

Cont@ct Plus at South Westminster Centre

South Westminster Centre (1st Floor)
82 Vincent Square, London, SW1P 2PF

Cont@ct Plus clinic times (walk-in)

Mondays, Wednesdays and Fridays—3:30–5:30pm

Other clinics

Chelsea and Westminster Hospital

Regular services offered at the following clinics:

- **56 Dean Street**
Soho W1D 6AQ
- **West London Centre for Sexual Health**
Charing Cross Hospital (South Wing)
Fulham Palace Road, W6 8RF
- **John Hunter Clinic**
St Stephen's Centre
(next door to Chelsea and Westminster Hospital)
369 Fulham Road, SW10 9NH

To book an appointment call 020 3315 6699 or
visit www.chelwest.nhs.uk/hiv-sexual-health

Central London Community Healthcare NHS Trust

Westside Contraceptive Services offers a range of
services at:

- **Milson Road Centre for Health**
1–13 Milson Road, London, W14 0LJ
- **Raymede Clinic**
St Charles Hospital, Exmoor Street, W10 6DZ
- other times at South Westminster Centre

For more information call 020 8846 6234 or visit
www.clch.nhs.uk

Services are free and confidential

Getting here

Bus

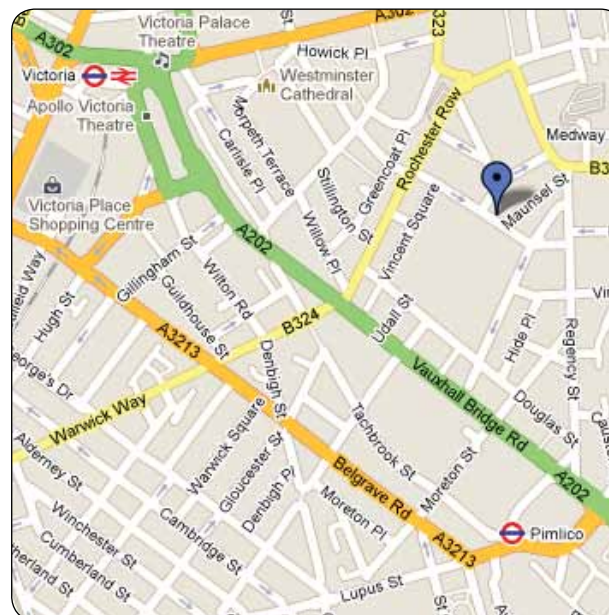
- **Victoria Station**—11, 170, 211, C10, 44, C1, 16, 82, 52, C2, 507, 73, 148, 436, 38, 2, 36
- **St James's Park**—11, 24, 211, 148, 88, 59, 453, 9, 94, 3, 12, 6, 13, 23, 139

Tube

- Victoria
- St James's Park

Rail

- Victoria
- Waterloo



South Westminster Centre

82 Vincent Square
London
SW1P 2PF

June 2011

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☎ 020 3315 6727



Cont@ct Plus at South Westminster Centre

A free walk-in service for
under 25-year-olds



Chelsea and Westminster Hospital
NHS Foundation Trust

Central London Community Healthcare
NHS Trust

Cont@ct Plus at South Westminster Centre

Welcome to Cont@ct Plus

This leaflet explains how Cont@ct Plus works and what you can expect during your visit.

Your visit here is completely **CONFIDENTIAL**. This means that we will not give any information about you to **ANYONE**, including your parents, teachers or friends, without your permission.

However, if you were to tell us something that meant that you or someone else might be in danger, we might need to share this with someone else to protect you or the person in danger. We would always tell you if we were going to do this.

When can you come to the clinic?

Cont@ct Plus clinics run on Mondays, Wednesdays and Fridays from 3:30–5:30pm at the South Westminster Centre. You do not need an appointment.

Sexual and Reproductive Health (Family Planning) clinics also run at other times at the South Westminster Centre. Please call 020 8846 6234 for more information.

What services do we offer?

- We offer testing for sexually transmitted infections like Chlamydia and HIV
- Free condoms
- Contraception (family planning) including pills, injections, implants and IUDs (coils)
- Emergency contraception (morning after pill)
- Advice on pregnancy and abortion
- Safe sex advice
- Advice about relationships

What will happen during your visit?

We are here to help you and it's important that you feel comfortable during your visit with us.

If there is anything that you don't understand, please ask a member of staff.

When you come into the clinic, you will usually be asked to go up to the 1st Floor.

The receptionist will give you a piece of paper which asks you to let us know why you have come. This is so that we can get the right member of staff to see you.

A member of staff will call you into a room and you will be able to talk to them about your problems and ask them any questions you may have.

Don't be embarrassed if they ask you personal questions—this is so that they can decide on the right tests and treatment for you and give you the right advice.

If you decide to have a sexual health check up what will you be tested for?

A routine sexual health check-up includes tests for Gonorrhoea, Chlamydia, HIV and Syphilis.

We may offer you some other tests if we feel they are necessary.

Many sexually transmitted infections do not have symptoms.

The tests will usually involve a blood test and a urine test for men and a blood test and a swab test that you can take yourself for women.

If you would like someone to be with you while you are being examined (a chaperone), please ask.

How will I get my results?

Some of your results may be available during your visit. Any other results will be sent by text message—the procedure will be fully explained to you. Messages are sent within 10 working days.

If you don't hear from us within two weeks, you should contact us on 020 3315 6699—select option 2 for results and option 3 for 56 Dean Street.

What if I need treatment?

We are often able to give you treatment immediately after your tests while you are still in the clinic. Otherwise, if any of your results come back positive, we will text or phone you asking you to come back to the clinic to collect your treatment.

What if I need an interpreter?

We can arrange a telephone interpreter for your visit. Please tell us when you come.

We want your feedback

How did we do today? Your feedback is important to us, and if we understand how you feel, we can improve our service to you.

If you're unhappy with anything that happened in the clinic today, please let a member of staff know and we'll do our best to put things right.

You can also give us feedback, good or bad, using the yellow *We're Here to Help* comment cards. The cards are available in the waiting area and from the reception desk.