

CLAREMONT MEDICAL CENTRE

Booking an Appointment.....

We strive to see all patients within 48 hours. For this reason most of our appointments are available to book on the day.

However some patients with long term illnesses prefer to see a particular doctor for consistent follow-up. We therefore also offer a limited number of appointments that can be booked in advance.

To book an appointment, please call our main switchboard number on **020 8399 2280**. Lines are open from 08.30am – 1.30pm and then from 2.30pm – 6.30pm. Alternatively you can come in to the practice and make an appointment in person or book online using Vision Online Services.

Book on the day appointments

Most of our doctors' appointments are available to book on the day by phoning or calling at the surgery after 8.30am. Please note that due to the high demand, doctors appointments get booked up very quickly and you are therefore advised to 'phone us as close to 8.30am as possible. Book on the day appointments start from 09.00am each day.

Book in advance appointments

There are a limited number of appointments each day that may be pre-booked up to four weeks in advance. These are intended for, but not restricted to, people who would have difficulty booking on the day, such as people in full time work or those who need to arrange transport.

Book in advance appointments may also be used for non-urgent matters that do not need to be dealt with within two days, or for those patients who want to see a specific doctor.

These appointments tend to be first thing in the morning, between 08.30am – 09.00am or at the end of the day towards the end of afternoon surgery. Typically these appointments are filled about a week in advance.

Telephone consultations

Research has shown that many problems do not need to be dealt with face-to-face with the doctor. We can therefore also offer you a telephone consultation. The reception staff will take brief details of your condition and one of the doctors will call you back to discuss it and agree on the appropriate course of action. If you feel that this would be the best way to deal with your problem, please ask the receptionist to put you down for a 'phone call.

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Urgent appointments

We try to see all urgent cases on the same day. We have a small number of appointments reserved each afternoon for medical emergencies. These appointments are reserved for use solely by the doctors following telephone triage with patients where they feel there is sufficient clinical need to be seen on the same day. These appointments cannot be booked by reception staff.

Appointment length

All of our appointments are for 10 minutes but if you have several matters to discuss please make a double appointment. The receptionist will make the appointment with the doctor you would prefer to see wherever possible. Try to see the same doctor during the course of the same illness, unless you wish to seek a second opinion from another doctor.

Cancelling appointments

Please let us know if you cannot attend your appointment so that we can offer it to somebody else. **Each month we lose in the region of 100 appointments through patients failing to attend.** If you persistently fail to attend appointments without letting us know in advance, you may be asked to register with another practice.

Doctor's schedule

None of the doctors are available five days a week. The schedule below shows which doctors are available on which days;

	MONDAY	TUESDAY	WED'DAY	THURSDAY	FRIDAY
Dr Wolfson ♂	AM & PM	AM & PM		AM & PM	
Dr Hinsley ♀	PM	AM & PM	PM		
Dr Kochhar ♂	AM & PM	AM & PM			AM & PM
Dr Williams ♀	AM & PM			AM & PM	AM & PM
Dr Hanson ♂	AM & PM	AM & PM	AM	AM & PM	
Dr Kelly ♀				AM & PM	AM & PM
Dr Kersey ♀			AM		AM & PM
Dr Ratti ♀			AM & PM		
Dr Polomcic ♀ (GP Registrar)	AM & PM		AM	AM	Training session

Dr Martin Wolfson

Dr Anne Hinsley

Dr Arun Kochhar

Dr Katie Williams