

Opening times

Monday	8.00am- 6.30pm
Tuesday	8.00am- 6.30pm
Wednesday	8.00am- 6.30pm
Thursday	8.00am- 6.30pm
Friday	8.00am- 6.30pm
Saturday	Closed
Sunday	Closed


We open early on Tuesdays and Thursday at 7.00am. On Wednesdays we have appointments until 20.00pm. These extended open hours are for pre-booked appointments only and no other services are available at those times.


Evenings and weekends:


For urgent advice and treatment when our practice is closed, call 111.

Contact us

The Groves Medical Centre
171 Clarence Avenue
New Malden
KT3 3TX

 0208 336 6565

 Swlicb.groves-enquiries@nhs.net

 <https://www.thegrovesnhs.org/>

OUR CLINICAL TEAM

Dr Jeremy Harris- Senior Partner (M)
Dr Andrea Fensom- Lead Partner (F)
Dr Vish Retnasingham- Partner (M)
Dr Vince Grippaudo- Partner (M)
Dr Rana Suliman- Partner (F)
Dr Shailey Agarwal- Partner (F)
Dr Jayin Jacob- Partner (M)
Dr Nazim Jivani- Partner (M)
Diane Lewis- Partner (F)
Dr Vijaya Konesakumar- Lead GP (F)
Syzana Bytyqi- Lead Nurse (F)

We have 14 salaried GPs working within the Groves Medical Centre along with a highly skilled nursing team, pharmacy team and various other roles.

We are a training practice and often have foundation year 2 Doctors and registrars consulting at our practice.



WELCOME TO

The Groves Medical- New Malden

We are a large practice with a current list of 16800 patients.



ALLOCATED GP

When you register with us, you will be allocated a named, accountable GP. Although this doctor will have overall responsibility for the care and support we provide you, this does not prevent you from seeing any other doctor in the practice of your choice.

APPOINTMENT SYSTEM

At the Groves Medical Centre, the majority of our appointments are booked via our online triage system. For those aged 16 and over, you can book an appointment with a clinician at any time Monday- Thursday, until 6.30pm on a Friday and after 6.30pm on a Sunday.

For those who can, booking an appointment online is the fastest way.

We understand that not everyone will be comfortable or may require assistance booking appointments online. Our reception team are available and happy to help during our opening hours.

FRIENDS AND FAMILY

We welcome your feedback to help us improve the services we provide. Please complete a friends and family feedback form via our website, text service or ask the reception team for a paper form.

OUR MISSION STATEMENT

Accessible, exemplary care from your personal healthcare team; promoting life-long well-being.

ONLINE SERVICES

Via our website, our patients have access to a variety of services.

Examples of service you can access online include:

- Asking a GP or nurse a question
- Requesting repeat prescriptions
- Requesting a sick note
- Updating your personal details

Alternatively you can use the NHS APP to view your medical records, order repeat prescriptions and manage health services for family members.

Please visit our website for more information on online services.

<https://www.thegrovesnhs.org/>

REMINDER SERVICE

We offer a text message and email service. This allows us to send an email or SMS reminder to you prior to any booked appointment, allowing you to cancel if necessary.

You can also cancel appointments via our phone lines, option 2.

If you wish to opt out of this service please speak to a member of our reception team.

OTHER SERVICES

- Smoking Cessation
- Travel Vaccines and advice
- Family planning
- contraception services
- NHS health checks
- Asthma reviews
- COPD reviews
- Diabetes reviews
- Chronic disease reviews
- Wound and dressings
- Blood Tests
- Cervical screening
- Baby clinic and immunisations

For further information on these services please enquire at reception.

GROVES PATIENT GROUP

The practice has a patient group. The group is made up of volunteers and members of the practice team who meet thought-out the year to discuss how to help with the development of the practice and ensure the services we provide are efficient and effective.

If you wish to join the Groves Patient Group please send us an email, complete an interest form online or speak to our reception team.

swlicb.groves-enquiries@nhs.net

COMPLAINTS

For more information on our complaint procedure please ask our reception team for a copy of our complaints leaflet.