

Our opening times

Jefferiss Wing, St Mary's Hospital

Our address:
St Mary's Hospital
Imperial College Healthcare NHS Trust
Praed Street
London W2 1NY

Telephone: 020 3312 7583
You can leave a message

Email: sexualhealth@imperial.nhs.uk
Website: www.jefferisswing.nhs.uk

Walk-In (Fast track for aged 17 & under)
Monday 8.45am to 6.15pm
Tuesday 8.45am to 6.15pm
Wednesday 11.45am to 6.15pm
Thursday 8.45am to 6.15pm
Friday 8.45am to 3.15pm

ARC @ Jefferiss Wing [First floor]
(Aged 19 & under)
Tuesday 3pm to 5pm



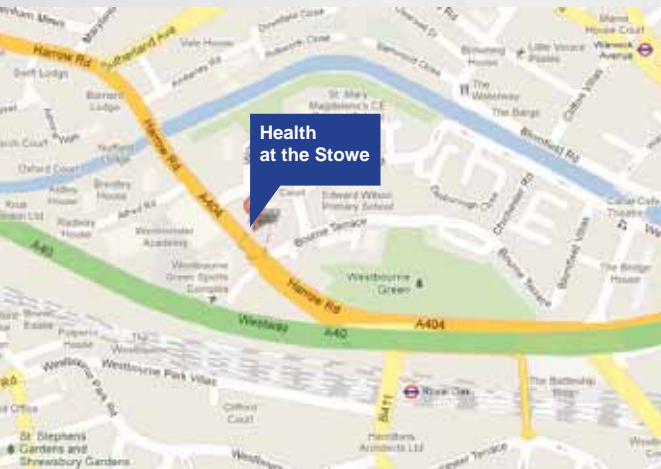
You can also get to us by bus, numbers:
7,15,18,23,27,36 or 436

ARC @ Stowe

Our address:
Westbourne Green Surgery
Health at the Stowe
260 Harrow Road
London
W2 5ES

Telephone: 020 7289 2810
or 020 3312 7583

ARC @ Stowe
(Aged 24 & under)
Wednesday 3pm to 6pm



You can get to us on bus numbers 18 and 36 or by tube: Royal Oak (Hammersmith & City line) or Warwick Avenue (Bakerloo line)

Other useful young people's services:

Walk-in counselling service for young people aged 18-25 years, Wednesday between 4pm - 6pm at A Place to Talk, Parkside Clinic, 63-65 Lancaster Road, London W11 1QG Parkside Clinic. Ring **020 8383 6123** for more information.

Haven Paddington:
Sexual assault referral centre at St Mary's Hospital. If you want to make an appointment phone on **020 3312 1101** or for further information go to Havens website www.thehavens.org.uk.

Childline:
0800 1111
Help and advice about a wide range of issues for children and young people. www.childline.org.uk

South Westminster Drug & Alcohol Service:
020 7287 8743
www.turning-point.co.uk

Frank:
0300 123 6600 For information and support about drugs: www.talktofrank.com

Worth Talking About
Confidential advice on relationships, contraception and sex for under 19s **0300 123 2930**
www.nhs.uk/worhtalkingabout

Ask Brook
Young people under 25 can contact the free helpline for information, support and details of local services Phone **0808 802 1234**
www.askbrook.org.uk

THE JEFFERISS WING CENTRE
FOR SEXUAL HEALTH



How is your sexual health?

If you are having or thinking about having sex it is important to think about how to stay safe and healthy.

- Always using a condom is the best way to avoid getting sexual infections.
- Using contraception avoids unwanted pregnancies.
- Regular check ups for sexual infections, as you can be infected without having any signs.
- Knowing how your body feels and what is right or normal for you.
- Feeling safe and having healthy relationships with others.

We offer a full range of free sexual health services

Here are some of the things we can provide:

- Testing and treatment of sexually transmitted infections, including Chlamydia and HIV
- Free condoms
- Emergency contraception
- Contraception including long acting methods such as the implant
- Advice about safe sex
- Pregnancy testing
- Advice on pregnancy and abortion
- Information and support regarding drugs & alcohol
- Support with emotional problems.

Keeping things private (confidentiality)

Your visit at the Jefferiss Wing is confidential. We will not share information about you to anyone without your permission.

However, if we believe you or others are in serious danger, we may need to speak to other professionals to protect & support you. We will usually speak to you first if we are going to share any information about you.

If you have any concerns about how your details will be kept private, please discuss this with the nurse or doctor.

What happens when you visit the Jefferiss Wing services?

For all our services no appointment is needed, just walk-in

Walk-In service: please go the ground floor reception area. You will need to give your name to the receptionist. If you are **19 or younger**, you will be seen as soon as possible by a member of the Young People's Team.

ARC @ Jefferiss Wing [Tuesdays]:

If you are **19 or younger**, please go to the First Floor Jefferiss Wing. Tell the receptionist that you have come for the ARC service.

ARC @ Stowe [Wednesdays]:

If you are **24 or younger**, please go to the Westbourne Green Surgery, Health at the Stowe reception desk. Tell the receptionist that you have come for the ARC service.

The ARC @ Stowe service is completely separate from the Westbourne Green Surgery, Health at the Stowe and none of your personal details or information is shared with them.

Registration

We will need to ask you a few details:

- Your name and date of birth
- Your postcode
- A contact telephone number

It is important that you think about the best contact telephone number as we may need to speak to you.

If your contact details change, for example your mobile telephone number, please inform the reception team.

What happens next?

You will be called from the waiting area by the clinic number given to you at registration.

The doctor or nurse will ask you to confirm the details you have given.

The nurse or doctor will ask you questions about your medical and sexual health as well as information on your personal situation.

He or she will answer any of your questions.

If you have no symptoms, we offer the option not to have a genital examination. You can take your own genital swabs or provide a urine sample after a consultation with a nurse

If you have any health concerns or symptoms, for example an abnormal discharge, then it is important that you let us know so we can plan the most appropriate tests for you.

If you need a physical examination, you can request this to be done by a female or male staff member or another member of staff to be present during your examination to support you.

If you are not happy having an intimate examination; you should tell us. We can talk about other ways of carrying out your tests.

How do I get my results?

We can send you a text message.

This will be sent 7-14 days after your visit to the clinic. If you do not receive the text within 2 weeks please contact the clinic on 020 3312 6177.

You can come into the clinic to collect your results.

You can either ring us to make an appointment (0203 312 6626 or 020 3312 7583), go to one of the ARC sessions or attend the ground floor Walk-in service at the Jefferiss Wing.

Thank you for your visit

We hope that you feel welcome when you use our service and your feedback is important to us.

If you have any comments or suggestions about the service you can speak with a member of staff or email us on sexualhealth@imperial.nhs.uk

