

Information

Due to a current high level of demand we may not be able to see you today, **we apologise for any inconvenience this may cause**. You have been placed on a standby queue and we will strive to see you today if possible.

Please see a list of helpful information below.

For information regarding alternative London Clinics or Sexual Health information you can go online and visit the SXT website for further support and information.

www.sxt.org.uk

Online Testing

Please look at SXT website for more information if you live outside the borough.

Contraception

- **Emergency contraception is sold over the counter at all pharmacies.**
- Free emergency contraception is available to women aged under 30; Chlamydia screening is available to men and women aged under 25 if you live in Lambeth or Southwark. For a list of pharmacies participating in the scheme please ask at reception. Reception also has information on the provision of some oral contraceptives from pharmacy services.
- Some pharmacies also offer Chlamydia treatment and a condom-card scheme.

Do you need to visit a clinic?

We have sister clinics not far from here - the Walworth Road Clinic and Streatham Hill Health Centre, both are easy to travel to from here:

- **Walworth Road Clinic:** 159-167 Walworth Road, London SE17 1JL. Tel: 020 3049 4006. Get the tube to Elephant & Castle and it is a five minute walk or alternatively you can get a bus.
- **Streatham Hill:** 41A-C Streatham Hill, London SW2 4TP. Tel: 020 3049 4006. The 45 bus from stop SC on Blackfriars road will take you there. Alternatively you can try Camberwell Sexual Health Centre or Brixton Brook Centre.
- **Camberwell Sexual Health Centre:** Camberwell Building, 100 Denmark Hill, Camberwell, London SE5 9RS-Tel: 020 3299 5000
- **Brixton Brook Centre,** 374 Brixton Rd, Brixton, London SW9 7AW-Tel 020 7787 5000

Please call clinics in advance - it is always advisable to check they have availability.

Zesty Appointments

Our new Zesty online booking service is fast, confidential, secure and a convenient way for you to book an appointment on your mobile or desktop. You can book appointments for Implant insertion, Implant removal or Implant replacement, IUD (coil fitting) and slots for patients that are not showing any symptoms but would like an appointment. **Slots for patients not showing symptoms are released daily at 8.30 am.**

To book appointments go to our GSTT website: <http://www.guysandstthomas.nhs.uk/our-services/sexual-health>

Please note: New time slots are released every Friday at 12pm.

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

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