Enhanced Access Hubs

Central London Healthcare CIC provides enhanced primary care services for Westminster residents. We work with local partners to improve patient care through collaborative and integrated service delivery whilst supporting general practice working.

The Enhanced Access Hubs are managed by the Federation. They enable patients to see a variety of clinicians to be seen outside of core service hours. Patients can book appointments between 18.30 and 20.00 Monday to Friday and 9:00am to 17:00pm on Saturdays. Appointments are offered at a choice of two hubs, one located in the north of the borough and one in the south. Patients can book into any hub of their choosing by speaking to their registered GP surgery or by calling the hub service when their surgery is closed. Unfortunately, we are not able to provide this service to patients who are not registered with a GP in the Westminster area.

The two locations are:

Connaught Square practice , 41 Connaught Square, St George's Fields, London W2 2HL
Weekdays 6.30pm - 8.30pm
Saturdays 9am to 5pm

Pimlico Health at the Marven , 46-50 Lupus St, Pimlico, London SW1V 3EB
Weekdays 6.30pm - 8.30pm
Saturdays 9am to 5pm

How can patients book in?

You can do this via your registered GP practice requesting an appointment at the enhanced access hub

Online through Airmid (previously known as SystmOnline)

For enquires or to cancel your appointment after 6:30pm you can email

Connaught square hub: hcl.hclcommsenhancedaccess@nhs.net

Pimlico hub: hcl.hclenhancedaccess@nhs.net

What to do between 8pm to 8am?

In a life threatening emergency dial 999

It’s quite simple to remember, for life-threatening emergencies dial 999. Always call 999 if someone is seriously ill or injured, and their life is at risk. Examples of medical emergencies include (but are not limited to):

chest pain

difficulty in breathing

unconsciousness

severe loss of blood

severe burns or scalds

choking

fitting or concussion

drowning

severe allergic reactions.

Urgent care dial 111

111 is free and available 24 hours a day. 111 is a non-emergency service which offers urgent health care assessment and can signpost you to the most appropriate care for your condition; this could be self-care, your GP practice, your local Enhanced Access Hub a local pharmacy, walk-in centre, the emergency department or we’ll arrange for an emergency ambulance if required.

When you call 111, the first voice you will hear is one of our specially trained call assessors who will take you through a series of questions to determine how we can help. We also have a team of clinicians on hand within our control room who is able to provide additional assessment and advice, when required, over the phone. Our team of clinicians include GPs, nurses, pharmacists as well as dental and mental health nurses.

You should call NHS 111 if:

You need medical help fast but it’s not a life-threatening emergency

You don’t know who to call for medical help or you don’t have a GP to call

You think you need to go to A&E or another NHS urgent care service but are not sure which one is most appropriate or closest

You require health advice or reassurance about what to do next

You have medication enquiries

111 is also available online, <https://111.nhs.uk/>, if you’re not sure what to do

For less urgent health needs, you should contact your GP or local pharmacist in the usual way.

If you want to know about local services in the area please follow this link: <https://www.mecclink.co.uk/london>