



Hampton Hill Medical Centre

WELCOME TO OUR PRACTICE!

94-102 High St, Hampton, TW12 1NY 0208 977 0043

How we operate

Appointments

Appointments are to be **requested** via our **online triage system**, which can be accessed on our website, before staff can book you in:

Hampton Hill Medical Centre - 'Contact Us (Appointments and Queries)' - scroll down to 'Consult with a Doctor online' - Select the option that suits your request best (admin/health) fill out the form with as much information as possible.

This will then be **reviewed** by our duty doctor **on the day** and we will **contact you in due course**, depending on the urgency of your situation.

You will be contacted dependent on your **preference** (text message, email or phone call). Please note, text messages will automatically be sent to your **NHS app**. After a certain amount of time, a fall-back message should be sent to your mobile.

If you have set up the NHS app previously, but this is no longer installed on your phone, the message may still be sent there. Therefore, we would highly recommend that you have this app readily available.

If you are unable to access our website, we have a paper form that can be filled out at reception. Alternatively, we are happy to help you over the phone.

Urgent appointments are only available on the **same day** and are subject to GP triage. After review, we will contact you - initially by a phone call - if it is necessary for you to attend the surgery.

Hampton Hill Medical Centre
Opening Times

Search

Home Appointments Prescriptions Clinics & Services Register with our Practice Practice Team Contact

How can we help?

Find what you're looking for using the tiles below

March Questions of the Month

Contact Us (Appointments and Queries)

Prescriptions

Get a Sick (Fit) Note

Minor Illnesses

Joining this Practice

Update your Details

Appointments

Routine appointments

You can Request, Cancel or Reschedule Appointments via our Online Triage System by clicking [here](#).

You can use our Online Triage System for requesting appointments, admin queries, cancellations, advice and more.

All queries will be reviewed on the day and a response will be within 1-3 working days depending on the urgency.

Alternatively, patients can Call/Visit the Practice as normal, whereby one of our Care Navigators can either talk patients through how to fill out an online triage form or fill one out on their behalf for an appointment.

If you would like an appointment on a Saturday, we do offer these every 1 in 5 weeks. Please contact reception for availability and dates.

[Group Clinics at Hampton Hill Medical Centre](#)

Consult with a Doctor online

[Start here](#)

What would you like help with?

This will be read by a member of the team within 1-3 working days, in line with the nature and urgency of your need. Please only contact us if your query/request goes beyond this time-frame.

If you need more urgent help, call your GP practice. If it's closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

Available options

I have a health problem Available 8am to 6:30pm
Contact your GP about a new or ongoing problem

I have an admin or routine care request Available 8am to 6:30pm
Includes fit (sick) notes, repeat prescriptions, reviews, screening and vaccinations

I want to read online advice
Read NHS information on conditions, symptoms and treatments

Use NHS login to submit your request faster

NHS Continue with NHS login

[NHS login help centre](#)

Confirm this is not an emergency

Call 999 now if your child has any of these:

- seizure (fit)**
shaking or jerking because of a fit, or unconscious (cannot be woken up)
- choking**
on liquids or solids now
- difficulty breathing**
making grunting noises, sucking their stomach in under their ribcage or breathing very fast
- unable to stay awake**
being sleepier than normal or difficult to wake, cannot keep their eyes open for more than a few seconds
- blue, grey, pale or blotchy skin, tongue or lips**
on brown or black skin, grey or blue palms or soles of the feet
- limp and floppy**
their head falls to the side, backwards or forwards
- heavy bleeding**
spraying, pouring or enough to make a puddle
- severe injuries**
after a serious accident or assault
- signs of a stroke**
face dropping on one side, cannot hold both arms up, difficulty speaking
- sudden, rapid swelling**
of the lips, mouth, throat or tongue
- sudden confusion**
agitation, odd behaviour or non-stop crying
- signs of a severe infection (sepsis)**
a rash that does not fade when you roll a glass over it; a weak or high-pitched cry that's not like their normal cry; not responding like they normally do; not interested in feeding or normal activities; or high temperature with a stiff neck / bothered by light

British Sign Language (BSL) speakers can [make a BSL video call to 999](#).
Deaf, hard of hearing or speech-impaired people can use 18000 to contact 999 using text relay or a textphone.

In an emergency do not use this form as your request will not be seen immediately.

Health: there will be a series of questions, of which you will be able to free type in each answer box. The more information you provide, the easier it will be for the duty doctor to triage you.

Add information about the health problem

Describe the problem
Focus on one, for example: I have a pain in my lower back

0 / 500

Attach a photo or file (optional)
For example: a photo of the health problem, or a hospital letter

+ Attach photo or file

How long has it been going on for? Is it getting better or worse?
For example: It's been going on for over a week

0 / 500

Have you tried anything to help?
For example: I've tried physio, which helps a little

0 / 500

Is there anything you're particularly worried about? (optional)
For example: I'm worried about it affecting my work

0 / 500

How would you like us to help?
For example: I would like help managing my pain

0 / 500

When are the best times to contact you (optional)
We can't guarantee a time and will only contact you during opening hours

0 / 500

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Admin: the following options can be requested: repeat prescription, fit note, routine care request (medication reviews, vaccinations, screenings), test results, referral follow-up, doctor's letter. There is also an 'other' option, which can be used if neither of the options suit your request.

Select an option

☐ **Repeat prescription**
Order a prescription or ask a question about your medication

☐ **Fit (sick) note**
A medical statement about your fitness to work

☐ **Routine care**
Including long-term condition and medication reviews, vaccinations and screening

☐ **Test results**
Ask about the results of a recent test

☐ **Referral follow-up**
Ask about an existing referral

☐ **Doctor's letter**
Including private, insurance and educational letters

☐ **Other admin request**

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Every 5 weeks we offer appointments during a Saturday Clinic. We cannot do any blood tests during this clinic, as we do not have a sample collection scheduled.

Current dates:

6th June 2026

4th July 2026

8th August 2026

5th September 2026

10th October 2026

7th November 2026

12th December 2026

Once a face-to-face appointment has been booked, you should receive a reminder message the day before.

Prescriptions

To prevent any miscommunication and issuing of incorrect prescriptions, we are **unable to take any requests over the phone**. We will need this request in writing, which can be provided via the following options:

- 1) Our website – there are two ways: a) via the online triage system or b) via the 'Prescriptions' tile on our homepage
- 2) Provide the written request at reception – we have a paper request form that can be filled out
- 3) Ask your pharmacy to request this on your behalf – they will then send us an email

Please allow sufficient time for your request to be processed.

We can issue prescriptions **1 week before these are expected to end**. If you request these **too early**, a message will be sent to you informing you of this and will ask that you put in another request closer to the time.

We work on a **3-working-day turn around**. During that period, we kindly ask that you contact your pharmacy first to check if they have received the prescription, before you contact us.

If you require your prescription **urgently**, there will be space for you to add this as a comment on your request. Please also inform the pharmacy, if you wish for them to request the prescription on your behalf. This will then be actioned accordingly.

You can contact your pharmacy to see if they can provide you with an emergency supply.

Samples

Please do not provide us with any samples that have not been requested by the GP first. Samples requested by the GP will be sent to the lab. We have two collection times per day, which are 12pm and 3pm Monday-Friday.

You may collect a urine sample kit from reception, if you suspect you have a urine infection. This will be tested in practice and then treated/sent off for further testing accordingly. For women aged 16-64 years, if this is the first time you have ever had/suspected a urine infection you can submit a sample at a pharmacy to test and treat.

Results usually take around 1 week to be processed and reviewed. These can be viewed on the NHS App. The GP will contact you if any issues arise.

NHS App



If you do not already have the NHS App, we would highly recommend that you download it. This will give you **easy access** to your medical records, prescriptions, test results etc.

To link your app to your GP surgery, you will need to fill out the '**Online Access Registration**' form, which is found on our website. You access this by using the search option and typing in 'Online Access'.

Photographic ID, will be needed (this must be a passport, driving license or a birth certificate). Please allow at least 1 week for this to be processed by our Admin Team.

To gain access to a dependent's medical records etc, you will need to fill out the '[Proxy Access to Online Services](#)' instead. Photographic ID will be needed for both the patient and representative.

Connecting your Patient Access account to Hampton Hill Medical Centre

To connect your Patient Access account with your GP surgery, you will need to complete the following form.

An email address can only be associated with one Patient Access account. If registering family members each individual must provide a unique email address.

 [Online Access Registration](#)

Within two weeks of receiving the completed form, we will contact you. We will ask you to provide a photo of yourself on that day as well as a photo of your Passport or Driving License, in order to verify your identity.

Adding another Hampton Hill Medical Centre patient to your Patient Access account

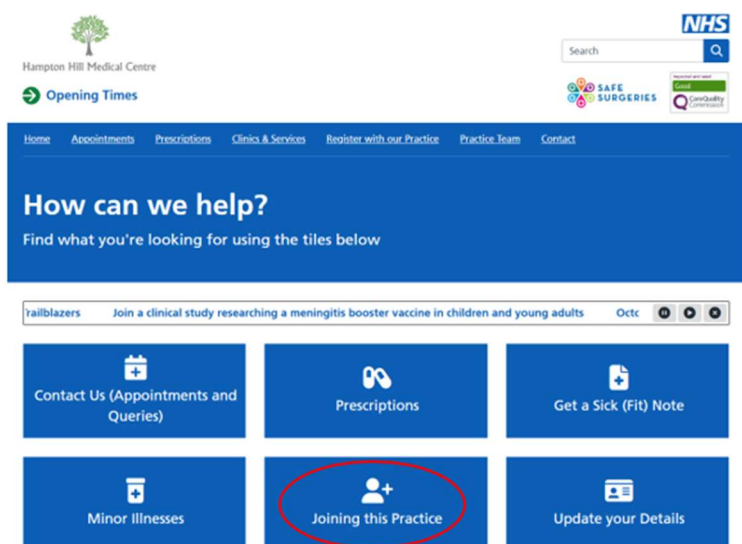
To gain access to another patient's medical records you will need to become a 'Proxy User' by completing the following form.

 [Proxy Access to Online Services](#)

Newborns

The hospital will usually give you a discharge summary after the birth of your child, to hand in to your GP Surgery. It is important that you **register** your baby with us, so that we can save this to their medical record. You can do so via our website:

Hampton Hill Medical Centre – ‘Joining this Practice’ – ‘Register Online’



Register with our practice

If you wish to register with Hampton Hill Medical Centre, you can now do this online using the following link.

Everyone in the UK has the right to free care from a GP. If you don't have proof of ID or address, you can still register. Immigration status or nationality don't matter – reception won't ask for immigration documents and won't share your information with the Home Office unless serious crime is involved.

NHS England has commissioned Doctors of the World UK (DOTW UK) to produce an adult and a child patient health questionnaire for refugees and people seeking sanctuary in the UK.

The questionnaires have been translated into 28 languages: Albanian, Amharic, Arabic, Bengali, Chinese Mandarin, Dari, Farsi, French, Gujarati, Hindi, Kurdish (Sorani), Lithuanian, Nepali, Nepali Pahari, Pashto, Persian, Polish, Portuguese (Brazil), Punjabi, Romanian, Russian, Shona, Slovakian, Somali, Spanish, Sylheti, Tagalog, Tamil, Tigrinya, Turkish, Ukrainian, Urdu.

If you require one of these forms, please [click here](#).

For more translated information about NHS registration, please [click here](#).

If you would like to register with us as a Temporary Patient, please download and complete [this form \(GMS3\)](#).

[Register Online](#)

Childhood Immunisations

Please contact us at least **4 weeks before** your child is due their immunisations, to book these in (our calendar opens 4 weeks in advance). These can only be booked on the day that the child turns the specific age or after, not before.

We offer the complete routine childhood immunisation schedule, which are for the ages: 8 weeks, 12 weeks, 16 weeks (only to be booked in the morning), 1 year and 3 year 4 months, also known as 'pre-school immunisations' (both can be booked in the afternoon).

For the 8-week immunisations, we also offer an 8-week mum and baby check beforehand, which is a 30-minute appointment with a GP. If for any reason mum requires a 6-week check, we advise that this is requested via our online triage system for the GP to review.

Information on the immunisations can be read via the following links:

<https://www.nhs.uk/vaccinations/nhs-vaccinations-and-when-to-have-them/>

<https://www.gov.uk/government/publications/routine-childhood-immunisation-schedule>

Travel Vaccinations

At Hampton Hill Medical Centre, we offer the following **NHS** travel vaccinations: Hepatitis A, Hepatitis A+B mixed, Typhoid, combined Td/PV (Tetanus, Diphtheria & Polio), Cholera.

If you are needing the following vaccinations, please visit your **local travel clinic** to inquire, as we no longer offer these: Yellow fever, Japanese B encephalitis, Tick borne encephalitis, Malaria or Rabies.

To book an appointment, please contact us via our online triage system or by giving us a call. We will be able to book you in with our Nurse, who will look through your vaccination record and recommend/administer the necessary vaccinations.

"We hope this guide has helped you feel informed and at ease as you begin your journey with our practice. Our team is dedicated to providing compassionate, high-quality care and we are always here to support you every step of the way.

We look forward to building a trusting relationship with you and caring for your health and wellbeing.

Thank you for choosing our practice – it is a privilege to be part of your care."

HAMPTON HILL MEDICAL CENTRE