephone 0800 5878078 or in writing to PALS / Complaints Manager, NHS South East London, 1 Lower Marsh, London SE1 7NT.

Languages

We can arrange telephone and face to face interpreters for most languages. There is never a charge to arrange an interpreter.

Medical students and Registrar Doctors

We are a training practice, and we usually have Registrars working with us. Registrars are fully qualified doctors who are undertaking training to become GPs. You may be offered an appointment with one of our registrars. From time to time, we may have medical students and student nurses at the practice, and they occasionally sit with the doctor or nurse. If this is the case, you will be advised before the appointment. Please let us know if you would prefer the student not to be present.

Repeat Prescriptions

Repeat prescriptions should be ordered at least one week before they are due to run out. We cannot issue prescriptions on demand and on the day if your medication has run out.

If your doctor has told you that your medication is available as a repeat prescription, you can give us your repeat request by:

- Online-Request with 'Patient Access'
- Completing the counterfoil from the previous prescription and leaving it or posting it to the surgery

- Request repeat prescription through our website www.gpforms.com/mawbeygp/repeat-prescription/

To reduce the risk of errors, we cannot accept requests by telephone, and we cannot accept requests from anyone other than you. Please allow 48 hours (2 working days) for us to process a repeat prescription. Please note that this excludes weekends and bank holidays.

You can collect your prescription by:

Collecting it from the surgery during our opening hours:

- Arranging with a local pharmacy to order your prescription for you
- Nominating a pharmacy and electronic prescription will go directly to the chosen pharmacy

Access for patients with disabilities

The whole of the practice is accessible for people in wheelchairs. The door at the front of the building opens automatically and there is an adapted toilet.

Respectful Behaviour

We expect our staff to treat everyone who comes to the practice with respect and courtesy. In return, we ask that our patients treat the doctors and staff in the same way. Patients who are rude, abusive or behave in a threatening manner will be removed from our list.

Medical examinations and reports

for travel, employment or sporting activities or reports for driving, insurance or legal purposes are not covered by the NHS, and if you request this, a fee will be payable.

Full details of our charges are available at reception or on our website. Please do not book appointments for the completion of forms. If the doctor or nurse needs to see you, we will contact you.

We are unable to countersign passport applications.

How to find us



Mawbey Group Practice
39 Wilcox Close
London
SW8 2UD

Nearest Underground station



Vauxhall, Oval and Stockwell

Nearest rail station



Vauxhall

Nearest bus stops



Tate Library
(Bus routes 2 and 88)
Wilcox Road
(Bus routes 77, 87, 196)

