

Welcome to your guide to **NHS services in Kensington and Chelsea**



This leaflet outlines the wide range of NHS services available to everyone living in Kensington and Chelsea. For those affected by the Grenfell Tower fire, there are specific NHS services designed to support your health and wellbeing. You can find more information about these services at www.grenfell.nhs.uk/nhs-services

Non-Grenfell specific NHS services listed in this guide can also be accessed where appropriate by those affected by the Grenfell Tower fire.

Survivors and bereaved individuals from Grenfell can also access a wider range of NHS services tailored to their long-term health needs. More details are available at www.grenfellwellbeing.cnl.nhs.uk/dedicated-service

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General NHS services in Kensington and Chelsea

Your NHS App

The NHS App puts healthcare in your hands – anytime, anywhere. It is a simple, secure way to access NHS services from your smartphone or tablet.

With the NHS App, you can:

- Book and manage GP appointments
- Access GP Federation Extended Access appointments – available even when your practice is closed, including evenings, weekends and bank holidays
- Order repeat prescriptions
- View your medical records and test results
- Get advice on symptoms and self-care
- Check your NHS number
- Register your organ donation decision

Why download the NHS App?

Whether it is a routine check-up or help during a bank holiday, the NHS App helps you stay on top of your health and get the care you need – when you need it most.

Download today and take control of your health, 24/7.

www.nhs.uk/nhs-app



NHS 111

NHS 111 is here to make it easier and quicker for patients to get the right advice or treatment they need, be that for their physical or mental health.

- 24 hours a day, 7 days a week.
- To get help from NHS 111, you can:
Go online to 111.nhs.uk (for assessment of people aged 5 and over only).
- Call 111 for free from a landline or mobile phone.

Pharmacy

Your local pharmacist can help with a range of common problems such as coughs, colds, upset stomachs, aches, and pains. Many pharmacies also provide emergency contraception, needle exchange, supervised drug administration, pregnancy testing, stop smoking services, chlamydia screening and treatment, and flu vaccines.

Dental care

NHS dentists provide all the necessary treatment that you need to keep your mouth, teeth and gums in a healthy condition.

To get NHS dental treatment, just contact a practice providing NHS dentistry and ask for an NHS appointment.

To find a dentist visit www.nhs.uk/service-search/find-a-dentist

Emergency NHS dental care

Need urgent dental help?

- Call your usual dentist and ask for an emergency NHS appointment
- If they are closed, check their voicemail for out-of-hours advice

Can't reach a dentist?

- Call NHS 111 (free, 24/7) or visit www.111.nhs.uk
- They can assess your symptoms, offer advice, and direct you to an emergency dental service if needed

Getting help from your GP practice

You can contact your GP practice for advice and treatment for physical or mental health concerns, help with managing long-term conditions, and referrals to specialist services.

How to register with a GP

You can register without ID, proof of address or an NHS number. GP registration is free for everyone.

How general practice works today

Your GP practice is more than just GPs. It is a team of professionals working together to help you get the right care, in the right way, as quickly as possible. **This includes:**

- GPs
- Practice nurses and nurse practitioners
- Clinical pharmacists
- Physician associates
- Paramedics
- Social prescribers
- Mental health practitioners
- First contact physiotherapists

You may be seen by one of these clinicians depending on your needs. This helps you get expert care faster and keeps GPs available for the people who most need their expertise.

Appointments – including evenings and weekends

Appointments are available:

- During normal surgery hours
- In the evenings and at weekends

Call your GP practice. If it is outside normal hours, the voicemail will give details of how to get an out-of-hours appointment.

You can also visit www.111.nhs.uk or call 111 for urgent help or to book an appointment.

Many GP practices also offer online consultation forms on their websites. Use these for non-urgent queries – someone from the practice team will respond during opening hours.

West London Extended Access Hubs

What they are

Evening, weekend, and bank holiday clinics for patients registered in West London (Kensington & Chelsea area). These are pre-booked appointments only. No walk-ins allowed.

How to book

Contact your GP surgery reception during opening hours. Outside surgery hours, call NHS 111 – they can arrange a hub appointment. NHS 111 online can also book you an appointment with a doctor.

- Services available
- GP consultations
- Nursing appointments
- Blood tests
- Medication reviews
- Cervical screening
- Childhood immunisations
- Wound care

Hub locations and opening times

St Charles Centre for Health & Wellbeing, Exmoor Street, W10 6DZ

- Evenings Monday to Friday, 6:30 to 9:00 pm
- Weekends and bank holidays, 8:00 am to 8:00 pm

Violet Melchett Health Centre, 30 Flood Walk, SW3 5RR

- Evenings Monday to Friday, 6:30 to 9:00 pm
- Weekends and bank holidays, 8:00 am to 8:00 pm

Urgent Care Centres (UCCs)

UCCs are for minor illnesses and injuries that are urgent but not life threatening, such as sprains, minor burns, cuts needing stitches, minor broken bones, and infections. You do not need an appointment.

Your local UCC treats patients aged 2 and over: St Charles Hospital, Exmoor Street, London W10 6DZ

- Open daily, 8:00 am to 8:00 pm
- X-ray service open daily, 8:30 am to 6:10 pm (closed 1:30 to 2:00 pm)

UCCs are also available at St Mary's Hospital, Chelsea and Westminster Hospital and Charing Cross Hospital.

Accident & Emergency (A&E)

A&E is for major, life-threatening illnesses and injuries such as loss of consciousness, severe chest pain, breathing difficulties, severe bleeding that cannot be stopped, fits, and badly broken bones. Dial 999 in a life-threatening emergency.

24/7 services near North Kensington:

- St Mary's Hospital
- Chelsea and Westminster Hospital
- Charing Cross Hospital

Useful contact details

- Call 999 in emergencies
- NHS 111 for non-life-threatening medical help
- Samaritans: 08457 90 90 90
- In a serious mental health crisis out of hours: 0800 0234 650
- More information

My Care, My Way

Integrated care and wellbeing support for people aged 65+ (or affected by the Grenfell Fire), offering help with health and social care needs, social activities, crisis prevention, and social prescribing.

- Must be referred via GP surgery (no self-referral)
- 020 8102 5120
- clcht.ictadminteam@nhs.net
- www.clch.nhs.uk/services/my-care-my-way

Mental health services in North Kensington

Kensington & Chelsea Talking Therapies Service (Community Living Well)

Support for people with common mental health problems like anxiety or depression, including CBT (talking therapy), counselling, guided self-help, couples and group therapy.

- Monday to Thursday, 8am to 8pm; Friday, 8:00am to 5pm
- St Charles Centre, Exmoor St, W10 6DZ
and Gertrude St Clinic, SW10 0JN
- 020 3317 4200
- cnwtr.clw@nhs.net
- Self-refer online or via GP/health professional
- www.communitylivingwell.nhs.uk

Single Point of Access (SPA) – 24/7 Mental-Health Crisis

A mental health crisis line that offers support and referrals for individuals in need of mental health services.

- Open 24/7, every day
- 0800 0234 650
- cnw-tr.spa@nhs.net

Kensington & Chelsea Mental Health Crisis Assessment Service (MHCAS)

24/7 service offering urgent mental health crisis assessments and support in a calm, therapeutic setting for adults 18 experiencing a mental health crisis (without urgent physical health needs).

- Open 24/7, every day
- St Charles Hospital, North Kensington, W10 6DZ
- Walk-in self-referrals accepted; or via referral from A&E, ambulance, police or mental health professionals
- 0800 0234 650 (available 24/7)

Kensington & Chelsea Perinatal Mental Health Service (CNWL)

Specialist NHS support for new and expectant mothers living or registered with a GP in Kensington & Chelsea.

- Monday to Friday, 9am to 5pm (excluding bank holidays)
- Referral is via GP, midwife, health visitor or other health professionals
- 020 7685 6574

Kensington & Chelsea Older People Community Mental Health Team (CNWL)

Support for older people (mainly aged 70+) and those with dementia or age-related mental health needs, offering short- or long-term care at home or in the community, often joined up with health and social services.

- Monday to Friday, 9am to 5pm
- St Charles Hospital (Nightingale Centre), Exmoor Street, North Kensington, W10 6DZ
- Referral via GP, social care, or healthcare professional (self-referral via direct discussion possible if already known to the team)
- 020 3317 4242



Children and young people's services in North Kensington

Kensington & Chelsea CAMHS (Child & Adolescent Mental Health Service)

- Monday to Friday, 9am to 5pm
- 1B Beatrice Place (off Marloes Road), London W8 5LP
- Families, carers and young people can self-refer by phone or email. GPs, school staff, and health or social care professionals can also refer using a form.
- 020 3317 3599
- cnw-tr.kccamhs.cnwl@nhs.net

For urgent mental health crises (after 5 pm weekdays, weekends, and holidays)

- CAMHS Urgent Care Team hotline 020 3028 8475 (24/7)

Kooth – Online Mental Wellbeing Support (Ages 11–25)

- Free anonymous support at [kooth.com](https://www.kooth.com)
- No referral needed, just sign up online at www.kooth.com

School Health Service (Ages 5–19)

Kensington and Chelsea and Westminster School Health Service, supports the physical and mental health of children and young people from 5 to 19 years old, offering a valuable link between health and education services.

- Term-time Monday to Friday, 8:30 am to 5 pm
- Holidays Monday to Friday, 9am to 5pm
- 020 3317 4460
- cnw-tr.kandcshs.cnwl@nhs.net
- www.schoolhealth.cnwl.nhs.uk including health and wellbeing zone

Health Visiting for Under-5s

Health visiting teams support parents and families from pregnancy until a child starts school, promoting children's health and wellbeing, reducing inequalities, and helping parents build the skills they need for a positive start in life.

- Monday-Friday, 9am to 5pm Phone: 020 8200 2500 (select option 2)
- Email: clcht.childhealthinformationhubkcwf@nhs.net
- Access is usually via GP or community midwife but self-referral may be possible
- www.clch.nhs.uk/services/health-visiting

Kensington and Chelsea Family Hubs – NHS and Family Support in One Place

The Family Hubs offer joined-up NHS and local services to support families with children from birth up to age 19 (or 25 with SEND). You'll find midwifery care, health visitor services, speech and language therapy, and child development checks. All in a welcoming, accessible setting. We also offer play sessions, parenting support, courses with crèches, and help with housing, cost of living, school attendance, and more.

North Kensington

- Holmfield House Family Hub, 6-9 Golborne Road, W10 5PE
- 020 7938 8400
- Clare Gardens Family Hub, 349 Westbourne Park Road, W11 1EG
- 020 7361 2725

South Kensington & Chelsea

- Cheyne Family Hub, 10 Thorndike Place, SW10 0ST
- 020 7361 2202
- St Cuthbert's & St Matthias Family Hub, Warwick Road, SW5 9UE
- 020 7373 8225
- General enquiries: 020 7598 4608
- earlyhelp@rbkc.gov.uk
- www.rbkc.gov.uk/fis

NHS interpreting services

If you need an interpreter to support you at your NHS appointment, please let your GP practice, hospital, or care team know as soon as possible — ideally when your appointment is booked.

Interpreting services are available free of charge, including face-to-face, telephone, and video interpreting in a wide range of languages, as well as British Sign Language (BSL). Letting staff know in advance helps ensure the right support is in place for your appointment.

Public Health in Kensington and Chelsea

The Royal Borough of Kensington and Chelsea's Public Health team works to protect and improve the health of all residents, reduce inequalities, and support community wellbeing. Key priorities include promoting healthy lifestyles, preventing illness, and tackling the wider determinants of health.

The council delivers this through initiatives such as the Community Public Health Programme, which funds voluntary and community groups to provide local health interventions, and the Community Champions network, empowering residents to share health messages and connect neighbours with support.

Public Health also leads on strategic planning through the Joint Strategic Needs Assessment, ensuring services meet current and future needs, and coordinates borough-wide efforts on issues like suicide prevention and substance misuse via the Combating Drugs and Alcohol Partnership.

For more information, including resources on mental health, wellbeing, and recovery support, visit www.rbkc.gov.uk/public-health.

Community and voluntary services in North Kensington

Alongside borough wide NHS services, North Kensington hosts a rich network of community and voluntary organisations offering practical and emotional support. These include culturally specific groups, as well as services for older people, families, and those affected by addiction or mental health challenges.

You'll also find peer led recovery programs, creative wellbeing projects, and initiatives tackling health inequalities through outreach and social activities. These services are funded by the Royal Borough of Kensington and Chelsea.

Support spans a wide range of needs: stop smoking and healthy lifestyle programs, drug and alcohol services, youth support, mental wellbeing through sport, and specialist clinics for club drug use. Many services are open access or accept self referrals, with flexible delivery options including drop ins, online sessions, and community venues.

For full details, including eligibility, opening times, and contact information, visit our dedicated North Kensington services page www.grenfell.nhs.uk/communityservices.

Your space to reflect and record

Use this page to jot down any thoughts, questions, or reminders about your health and wellbeing, or services you'd like to explore further.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Know where to get the right Help

Pharmacy



- Qualified healthcare professionals for minor illnesses (coughs, colds, stomach upsets, skin/eye infections)
- Some vaccinations and medication advice
- No appointment needed, same-day confidential help.

GP services



- For non-life-threatening health problems and injuries
- Appointments may be phone, online, or in-person
- Register without proof of address, ID, or NHS number
www.nhs.uk/service-search/find-a-gp
- Evening and weekend: call your GP or use online consultation.

NHS 111



- 24/7 advice and treatment
- Visit **www.111.nhs.uk** or call 111 for urgent help, appointments or self-care advice.

Mental Health Support



- Talking therapies: self-refer at
www.communitylivingwell.nhs.uk
- Crisis helplines (24/7) **0800 0234 650**.

Emergency Call 999 or go to A&E



- Adults: heart attack, stroke, severe breathing issues, heavy bleeding, seizures, severe injuries, suicide attempt, sudden swelling.
- Children: seizures, choking, severe breathing issues, limp/unresponsive, blue/grey skin, heavy bleeding, severe injuries, stroke signs.



Get in touch

Let us know if you need this leaflet in another language or format (easy read, large print, audio)?

Find out more at www.grenfell.nhs.uk email us at nhsnwl.nkrt@nhs.net or scan the QR code.

