

WATLING MEDICAL CENTRE

HELPING YOU TO MAKE AN APPOINTMENT AT OUR PRACTICE

What are the numbers I need to telephone to make an appointment?

Stanmore 020 8958 4237
Burnt Oak 020 8906 1711

Or book online via Patient Access (To register, ask at reception for details or go to www.watlingmedicalcentre.co.uk or patient.co.uk/access)

On what days and at what times can I get an appointment?

Stanmore

Monday to Friday mornings

Monday, Tuesday, Wednesday and Friday afternoons

(Thursday afternoon Doctor and Nurse appointments are not available at Stanmore)

Burnt Oak

Monday to Friday mornings

Monday to Friday afternoons

Can I book an appointment in advance?

Yes. You are able to pre-book an appointment to see any of our Doctors up to 2 weeks in advance at Burnt Oak and 3 weeks in advance at Stanmore

Please ask our Reception Team or book online.

How do I go about getting a same day appointment?

You may telephone or book online for either surgery from 8.30am Monday to Friday.

Can I book an appointment in the evening and at weekends?

Yes These additional appointments are made available to patients who have difficulty attending our surgeries during our core surgery hours

Monday Evening GP Surgeries at both our sites 6.30pm – 7.30pm

Monthly Saturday Morning GP Surgery at both sites 8.30am – 10.30am

Please ask our reception for details

What if I need an interpreter?

Our Reception staff can arrange this service in advance

Is there anyone else in the surgery who can discuss my health needs with me?

It may not always be necessary to see a Doctor for health care advice. Our Reception Team will ask you about your condition and will be able to direct you to the appropriate Clinician to deal with your needs.

What happens if all the same day appointments are taken for the day I contact the Practice?

Please explain your needs to our Reception Team who can arrange for a Doctor to telephone you if you are in need of prompt medical help.

What happens if I have an emergency outside the hours your Practice has to offer?

Call NHS 111 – simply dial 111