



Do you know...?

What to do if you need to see a GP when the surgery is closed?



Check your GP's opening hours

Many GP surgeries are **open longer** than you think. Ring your surgery to check if you can get an **evening, morning or Saturday** appointment.



My GP practice is open but they have no appointments left and I need to see a GP. What do I do?

If you are registered with a Southwark GP practice and they can't offer you an appointment, your GP can refer you to an **Extended Access Clinic**, which are open 7 days a week, from 8 am - 8 pm.

You **must be referred** for an appointment to the Extended Access Clinic from your GP practice -they are **not walk-in** health centres.

You will be seen by a different GP but they will be able to see and **update your patient records** in the same way.


- The **Lister Centre** is the Extended Access clinic in South Southwark (Peckham, Nunhead, and Camberwell).
- The **Bermondsey Spa Medical Centre** is the Extended Access clinic in North Southwark (Bermondsey, Rotherhithe, Borough and Walworth).

Lister Centre, 101 Peckham Road, SE15 5LJ

Tel: 020 3049 8360

Bermondsey Spa Medical Centre, 50 Old Jamaica Rd, SE16 4BN

Tel: 020 3049 8910

 My GP practice is closed, so I can't get an appointment with the Extended Clinic. I need to see a GP - what do I do?

Call NHS 111

- They will **ask you questions** about how your illness, injury or how you are feeling
- They will **tell you what service you need to go to** - it might be a pharmacy, a local out-of-hours GP service or the Urgent Care Centre (UCC) - and they will tell you where these services are
- Calls are **free** and available **24/7 365 days a year**
- NHS 111 operators are fully trained and you can speak to nurses and doctors

OR...Call South East London Doctor's Cooperative (SELDOC)

- If you need medical care but it is not an emergency, ring your GP practice - their voicemail message will provide you with the contact number of SELDOC
- It is available **7 days a week & bank holidays (6.30 pm - 8 am)**
- The service is for Southwark patients who need to see a GP **outside of normal practice hours**, and cannot wait until their GP surgery is open.
- SELDOC is based at **Dulwich Community Hospital (SE22 8PT)**
- They will do home visits when necessary
- You can call them on 020 8693 9066

Still not sure about where to go?

**Then contact Healthwatch Southwark using the details below
and we can help you with your query!**

Your voice counts

020 7358 7005, info@healthwatchsouthwark.co.uk

www.healthwatchsouthwark.co.uk

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