

WHAT HAPPENS NEXT?

When you have made an appointment at one of the hubs you should receive a text reminder with the postcode of the appointment location to help you find the right place.

You can cancel the appointment by responding 'CANCEL' to the text or by calling your own practice who can cancel the appointment for you.

Please note that the hubs operate a similar policy to your registered practice and if you are more than 10 minutes late for your appointment you may not be seen.

Upon arrival, the doctors, nurses and healthcare assistants will ask for your consent in order to access your medical records. If you do not wish for your medical record to be viewed, we will not be able to see you in the Hub service.



FEEDBACK AND COMMENT

We would love to hear what you think about the Tower Hamlets GP Extended Hours Hubs.

Please take a few minutes to complete our online form (visit the Survey Monkey link below) and tell us what we did well and what we need to do better. It will help us to continually improve our service to everyone we care for in the community.

If you would like more information or have questions on how to complete the questionnaire, please contact our team via email: thgpcg.pmafadmin@nhs.net

Patient Experience Survey
www.surveymonkey.co.uk/r/SB3M9YP
or

Scan the QR code below:



 www.gpcaregroup.org

 [@thgpcaregroup](https://twitter.com/thgpcaregroup)



TOWER HAMLETS EXTENDED HOURS HUBS



Patient Information Leaflet

www.gpcaregroup.org



WHAT WE DO

The Tower Hamlets Extended Hours Hubs offer extra routine primary care appointments on both weekdays and weekends at times when GP Practices are closed.

Appointments are offered between 6.30 and 10pm Monday to Friday, and 8am to 8pm Saturday and Sunday at the following practices...

For evening and weekend appointments, please contact your own registered GP surgery. If you your GP Practice is closed, please contact NHS 111 Services by dialing 111 on your phone (including mobiles).

WHERE THE HUBS ARE BASED?

Blithehale Health Centre

22 Dunbridge Street
Bethnal Green
London, E2 6JA

Opening hours
Monday - Friday 6.30pm - 10pm
Saturday 8am - 4pm

East One Health Centre

14 Deancross Street
London, E1 2QA

Opening hours
Monday - Wednesday 6.30pm - 10pm
Saturday 8am - 8pm
Sunday 8am - 8pm

Strouts Place Medical Centre

3 Strouts Place
London, E2 7QU

Opening hours
Monday 6.30pm-10pm
Tuesday 6.30pm - 10pm
Friday 6.30pm - 10pm
Saturday 8am - 2pm

Harley Grove Medical Centre

15 Harley Grove
London, E3 2AT

Opening hours
Monday - Tuesday 6.30 - 10pm
Saturday 8am - 2pm

Gough Walk Practice

21 Newby Place
Poplar
London, E14 0EY

Opening hours
Tuesday 6.30pm - 10pm
Saturday 9am - 5pm

WHAT THE HUBS 'WONT' DO

The Extended Hours Hub provides GP service for routine and urgent appointments only. You will NOT be offered an appointment at a Hub if:

- you need a routine review for a long terms condition
- You have an end of life care plan
- You are registered with the Safe Haven service
- You have serious mental health issues which requires continuity of care
- You are seeking assistance for substance or alcohol misuse
- You are requiring minor Surgery
- You want to get a private medical or a home visit
- You require a fit note or other medical certificate
- *All non-core NHS letters (e.g. housing benefits)
- You need a travel health consultation
- You need a private or routine non-urgent NHS referrals (Recommended Referrals will be made to practice, referral must be appropriately signed off by patients registered GP.