

## Sutton & Merton Family Planning Walk-In Clinics

The following Family Planning clinics are held in the Boroughs of Sutton and Merton. Walk-in clinics operate on a 'first come, first served' basis, without the need for an appointment. Some clinic sessions are run by nurses and if you wish to see a doctor or if you need a coil fitting please telephone the clinic or the family planning office first, to check that there will be a doctor available to see you.

Specialist services available, by appointment, include counselling about the menopause, psychosexual counselling, vasectomy and a service for people with learning difficulties.

Please ask the receptionist about these services or ring the **Family Planning Helpline on 020 8407 3636**.

**You may also call NHS direct for information on 0845 4647**

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Patrick Doody Clinic</b> 79 Pelham Road, Wimbledon, London SW19 1NX Tel: 020 8542 6957 (clinic times only) or 020 8543 4777 (general)	6.15-8.00pm	1.30-3.00pm 3.00-4.00pm YP	6.15-8.00pm	6.15-8.00pm	6.15-8.00pm
<b>Poly Clinic</b> 4 Birches Close, Cricket Green, Mitcham CR4 4LQ Tel: 0208 770 8847(clinic times only)		6.15-8.00pm			
<b>Wide Way Clinic</b> Wide Way, Mitcham CR4 4TP Tel: 020 8765 0800 (clinic times only)	2.00-4.00pm 6.00-8.00pm				
<b>Priory Crescent</b> Priory Crescent, Cheam SM3 8LR Tel: 020 8544 2204 (clinic times only) or 020 8544 2192		7.00-8.30pm			
<b>Shotfield Health Centre,</b> Shotfield, Wallington SM4 0HY Tel: 020 8669 6410 (clinic times only) or 020 8544 2355 (general)		9.30am-7.30pm		1.30-3.00pm	6.00-7.30pm
<b>Green Wrythe Lane Clinic,</b> The Circle, Middleton Road, Carshalton SM5 1LJ Tel: 020 8544 2020 (clinic times only)	1.30-3.00pm				
<b>St Helier Hospital</b> Gynae Outpatients Dept. M Block, Wrythe Lane, Carshalton SM5 1AA Tel: 020 8296 2051(clinic times only)	6.30-8.00pm YP		6.30-8.00pm	6.30-8.00pm	

### Young People (under 20yrs)

Young people are welcome at all of our clinics. The clinics marked YP are specific young people's sessions.

#### FAMILY PLANNING CLINICS

- WANDSWORTH CONTACT 020 8700 0424
- CROYDON CONTACT 020 8714 2861

#### GENITOURINARY MEDICINE (GUM) CLINICS

- ST HELIER HOSPITAL, CARSHALTON. CONTACT 020 8296 2543
- ST GEORGES HOSPITAL, TOOTING. CONTACT 020 8725 3353
- MAYDAY HOSPITAL, CROYDON. CONTACT 020 8401 3002
- QUEEN MARY'S HOSPITAL, ROEHAMPTON. CONTACT 020 8487 6861

### Comments:

Sutton & Merton Family Planning Services welcome comments from clients – both negative and positive. If you require further information, or would like to make a comment or suggestion about ways to improve the family planning service, please feel free to speak to one of the clinic staff directly or contact the Patient Advice and Liaison Service (PALS) Falkland Wing, Nelson Hospital, Kingston Road, Raynes Park SW20 8DB or 0800 085 3182 or e-mail: pals@smpct.nhs.uk

Last checked: 26 January 2009/DI

## Sutton & Merton Walk-In Family Planning Clinics

This sheet provides some information about our services that you might find useful.

### Is the service confidential?

**YES.** All information about clients is held in confidence at Family Planning Clinics. We will not give out any information about you without getting your consent to do so.

### Can I attend any drop-in clinic?

**YES.** You may attend any walk-in clinic if you cannot get to your own clinic for some reason. However, it is better if you try to attend the clinic where your records are held. There are 18 Walk-In clinics held each week as well as number of specialist services. **Turn over for a full list of clinics.**

### Are there specific clinics for young people?

**YES.** There are four clinics which are for young people (see over), although young people are welcome at all our clinics.

### I am under 16 is the service still confidential?

**YES.** All information about clients is held in confidence at Family Planning Clinics. We will not give out any information about you without getting your consent to do so.

### How long will I need to wait?

Walk-in clinics operate on a 'first come, first served' basis, without the need for an appointment. This is what most of our clients want, but it does mean that you may have to wait to see a nurse or a doctor. The length of time you wait may vary because we cannot predict how long each consultation will take.

### This is my first visit what should I expect?

Normally a nurse will discuss your reason for attending and ask questions about your health. After your initial consultation the nurse may then refer you to the clinic doctor.

### Do I need an internal examination?

**Not usually.** You will need an internal examination if you are attending for a cervical smear test or if you have any concerns about abnormal vaginal bleeding, discharge or pelvic pain.

### Will you tell my GP I've visited the clinic?

**No.** It is not normal for us to pass information to your GP unless the doctor or nurse thinks it is in your interest and has discussed this with you. However, copies of cervical smear results are routinely sent to GPs to be kept with your medical records.

### What service is available at Walk-In clinics?

Walk in clinics offer a variety of services including contraceptive advice and the supply of contraceptives, advice about how to have a healthy baby, cervical smear screening, pregnancy testing, and referrals for termination of pregnancy.

### Will a doctor always see me?

**No.** You may be seen by one or two members of clinic staff, depending on the nature of your visit and the experience of the member of staff you first see. The nurse may be able to help you without having to refer you to a doctor (e.g. if you need a repeat prescription of a pill you have been taking for a while or require a pregnancy test). All our doctors and nurses have had specialist training and are able to help with most issues relating to Family Planning. Occasionally, the doctor may need to refer you back to your GP, to a consultant or specialist service.

### I think I may have a sexually transmitted infection can you treat me?

**No.** Walk-In family planning clinics do not have the facility to screen for, or treat, sexually transmitted infections. This service is provided at genito-urinary medicine (GUM) departments within larger hospitals. Telephone numbers of the local clinics are shown on the other side of this leaflet.

### Will anyone else be present (a chaperone) when I have my examination?

On occasion it might be necessary for the doctor or nurse to carry out an internal examination. Please ask the doctor or nurse if you would like someone to be present (chaperone you) during the examination. If you are anticipating an internal examination or smear, you may bring a relative or friend to be present during the examination if you wish.