



# Welcome to Practice Plus - The Junction Health Centre

Your guide to our services  
and how to access them

# Welcome to Practice Plus - The Junction Health Centre

The Junction Health Centre is a health practice commissioned by NHS England and Wandsworth CCG. It is operated by Practice Plus Group, a leading independent provider of health and social care services.

## About Practice Plus

Everything about our Practice Plus service makes it easier to access the care you need, when you need it.

### Our Team

Our team of GPs, nurses and pharmacists are dedicated to providing you with everything from a check-up, to a prescription in a single visit, putting all your healthcare needs in one place. We're committed to providing an outstanding patient experience in every aspect of our service to you.

Our team at The Junction Health Centre consists of:

- GPs
- Advanced Clinical Practitioners (ACPs)
- Practice nurses
- Prescribing pharmacists
- Health Care Assistants (HCAs)

All supported by our dedicated team of Patient Service Advisors overseen by the Practice Management team, committed to providing you with an outstanding, family friendly service.

Our ACPs are able to see and treat most medical conditions. They are able to prescribe medicines, request tests and investigations if you need them and can refer you to hospital. It is not only the GPs who can help you if you are unwell.

### What to do when the practice is closed

If you feel unwell or are concerned about your health outside of our opening times, please call NHS 111 or if you feel you have a life threatening emergency call 999.

General health advice can be found on [www.nhs.uk](http://www.nhs.uk)

The Junction Health Centre is part of the Wandsworth PCN (WPCN) which comprises of 6 GP Practices within Battersea, catering to the healthcare needs of almost 45,000 patients.

## Primary Care Networks

To meet the needs of our patients, GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as Primary Care Networks (PCNs).

We have recruited new clinical roles to expand the care we provide to our patients, so you can see the most appropriate clinician quicker.

Some of the new roles we have recruited are:

- First Contact Physiotherapists
- Clinical Pharmacists
- Social Prescribers

We will continue to review and expand the services we offer over the coming years.

## Appointments Patient Access

The fastest way to access our GP services is via the NHS app and/or Patient Access app. These services allow you to order repeat prescriptions, view your medical record including test results via your mobile or home computer.

Additional features include information on local health services for you or your family.

If you would like to sign up please speak to a member of the reception team who will guide you through the process.

If you do not have access to a smartphone and wish to access any of the services listed above you can still call through to the practice on **0300 130 3333** to arrange an appointment.

Appointments are available Monday-Saturday as a registered patient, we offer appointments with our clinicians throughout the day, and we will call you within a specified time frame. The GP or ACP will discuss your problem over the phone and if they need to see you, they will arrange an appointment for later in the day, or a time/day which suits you. Practice Nurse and HCA appointments are available to book four weeks in advance.

## E-Consult



Submit your symptoms or requests to our team electronically and it offers around the clock NHS self-help information, signposting to services, and a symptom checker.

It's a quick form accessed on our website or via the NHS app to ask for help or advice from one of our clinical team. You can also submit requests for administration help this way too, saving you valuable time on the phone or coming to the practice for a request.

## Services available – The Junction Health Centre- Practice Plus

- Cervical screening
- Vaccinations & Immunisations
- Urine testing
- Contraceptive services (including coil and implant fittings and removals)
- Maternity services
- Health Promotion and Disease Prevention (Stop smoking, weight loss, alcohol advice)
- Nurse led services including blood tests, ECG, dressings etc.
- Social prescriber
- Chronic disease management – if you have a long term condition such as diabetes, asthma, high blood pressure or a learning disability we will invite you in for an annual review with our team. This usually consists of an appointment with the nurse for a blood test and health check, then a follow up with the correct member of the team for medication review.

## Training of medical students

The Junction Health Centre is a place where medical students come to learn how to be doctors. It is important for them to talk to patients about their health and illnesses. This helps them understand how illnesses affect people and how they cope. We would be grateful if you could help us in this teaching.

We undertake training of 5th year medical students from St Georges University Hospital. The medical students are closely supervised by our GP Trainers when they interact

with patients for example, they may take a history or perform a medical examination.

Please let the receptionist know if you are not comfortable with this when you book your appointments or let the supervising doctor know at the start of your consultation.

## How to register as a patient

We welcome new patients to register with The Junction Health Centre who live within SW11 postcode area.

Registering with us is easy – go on to our website and follow the register with Practice Plus link. Once you have submitted the registration a member of the administration team will process your registration. They may need to contact you for more information so please ensure your contact details are correctly entered. Once the registration is processed you will receive an SMS or call asking you to attend a New Patient Health Check with our Health Care Assistant whereby you'll need to bring your proof of ID and proof of address.

This is to ensure we have as much information about your health as possible. If you do need to see a clinician this appointment must be booked separately.

For children under 16, a parent or guardian must be registered with us too, please bring the child's up to date immunisation history where possible to the first appointment.

If you are unable to register online via our website please collect a New Patient Form from our main reception.

## Patient Responsibility

It is your responsibility as the patient to keep your appointment time. If you need to cancel your appointment, please do so as soon as you can so that it can be re-allocated to other patients. Non-attendance of booked appointments is closely monitored by the practice team.

It is important to keep your personal details up to date, including telephone numbers and email addresses so we can get in touch or provide remote consultations.

To make this easier you can use our website or the NHS app.

## Zero Tolerance

We support the 'Zero Tolerance' campaign for Health Service Staff. Our Practice team aim to be polite, helpful, and sensitive to all patients' individual needs.

We expect our patients to treat our staff in an equally respectful and courteous manner. Please be mindful that our teams are dealing with often difficult tasks and stressful situations for other patients as well as yourself. Violence or abuse will not be tolerated, it may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

## Patient feedback – Compliments and Complaints

We welcome all feedback, if you would like to compliment our service you can visit [nhs.uk](https://www.nhs.uk) website and leave a review [www.nhs.uk/services/gp-surgery/the-junction-health-centre/Y02946/leave-a-review](https://www.nhs.uk/services/gp-surgery/the-junction-health-centre/Y02946/leave-a-review)

Alternatively you can email us at [enquiries.thejunction@nhs.net](mailto:enquiries.thejunction@nhs.net)

We aim to provide the best service possible at all times. However, there may be occasions when you feel this has not happened.

Complaints are taken very seriously and anyone wishing to complain about a service should speak to a member of staff or send an email to [enquiries.thejunction@nhs.net](mailto:enquiries.thejunction@nhs.net). For more information on our complaint process pick up a leaflet in reception, which details all the steps you need to follow to make your complaint.

## Access

The centre is Disability Discrimination Act (DDA) compliant and offers ramp access, a low level reception desk, wide entrance doors and wheelchair accessible toilet and treatment rooms.

The centre has newly equipped consultation and treatment rooms alongside a seated waiting area, and a baby change facility. There is a portable hearing loop available in reception and a text phone facility for patients with hearing difficulties.

Patients can also request a chaperone be present at the consultation, if you would like a chaperone please notify the clinician you are seeing alternatively you can ask the reception when you arrive for your appointment.

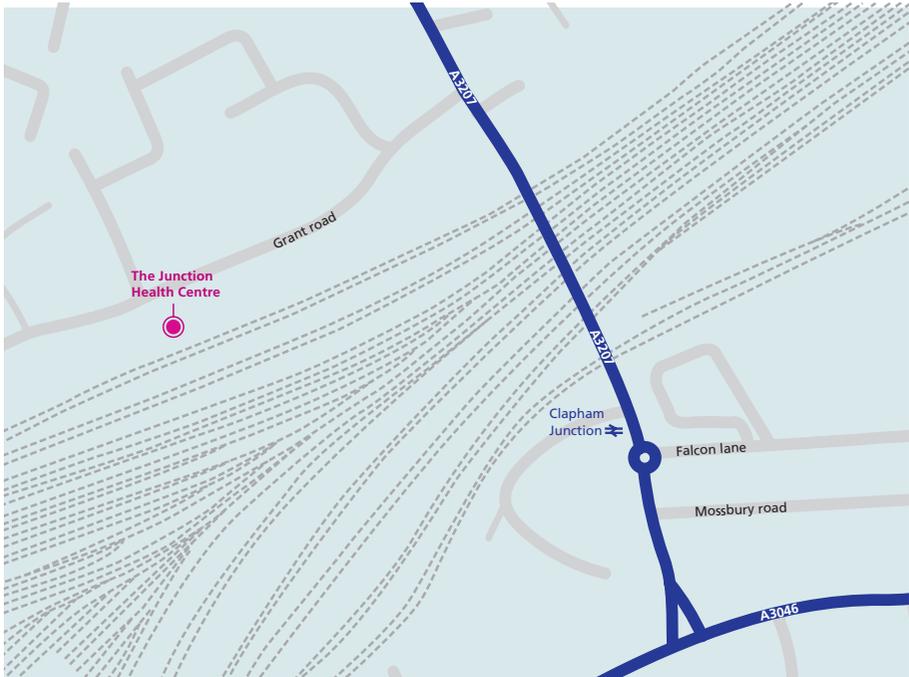
**Interpreter services** – we have access interpreting services for 200+ languages including telephone interpreters and BSL if this service is required a member of our team will be happy to arrange this.

# How to find us

The Junction Health Centre is situated on Grant Road next to the Clapham Junction Train station.

Our location is marked on the map below.

Our opening hours are Monday-Sunday 8am to 8pm



Travelling by bus - The 170 bus brings you directly outside The Junction Health Centre.

We are a 5 minute walk from St John's Hill

Our surgery has full wheelchair access.

We do not have patient parking. The closest road to park on is Winstanley Road, alternatively there is parking available in the Local Asda Supermarket which is a 5 minute walk from the health centre.

Blue badge holders can park in the bays along Grant Road.

## Self-Referral Services

There are many services available in the community which patients can self refer for without needing to speak to a GP. A list of these services can be found here; if you do still wish to discuss your concern with a health care professional please contact us:

### Mental Health

- Together All (formerly known as The Big White Wall)
  - <https://togetherall.com/en-gb/>
- Talk Wandsworth – Talking Therapies
  - [www.talkwandsworth.nhs.uk/index.php/referral/self-referral-form](http://www.talkwandsworth.nhs.uk/index.php/referral/self-referral-form)
  - 020 3513 6264.

### Sexual Health

- CLCH – Falcon Road Sexual Health Clinic
  - [www.shswl.nhs.uk/](http://www.shswl.nhs.uk/)
  - 0333 300 2100

Free and confidential advice, testing and treatment available six days a week with booked appointments and some walk-in sessions.

### Physiotherapy

- GET U BETTER APP
  - <https://app.getubetter.com/request-access/1/34173cb38f07f89ddbcb-c2ac9128303f>

### Maternity

If you have had a positive pregnancy test you can self-refer to Antenatal Services at your local hospital.

- Chelsea And Westminster Hospital – Antenatal
  - [www.chelwest.nhs.uk/services/maternity/self-refer-online/maternity-self-referral](http://www.chelwest.nhs.uk/services/maternity/self-refer-online/maternity-self-referral)
  - 020 3315 7915
- St George's Hospital – Antenatal
  - [www.stgeorges.nhs.uk/service/maternity-services/](http://www.stgeorges.nhs.uk/service/maternity-services/)

### Wandsworth Carers Centre

- <https://carerswandsworth.org.uk/contact/>
- 020 8675 0811



The Junction Health Centre

T: 0300 130 3333

E: [enquiries.thejunction@nhs.net](mailto:enquiries.thejunction@nhs.net)

W: [practiceplusjunctionhealthcentre.nhs.uk](http://practiceplusjunctionhealthcentre.nhs.uk)