



Imperial College Health Centre

Students and Staff Practice Leaflet August 2025

40 Prince's Gardens
London SW7 1LY

Telephone: 020 7584 6301 (24 hours)

Email: imperialcollege.hc@nhs.net

Website: www.imperialcollegehealthcentre.co.uk



Reception Opening Hours

Monday – Friday 8.00am – 6.30pm

GP PARTNERS

Dr Sarah Freedman MB BS, DROCG

Registered London 1986. NHS Partner (f/t female)

Dr Mark Daniels MA, MB, BChir, MRCGP

Registered Cambridge 1997. NHS Partner (f/t male)

Dr Chris Allen MB, Ch.B, MRCGP, DFSRH

Registered Bristol 1995. NHS Partner (f/t male)

SALARIED DOCTORS

Dr Jennifer Dhammi MB ChB 2017 (University of Manchester) (p/t female)

Dr Rachel Levene MB BS 1987 (Newcastle) (p/t female)

Dr Beatrix Lovell-Viggers Bsc MBchB 2015 Bristol FHEA MRCGP (p/t female)

Dr Francois Morgan MB Bch BAO 2011 (University College Dublin), MRCP, MRCGP (p/t male)

Dr Bradley Roberts MB BS 2017 (Imperial College London) Salaried GP (p/t male)

Dr Ishani Salpadoru MB BS 1997 (University of London) MRCGP, BSc, DRCOG, DFFP (p/t female)

Dr Shikha Sashittal MBBS, DFSRH, MRCGP -Registered London 2013 (p/t female)

NURSES

Charlotte Hynes RGN (p/t female)

Francesca Alsop BSc (hons) adult nursing (p/t female)

Adele-Ann Tombleson Diploma in Adult Nursing – Kingston University 2006 (p/t female)

HEALTH CARE ASSISTANTS

Sanja Zgonjanin (f/t female)

Jenny Lopez-Valencia (p/t female)

MENTAL HEALTH PRACTITIONERS – MENTAL HEALTH NURSES

Kuda Kali (p/t female) - Registered Mental Health Nurse
Accredited Cognitive Analytic Therapist

Fatimah Animashaun (pt female) - Mental Health Nurse Prescriber

CLINICAL PHARMACIST

Claudia Treacy Bpharm, Mpharm (Ireland 2017) (p/t female)

BUSINESS MANAGER AND ASSOCIATE PARTNER

Richard Powell (f/t male)

PRACTICE MANAGERS

Jacque O'Connor (f/t female)

Stephen Pierre - Assistant Practice Manager (f/t male)

CLINICAL SERVICES

We are a multi-disciplinary team providing 24-hour care for registered patients, living within our catchment area. Out of area registered students of Imperial, the Royal College of Art and the Royal College of Music can use the Health Centre during opening hours for all general medical services.

The doctors and nurses provide general medical care for all physical and mental health difficulties. Help is available for stress, study difficulties, neurodiversity and issues relating to sexuality and gender identity. We offer appointments to assess your College related needs and certification. Pregnancy counselling and care and health promotion etc. are offered

Minor surgical procedures: removal of some skin lesions, management of ingrowing toenails etc. are offered following consultation with one of the doctors.

Cryotherapy clinics: for the treatment of warts and other skin lesions occur fortnightly. A referral from a clinician is required

Joint injections: Dr Allen and our first contact physiotherapist offer joint injections. A referral from a doctor is required.

Medical reports: for employment, international placements, insurance etc. are by appointment. Standard non-NHS fees will be charged. There is no charge for College related medicals to assess for fitness to study, interruption in study or return to studies etc. Please see our website for further details.

DOCTORS' SERVICES

ROUTINE APPOINTMENTS

Routine appointments can be face to face or on the telephone. If you are unavailable or late for your appointment you may be asked to re-book and this may count as a non-attendance. We will try to ensure that you are contacted or seen as near to your appointment time as possible but please bear with us if the clinics are running late. **Please note, we are not able to consult, by telephone, if you are outside the UK.**

DUTY DOCTOR TRIAGE CLINICS

Monday to Friday (Except Public Holidays)

Morning 08.30 - 11.00

Afternoon 14.00 - 16.00

Triage clinics are for patients with more urgent medical problems that are not suitable for on-line consultations or routine appointments. Please call reception before the end of the clinic time and tell them that you wish to speak to the duty team. The patient co-ordinator will ask you to complete an electronic triage form so that the duty doctor can signpost you to the most appropriate service. Please let them know, if you are unable to complete this form.

EMERGENCY CONSULTATIONS

If you feel your medical problem is an emergency and cannot wait until the next triage clinic, please notify the administration team.

CONSULTING ONLINE/ PATCHS

You can complete an online form to get medical advice from a doctor. We aim to respond within within two working days. The form is available on our

website or on the NHS App. Please see the following link for more information:
<https://www.imperialcollegehealthcentre.co.uk/appointment/how-to-use-patches/>

Please do not use PATCHS if you have an urgent medical or mental health problems or if you are outside the UK.

TEST RESULTS

Test results can be viewed on the NHS App. Patients with abnormal results, which require action, will be contacted or offered an appointment. Please ask the administration team if you are uncertain how to access the NHS App.

HOME VISITS

If you feel you may need a home visit, please telephone reception as soon as you can. The duty doctor can then decide if you need a visit. Your usual doctor will arrange non-urgent home visits for the housebound.

WHEN WE ARE CLOSED

If you need to speak to a doctor before the next working day, please telephone 111. Please do not use this service, when we are open. The Commissioner (North West London Integrated Care Body – NWL ICB) is responsible for providing the out of hour's service.

111 can give you telephone advice, arrange for a prescription to be sent to a local pharmacy and refer you, if appropriate, to a suitable face-to-face service. 111 will let the Health Centre know about your illness the next working day.

NURSING SERVICES

The Practice Nurses offer pre-booked appointments for dressings, vaccinations, cervical smears, asthma reviews etc. A limited travel service is available. Please attend at least 2 months before you intend to travel. Please see our website for more details.

Health Care Assistants offer appointments for blood tests, ECGs, some vaccinations and physical checks of BP, weight etc.

Vaccination Clinics are available for MMR, Meningitis ACWY / HPV and Seasonal Flu, RSV etc.

We strongly recommend you are fully vaccinated against the above infections. These vaccines are offered free of charge to eligible individuals. Please discuss any concerns you have regarding vaccination with a doctor or nurse at an appointment.

REPEAT PRESCRIPTION

If you are on long term medication, which has been authorised by one of the Health Centre doctors, you may be able to obtain repeat prescriptions without being seen, for an agreed period. Repeat prescription requests should be made in writing, via email or on-line. Unfortunately, we cannot accept requests over the telephone. Please allow 2 working days' notice. Prescriptions are sent electronically to a pharmacy of your choice. Our clinical pharmacist offers regular structured medication reviews and can arrange the necessary monitoring of your medication.

SEXUAL HEALTH, CONTRACEPTION AND CERVICAL SMEARS

We offer a wide range of contraceptive services. Dr Allen fits and removes contraceptive implants (Nexplanon). Please make a telephone appointment with him if you wish to discuss.

The nurses provide general contraceptive advice, initial contraceptive prescriptions, and administer the depot contraceptive by appointment. The nurses and our clinical pharmacist can do repeat contraceptive prescriptions, either on-line or in person.

Sexual Health Clinics offer free STI Screening for those with and without symptoms. Please see the following for your nearest NHS service.

<https://www.nhs.uk/nhs-services/sexual-health-services/find-a-sexual-health-clinic/>

We recommend that anyone with a cervix have a cervical smear test. Cervical screening is recommended between the ages of 24.5 -65 years. Individuals whose routine initial test is negative for high risk HPV will have their next test due date set at 5 years. Please make an appointment with one of our Practice nurses to have this taken or to discuss cervical screening.

MEDICAL MATERNITY CARE

Ante-natal and post-natal care is provided by all of the doctors, in liaison with the hospital of your choice. Please make an appointment to discuss your maternity care.

CHILD HEALTH SURVEILLANCE

Developmental checks are performed by Dr Allen. Our Practice Nurses give the baby/childhood vaccinations.

PSYCHOTHERAPY/COUNSELLING SERVICES

We offer both remote and in person appointments, following referral by one of the clinicians.

Miriam Bashir – (p/t female) psychodynamic therapist

Yashwi Gupta –(p/t female) CBT/EMDR counsellor

Dr Elli Kimpouropoulou –x(p/t female) CBT / DBT counsellor

Dr Marietta Laoudi – (p/t female) counselling psychologist – offers on-line appointments only

Kuda Kali - (p/t female) CAT - Registered Mental Health Nurse
Accredited Cognitive Analytic Therapist

PSYCHIATRY

We have two visiting psychiatrists:

Prof. Owen Bowden-Jones CBE FRCPsych SFFMLM MSc MB ChB

Dr Julie Platt MBBS MRCPsych

They offer psychiatric assessments mainly to Imperial students, following referral from one of the clinicians. They are not able to see patients for the initiation of ADHD medication.

ACCESS

PHYSICAL ACCESS:

Those with disabilities can access all public areas. Access is also available for patients with prams, pushchairs and buggies. Registered assistance and support dogs are welcome at the Health Centre.

COMPUTER/ON-LINE ACCESS:

We offer online services via the NHS App. You can order repeat prescriptions, view upcoming appointments, view your medical record or submit an online consultation through PATCHS

TEXTING SERVICE

If you have consented to SMS contact and have a UK mobile, you will receive text message confirmation, when you book or cancel an appointment. We also send lots of information and results by SMS. Please ensure you tell us if your number changes, so you can continue to receive these services

AUTOMATED CHECK-IN SERVICE

When you arrive at the Health Centre for a booked appointment, you can use the automated check-in machines, located near the reception desk.

CONFIDENTIALITY

All clinical and administrative staff have an ethical as well as a legal duty to protect patient data and information from unauthorised disclosure. Patient data will only be accessed by them when it is necessary for the care of the individual patient and shared in accordance with the Data Protection Act 2018.

Requests for copies of medical records or other information about you will only be released to third parties not involved in your medical care, with your explicit consent (either written or verbal), except when not doing so would be deemed to put you or other members of the general public at risk. Those who receive confidential information from us are also under a legal duty of confidentiality.

The Practice's Privacy Notice is available via our website

PRACTICE REGISTRATION AREA

If you work or study at the RCM, RCA or at the South Kensington, White City, Royal Brompton or St Mary's Campuses of Imperial and live within our NHS

catchment area - see post codes listed below - you may register at the Health Centre. All Imperial MB BS medical students living in the listed postcodes are eligible to register, wherever they study.

Eligible postal areas are:

N1, 5, 6 and 7; NW1, 3, 5, and 8; WC1 and 2; SW1, 3, 5, 6, 7 and 10; W1, 2, 4, 6, 8, 9, 10, 11, 12 and 14.

If you live outside our catchment area (see above) and study at the above campuses, the Health Centre will register you as an Out of Area patient, if it is clinically appropriate and practical to do so, in your individual case. We are not able to offer home visiting or out of hours' services to our Out of Area patients, but you will have access to all other services during core hours.

If you chose not to register at Imperial College Health Centre, you will not be able to access any of our services.

To register with the Practice, please complete an on-line registration form as soon as possible after your arrival at College. The following for a link takes you to the appropriate form on our

website:<https://www.imperialcollegehealthcentre.co.uk/new-patients/>

On registration, you will be allocated a named accountable GP. However, you can consult with any doctor at the Health Centre. Please let reception know if you wish to see a particular clinician.

Once registered at the Health Centre, please let us know if you change any of your contact details, so that we can keep our records up to date. You can do this by email or on-line

TRAINING PRACTICE

We are a training practice for GPs. Each year we have registrar doctors working at the practice. A GP registrar is a fully qualified doctor, who is working with us, whilst studying for a post-graduate qualification to become a general practitioner. On occasions, for training purposes only and with your prior approval and consent, consultations may be videoed or recorded.

COMMENTS, COMPLAINTS & COMPLIMENTS

We are here to help and we welcome your ideas and comments. We actively promote the Family and Friends Test and we run regular surveys to try and improve our patient experience. We would appreciate your help in completing them.

If you are interested in helping us develop our patient services further and would consider joining our Patient Participation Group, please contact our Practice Manager (Jacquie O'Connor).

The Health Centre has an in-house complaints procedure. If you are dissatisfied with any aspect of your care, contact the Practice Manager or our Business Manager and Associate Partner

If you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact NHS England Patient Contact Centre Tel: 0300 3112233

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank

LONDON

SW1P 4QP

www.ombudsman.org.uk

PATIENTS' RIGHTS AND RESPONSIBILITIES

By registering with this Practice you are agreeing to our Practice/Patient Agreement, which outlines what you can expect from us and what we expect from you. A copy is available on our website.

In line with NHS policy, the Practice has zero tolerance for physical and verbal aggression towards our staff and other patients. Any patient using threatening language and/or behaviour may be removed from the registered list and may be reported to the police or appropriate authority.

We are committed to providing a safe environment and excellent care regardless of a person's age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. We will not tolerate any discriminatory behaviour from/towards our staff or patients. Please let us know if you experience any.

ADVOCACY AND CHAPERONES

If you feel you would like a chaperone, advocate or a translator present at your consultation, please inform us on booking. You may request a chaperone at any time and we will do our best to accommodate the request at once. However, sometimes appointments will need to be re-arranged.

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services

ACCESSIBILITY AND TRANSLATORS

We are compliant with Accessible Information Standards - please ask the reception team or visit our website for more information. We can also arrange a telephone translation service and provide large print copies of Practice information.