



Central London
Clinical Commissioning Group



West London
Clinical Commissioning Group

Stay well:

Your guide to local health services in Westminster and Kensington and Chelsea for 2017/2018

Tips on staying well,
and how to use your NHS

- Health and wellbeing tips
- Services near you
- Useful contact details

**STAYWELL
THISWINTER**



Stay well:

in Westminster and Kensington and Chelsea

Contents

Staying well with self-care	3
NHS 111	11
Pharmacy	11
GPs	12
Mental health services	15
Maternity services	18
GP online services	20
Dental care	20
Urgent care	21
Urgent care centres and walk-in centres	22
Accident and emergency (A&E)	24
Get involved	25
Other useful contacts and services	26

**STAYWELL
THISWINTER**

Staying well with self-care



There are many illnesses and injuries that can be treated at home with simple self-care. Self-care can also help you avoid getting sick in the first place.

- ✓ **Self-care is...** about having the confidence, support and information to take control of your own health and wellbeing.
- ✗ **Self-care is not...** about managing entirely on your own with no help. Lots of self-care support is available through the NHS.

Tip 1: Make sure you have a well-stocked medicine cabinet at home to help you with pain relief and minor injuries.

There's no need to panic if you have a minor cut, a headache, a cough or cold, or a splinter. You can treat these things quickly and easily in the comfort of your own home as long as you are prepared.

Medicine cabinet

Useful items to keep in your first aid kit or medicine cabinet include:

- ✓ **Paracetamol** (for headaches and other pain)
- ✓ **Any cold or flu remedy you find helpful**
- ✓ **Antacids** (for indigestion and heartburn)
- ✓ **Antiseptic creams** (for minor cuts or grazes)
- ✓ **Bandages and plasters** (for minor injuries)
- ✓ **Clean tweezers** (for taking out splinters)
- ✓ **A thermometer**

Check with your local pharmacist (chemist) or GP before taking any medicine if you:

- ✓ **Are taking other medicines**
- ✓ **Have other medical problems**
- ✓ **Are pregnant**
- ✓ **Have had an allergic reaction to a medicine before**
- ✓ **You are finding that the medicine isn't working or that you want to take it for longer than is recommended on the label/ packaging**

Medicine safety

When keeping medicines at home, remember:

- ✓ **Always follow the directions on medicine packets and information leaflets, and never take more than the stated dose**
- ✓ **Always keep medicines out of the sight and reach of children – a high, lockable cupboard in a cool, dry place is ideal**
- ✓ **Regularly check the expiry dates on a medicine – if a medicine is past its use-by date, don't use it or throw it away: take it to your pharmacy, where it can be disposed of safely**

If you have questions about any medicines ask your local pharmacist.

How your pharmacist can help you

Don't forget your local pharmacist can help with many ailments, such as

Coughs
Colds
Asthma
Eczema
Hay fever
Period pain.

They can give advice or, where appropriate, medicines that can help clear up the problem.

Instead of booking an appointment with your GP, you can see your local pharmacist any time – just walk in.

Tip 2: Self-care is for the whole family

Under 5s and over 65s Vaccinations and medicines

Vaccinations for children start as early as two months old. It is important for all children to be vaccinated but it is especially vital for children born prematurely because they are more likely to have a less-developed immune system.

Your GP should tell you what your baby needs, but for your reference the NHS has an official vaccination schedule which you can view online here www.nhs.uk/Conditions/vaccinations or you can ask your family GP for a copy.

If you're not sure whether your child has had all the vaccinations they need, ask your GP or practice nurse to find out for you. It may be possible to "catch up" later in life. If you're going to be away from the GP surgery when a vaccination is due, talk to your doctor. It may be possible to arrange for vaccination at a different location.

Medicines for children

The dose (amount) of a medicine which is recommended for a child will depend on their age, and sometimes their weight so it is especially important to read the label or packaging for instructions and not exceed the recommended dose or frequency.

Paracetamol can be given to children over two months of age (for fever after vaccination) and three months of age for pain and general fever. Ibuprofen can be given for fever or pain to children over three months. Both medicines have restrictions if your child has certain medical conditions.

If in doubt always ask for advice from a pharmacist, GP or nurse.

Do not give aspirin to children under 16 unless instructed to by a specialist, for example after heart surgery



Flu

The flu virus strikes in winter and it can be far more serious than you think. Flu can lead to serious complications such as bronchitis and pneumonia, and it can be deadly. The flu jab is free if you:

- ✓ Are aged 65 or over
- ✓ Are pregnant
- ✓ You have a long-term health condition
- ✓ Are a child aged 2 to 8 (on 31st August 2017)
- ✓ Are a carer
- ✓ Are a front-line health or social care worker (ask your employer)

Children in school years from reception to year 4 will be offered the vaccine in school. Those aged two and three will be offered the vaccine by their GP.

As well as GPs and employers providing the vaccine, most adults who are entitled to a free flu vaccine can receive it from a local pharmacist (chemist).

You can also find more information at www.nhs.uk/getflujab

Also, don't forget that if you're aged 65 or over, you are eligible for the pneumococcal vaccine, which will help protect you from pneumococcal diseases such as pneumonia. Ask your GP.

Keep warm, keep well

It is important to keep your house warm [at least 18 degrees celsius (64.4 degrees fahrenheit)] if you or anyone staying with you is over 65. Keeping warm helps reduce risk of cold and flu, heart attacks, strokes, pneumonia and even depression.

Visit: www.nhs.uk/Livewell/winterhealth for more information about keeping warm.

NHS Health Checks

The NHS Health Check programme aims to help prevent:

- ✓ Heart disease
- ✓ Stroke
- ✓ Diabetes
- ✓ Kidney disease
- ✓ Certain types of dementia



Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or has certain risk factors, will be invited (once every five years) to have a check to assess their risk, as well as receive support and advice to help reduce or manage that risk.

You do not need to do anything as your GP will contact you to arrange your NHS Health Check, but if you think you are eligible and have not yet been invited for an NHS Health Check, you can contact your GP.

Visit: www.healthcheck.nhs.uk for more information.

Shingles

The main symptom of shingles is pain, followed by a rash that develops into itchy blisters, similar in appearance to chickenpox.

The pain may be a constant, dull or burning sensation, and its intensity can vary from mild to severe. Any part of your body can be affected, including your face and eyes, but the chest and tummy (abdomen) are the most common areas.

You may have sharp stabbing pains from time to time,

and the affected area of skin will usually be tender.

In some cases shingles may cause some early symptoms that develop a few days before the painful rash first appears.

These early symptoms can include:

- ✓ **Headache**
- ✓ **Burning, tingling, numbness or itchiness of the skin in the affected area**
- ✓ **A feeling of being generally unwell**
- ✓ **A high temperature (fever)**

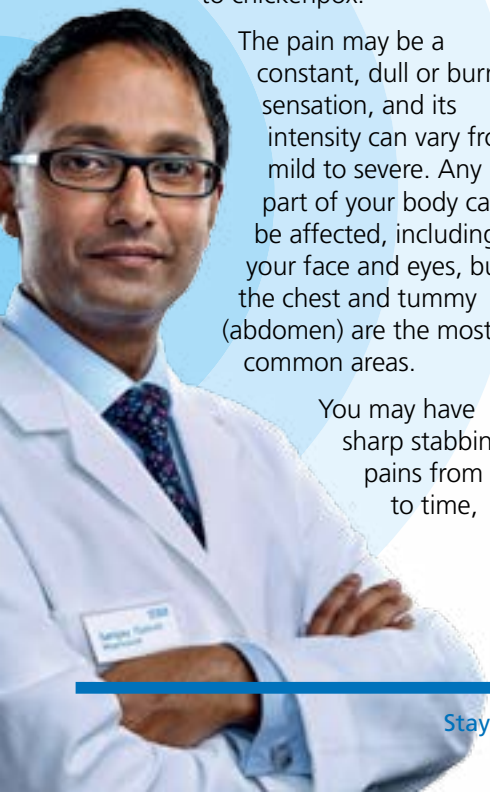
Shingles most commonly occurs in people over the age of 70, those who are under physical and emotional stress, or in those who have a condition affecting their immune system.

Shingles isn't usually serious, but see your GP as soon as possible if you recognise the symptoms. They'll usually be able to diagnose shingles based on your symptoms and the appearance of the rash.

Early treatment may help reduce the severity of your symptoms and the risk of developing complications.

You are eligible for the shingles vaccine if you are aged 70 or 78 years old.

In addition, anyone who was eligible for immunisation in the previous three years of the programme but missed out on their shingles vaccination remains eligible until their 80th birthday. Ask your GP.



Tip 3: Stay well, eat well

Food and drink

Most of us eat too much salt, too much sugar, too much fat, and not enough fibre. Give yourself the best chance of fighting off illness by eating plenty of fruit and vegetables, and drinking lots of water.

Caffeinated drinks, sugary drinks (including fruit juices and smoothies), and alcoholic drinks can all have a severe negative impact on your physical and mental health.

Alcohol

Men should not regularly drink more than 3-4 units of alcohol a day. Women should not regularly drink more than 2-3 units a day. If you've had a heavy drinking session, avoid alcohol for 48 hours.

If alcohol is having a negative impact on your life or the life of somebody you know, there is lots of support available. If you are unsure whether your drinking is harmful, ask yourself:

- ! **Do you always feel the need to have a drink?**
- ! **Do you often end up drinking more than you planned?**
- ! **Do you ever get into trouble as a result of your alcohol use?**
- ! **Do people warn you about the amount of alcohol you drink?**

If you answer yes to any of these questions it is a good idea to speak to your GP. If you would prefer to speak

to somebody else, in confidence, you can phone the national alcohol helpline Drinkline on **0300 123 1110** weekdays 9am-8pm, weekends 11am-4pm.

You can also visit the Change4Life website for diet, alcohol, and other healthy lifestyle tips: www.nhs.uk/change4life

Kick It Stop Smoking Service

Kick It is a free service to help you stop smoking, available across Hammersmith and Fulham, Kensington and Chelsea, Westminster, Kingston, and Richmond.

You get six weekly sessions of support, carbon monoxide tests, advice about whether a prescription medication will be useful, and professional help in changing behaviours and habits.

You can choose a one-on-one appointment, or to take part in a group session, so that everyone in the group can encourage each other. The service also offers telephone appointments, online consultations and a text messaging service.

To access the services or to find out more, email

s.smoking@nhs.net, ring 020 3434 2500, or visit the website: www.kick-it.org.uk



Dementia

The early signs of dementia can seem very much like ordinary behaviour at first, as they can begin very mild and easily overlooked. However, getting help early on makes a huge difference to care and treatment options for dementia, so if you are worried about yourself or someone else, make an appointment with your GP straight away.

The main symptoms of dementia are issues with:

- ✓ **Memory loss**
- ✓ **Thinking speed**
- ✓ **Mental agility**
- ✓ **Language**
- ✓ **Understanding**
- ✓ **Judgement**

If you are caring for someone who has already been diagnosed with dementia, it is important to pay even more attention than usual to their environment, as they may become less aware of things like temperature, hygiene, and safety.

Make sure:

- ✓ **Their home is heated to 18 degrees celsius (64.4 degrees fahrenheit)**
- ✓ **They can easily access the toilet**
- ✓ **They have comfortable warm clothes which do not present the potential for confusion such as complicated buttons, ties, or zips**

There is lots of useful information about dementia online.

Visit www.nhs.uk/conditions/dementia-guide or contact your GP.



Stroke

If you suspect someone may have had a stroke, don't panic, but do act F.A.S.T.

The acronym **F.A.S.T** will help you remember how to tell if someone has had a stroke and what steps to take if so.

Face – Has their face fallen on one side? Can they smile and control facial muscles?

Arms – Can they raise both arms and keep them there?

Speech – Is their speech slurred?

Time – Time to call **999** if you spot any of these warning signs.

Visit the NHS Act Fast – Stroke website for more information:

www.nhs.uk/actfast/Pages/stroke.aspx

If you are still not sure whether somebody needs emergency care, call **111** to speak to our trained staff. There is more information about **111** on page 11.



Tip 4: Wellbeing matters

Your mental wellbeing is important and you deserve support in staying well. Here are some ways to take care of your wellbeing – **whether you have a diagnosed mental illness or not.**

- ✓ **Keep active – but relax. Make time regularly to play sport, jog or walk, learn a language, play an instrument, practice yoga, read a book, or spend time with a pet.**
- ✓ **Take a break. If you are overwhelmed by tasks, chores, or social contact, allow yourself some time out to slow the pace.**
- ✓ **Express yourself. Keeping a journal and talking out loud to people you trust will help to stop unwanted thoughts and feelings from building up inside you.**
- ✓ **If you do experience mental illness, try to recognise patterns and make a note of early signs that you may be becoming unwell, such as difficulty sleeping, or feeling more irritable than usual.**

Go to page 16 for mental health and wellbeing services near you.

Tip 5: Fresh air and exercise are vital

Exercise is important for making your muscles and bones stronger, for keeping your heart healthy, for staying warm, and for reducing stress or low moods.

- ✓ **Adults need to be active for at least 150 minutes each week (just over 20 minutes a day)**
- ✓ **Children aged five to 16 need to be active for at least 60 minutes each day**
- ✓ **Children under five need three hours of activity a day**

For suggestions about fun ways to get active, visit the NHS Change4Life website: www.nhs.uk/change4life



What is NHS 111?

111 is a free telephone number which is open 24 hours a day, seven days a week. The line is staffed with highly trained advisers. They will ask you some questions then direct you to the right service for your need.

When should I call 111?

You should call 111 if you are unwell and unsure about what care you need.

The experts on the line will also be able to tell you where to go to get the right care, transfer your call to the right service, and in some cases they will be able to book an out of hours appointment with a GP.

See page 12 for more information about GP services in your area.

Pharmacy

Your local pharmacist, or chemist, is highly trained. They can offer advice and suggest medicines or treatments for many common problems. See self-care on Page 4 for more.

Some pharmacists can also give flu vaccinations. See page 5 for more information about flu.

Other services available from many local pharmacists include:

- ✓ **Emergency contraception, pregnancy testing, and other sexual health services**
- ✓ **Stop smoking services**





GPs (General Practice) have more contact with patients than any other service in the NHS.

GPs have access to your medical records so they can see all your health needs. When you see your GP they can:

- ✓ **Provide advice on physical and mental health problems**
- ✓ **Provide diagnosis and treatment for a range of conditions**
- ✓ **Help you with long-term care**
- ✓ **Arrange referrals to hospital specialists, community-based services, or other GPs when necessary**

You will find that many additional services, previously provided only in a hospital, can now be delivered by a GP, which means you don't need to go to hospital for care such as blood tests, wound care, and some diabetes treatments. Your own GP may provide this care at their own practice or they may refer to you to another site.

Registering with a GP

It is very important to be registered with a GP.

Make sure you are registered with a GP so that you can make an appointment in future if you need to.

Being registered with a GP also means you can get referred to specialist hospital and community treatment if you need it.

For more information on how to register, you can visit www.nhs.uk.

Seven-day GP access in Westminster and Kensington and Chelsea

There are several extended hours hubs that you can be referred to if you need care on an evening or a weekend, either by your own GP, or by the 111 phone service.

Patients do not have to be registered with the practice providing extended access, and using the service will not affect their registration with their own GP.

For Westminster patients (excluding Queens Park and Paddington):

Central Westminster

Connaught Square, 41 Connaught Square, W2 2HL

Extended appointment times:

Monday to Friday: 6.30pm-8pm

Saturday and Sunday: 8am-4pm

Buses: 18, 23, 16 36, 13, 6, 7, 414, 94,

*Nearest tube stations: Marble Arch, Edgware Road,
Paddington (District/Hammersmith and City Line)*

South Westminster

Pimlico Health at the Marven, 46-50 Lupus Street, SW1V 3EB

Extended appointment times:

Monday to Friday: 6.30pm-8pm

Saturday and Sunday: 10am-6pm

Buses: C10 and 24

Nearest tube station: Pimlico

Central/North Westminster

The Westbourne Green Surgery, Health at the Stowe, 260 Harrow Road, London W2 5ES

Extended appointment times:

Monday to Friday: 6.30pm-8pm

Buses: 18 and 36

*Nearest tube stations: Royal Oak (5 minutes) or
15 minute walk from Warwick Avenue and Edgware Road*

For Kensington and Chelsea patients (including Queens Park and Paddington):

There are new evening and weekend GP appointments available for anyone registered or resident in Kensington and Chelsea or Queen's Park and Paddington. Your practice receptionist can book an evening or weekend appointment for you at the locations detailed below. Ask your receptionist for more details. To make the appointment as effective as possible, the health care professional will ask you for permission to view your patient record.

If you need to see a GP or nurse when your practice is closed, please dial 111.

Violet Melchett Clinic - Integrated Care Centre

30 Flood Walk, London, SW3 5RR

Opening times: *Monday to Friday: 6pm-9pm; Saturday: 8am-8pm; Sunday: 2pm-8pm*

St Charles Centre for Health and Wellbeing – Integrated Care Centre

Exmoor Street, London, W10 6DZ

Opening times: *Monday to Friday: 6pm-9pm; Saturday 8am-8pm; Sunday 8am-2pm*

In addition to the above GP appointments, there is a walk-in service that is open during the week and at weekends. You can contact the service using the details below to confirm their opening hours.

Earls Court Health and Wellbeing Centre

2b Hogarth Rd, Earls Court, London SW5 0P

Tel: 020 7341 0300

Opening times: *Monday to Friday: 9.30am-4.30pm, Saturdays: 9.30am-11.00am*

Specialist care for homeless patients

In Westminster we have two practices that specialise in providing care to homeless people in the borough.

Dr Hickey's Surgery

Cardinal Hume Centre (Homeless Patients Only), 3 Arneway Street, London, SW1P 2BG

Tel: 020 7222 8593

Great Chapel Street Medical Centre

13 Great Chapel Street, London, W1F 8FL

Tel: 020 7437 9360 or 020 7439 2389

Mental health services



What is mental health?

We all have mental health, and we all need to take care of our mental wellbeing. As many as one in four people will experience some form of mental ill-health at some point in their lives. Mental health problems may be triggered by a reaction to a life event – for example prolonged grief after bereavement, or it might appear more gradually in the form of the most common mental health problems for example; anxiety or depression. Less common problems can be more complex, for example a psychotic episode, or Bipolar Disorder.

Getting help

If you are an adult and need to speak to someone about your mental health, the best place to start is with your GP. They can offer you initial advice on how to deal with any symptoms you are experiencing and talk to you about available treatment or support services in your area.

Your GP has access to your medical records which means they will be able to coordinate your care by taking account of all factors before making any diagnosis or referrals. Diet, sleeping habits, pregnancy, stress, drug and alcohol use, and physical health are just some of the external factors that can impact upon your mental health. By talking to your GP first about your mental health they will be able to make sure your mental health and physical health both get treated together, as a whole.

If you are a young person under 18, or you are worried about your child's mental health, you can talk to any professional you trust, for example, a school nurse, teacher or your child's GP. The school may have a counsellor or therapist on site, or be able to direct you to local services. Your child's GP will be able to refer you to the NHS-funded Child and Adolescent Mental Health Services (CAMHS) for moderate to severe mental health problems (more about this later).

Community Living Well in Kensington and Chelsea, and Queens Park and Paddington

Community Living Well provides help to people aged 16 and over in Kensington and Chelsea, and Queens Park and Paddington who need support with their mental health needs. It provides access to a wide range of clinical and wellbeing services.

If you're stressed, anxious, depressed, struggling to sleep and more, there are many psychological therapies available through Community Living Well. It offers access to Farsi and Arabic-speaking counsellors, and interpreters can be arranged if required. You can access the Community Living Well service by asking your GP to refer you or you can contact the service on 020 3028 7805.

Community Living Well is provided by a partnership of Central and North West London Mental Health Trust, Jobs in Mind, Kensington & Chelsea Mind, Kensington & Chelsea Social Council, SMART and Wandsworth and Westminster Mind.

Reach Out

The Reach Out service is available to Westminster residents and people who are registered with a GP in the area.

Ask your GP to refer you to the right service or, alternatively, you can refer yourself directly to the following services in Westminster:

CNWL Talking Therapies Service Westminster: 030 3333 0000

Westminster Mind Counselling Services: 020 7259 8134

The Connaught Square Practice: 020 7402 4026

Cavendish Health Centre: 020 7487 5244

Marylebone Health Centre: 020 7935 6328

Mental health services for children and young people

There are now school and community based services delivered by MIND, West London Action for Children (RBKC only), and the Octavia Foundation in school and community centres. Contact your child's school to find out what is on offer. Some schools have counsellors or therapists offering 1-1 or group support, including mentoring for some secondary schools.

A new initiative for September 2017 is young people's on-line counselling – 'Kooth'. This is confidential, free and accessed from the young person's mobile phone. Texting, telephone counselling and moderated focus groups are available with up to date information and advice. If you are a young person and interested in this service please go online to register at www.kooth.com. If you are a parent and want more information about the service go to parents@xenzone.com.

Child and Adolescent Mental Health Services or CAMHS are national NHS services providing local assessment and treatment for mental health problems for children and young people.

If you are a young person under 18 or you are a parent/carer worried about a child/young person under 18, and do not want to access school support, please contact your GP for a referral to CAMHS who are based at "Parkside Clinic", in Lancaster Road (RBKC), and at Woodfield Road Clinic (Westminster). They see families and young people for moderate to severe mental health problems such as:

- ✓ **Depression**
- ✓ **Self-harm (cutting, overdose)**

✓ **Obsessive Compulsive Disorder (OCD)**

✓ **Anxieties and phobias**

There is also a Young People's Eating Disorders Service based at Chelsea and Westminster Hospital. They accept self referrals and have a waiting time of one week for urgent cases. Please call directly on **020 3315 2711**.

Mind

The charity Mind also provides a wide range of local services and provides support to people with mental health conditions.

Kensington and Chelsea Mind can be contacted on **020 8964 1333** or by email at enquiries@kcmind.org.uk.

Wandsworth and Westminster Mind can be contacted on **020 7259 8100** or by email at admin@wwmind.org.uk.

If a young person is in mental health crisis, for example they are putting themselves or others at risk of serious harm; or they are suicidal; or having a psychotic episode, please contact your GP, or go to the Emergency Department at Chelsea and Westminster Hospital, where there are CAMHS nurses employed to see young people in mental health crisis. Out of hours there is also a CAMHS service available, please call **07834 147047** or email camhsoohnurses.cnwl@nhs.net for advice and support from 4pm-8am Monday to Friday or 9.30am-7.30pm at weekends.



Emergencies

For help in a mental health crisis, you can call West London Mental Health NHS Trust on **0300 1234 244**, 24 hours a day.

If your GP surgery is closed, you can also go to your nearest A&E and ask to see the psychiatrist on duty.

If you or somebody else is in immediate life-threatening danger you can ring **999**.

Maternity services

When you find out you are pregnant, contact your GP or a midwife straight away. Your first appointment with a specialist doctor (obstetrician) or a midwife may not happen until you are around 12 weeks pregnant but it is sensible to begin planning as early as possible to make sure all your needs and preferences are taken into account.

1 *Hammersmith & Fulham*

2 *Kensington & Chelsea*

3 *City of Westminster*

Northwick Park Hospital

Maternity Department
Watford Road, Harrow, HA1 3UJ
020 8869 5252
www.lnwh.nhs.uk

Hillingdon Hospital

Maternity Department
Pield Heath Road, Uxbridge,
Middlesex, UB8 3NN
01895 279471
www.thh.nhs.uk

West Middlesex University Hospital

Maternity Department
Twickenham Road, Isleworth,
Middlesex TW7 6AF
020 8321 5007 / 6420
www.westmidmaternity.org.uk

St Peters Hospital

Guildford Road, Chertsey,
Surrey, KT16 0PZ
01932 872000
www.asph-maternity.org

Chelsea and Westminster Hospital

Maternity Department
369 Fulham Road,
London, SW10 9NH
020 3315 6000
www.chelwest.nhs.uk





Queen Charlotte's and Chelsea Hospital

Maternity Department
150 Du Cane Road,
London, W12 0HS
020 3312 6135

www.imperial.nhs.uk

University College London

Elizabeth Garrett Anderson Wing
25 Grafton Way
London, WC1E 6DB
020 3447 9400

www.uclh.nhs.uk/maternity

St Mary's Hospital

Maternity Department
Praed Street, Paddington,
London, W2 1NY
020 3312 6135

www.imperial.nhs.uk

St Thomas' Hospital

Westminster Bridge Road
London SE1 7EH
020 7188 7188

[www.guysandstthomas.nhs.uk/
our-services](http://www.guysandstthomas.nhs.uk/our-services)

Your choices

In NW London there are six hospitals where you can give birth:

- Chelsea and Westminster
- Hillingdon
- Northwick Park
- Queen Charlotte's and Chelsea
- St Mary's
- West Middlesex

Women can have their postnatal care in a variety of places, either at home, in hospital or in children's centres. Postnatal care is provided by your local maternity unit, and then followed on by your local GP and health visitor services.

How to book

You can be referred to any of our maternity units by your GP, or you can complete a referral form on the individual hospital websites, which are listed above.

For more information to help you make your choice of where you want to give birth, you can look on each hospital website or speak to your midwife or GP.

If your first choice maternity unit is fully booked, we will contact you to help you book at another unit.

GP online services



In addition to the usual face-to-face services, GPs in Westminster, Kensington and Chelsea now provide their patients with online access to the following services:

- ✓ **Booking and cancelling appointments**
- ✓ **Repeat prescriptions**
- ✓ **Access to GP records** (detailed coded information)

To use the service, you will need to go to your registered GP practice to request a SystemOnline username and password. You cannot register for this service online because the practice needs to verify your identity. Please bring along a current form of ID, photographic if possible, and a proof of address.

For further information about GP online services go to:
www.nhs.uk/gponlineservices

Dental care

It is strongly recommended that you have a regular dentist. Children should be registered with a dentist by their first birthday.

Having a regular NHS dentist means they will be able to provide information and advice specific to your needs on what to do if you need dental care out of hours.

If you need urgent out of hours dental care, you can contact NHS 111 or visit the NHS Choices website. They can give you details of out of hours dental services in your area.

See page 3 for information on how to treat pain and minor problems at home.



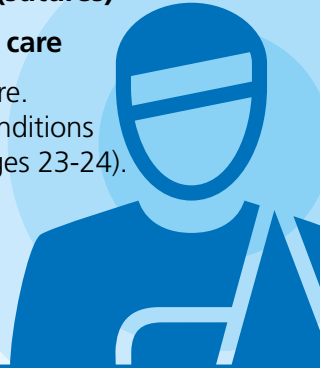
Walk-in centres

NHS walk-in centres offer convenient access to a range of treatments. They deal with minor illnesses and injuries and are usually nurse-led.

These include:

- ✓ **Infections and rashes**
- ✓ **Blood pressure checks**
- ✓ **Emergency contraception and advice**
- ✓ **Stitches (sutures)**
- ✓ **Vomiting and diarrhoea**
- ✓ **Dressing care**

You do not need an appointment to attend a Walk-in centre. Walk-in centres are not designed for treating long-term conditions or immediately life-threatening problems. (See map on pages 23-24).



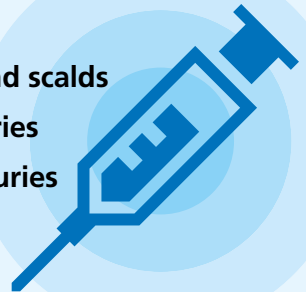
Urgent care centres

Urgent care centres are for minor illnesses or injuries which require immediate care but are not emergencies nor serious enough to require a visit to the A&E department.

Most urgent care centres are based at a hospital site and you do not require an appointment to use the service. (See map on pages 23-24).

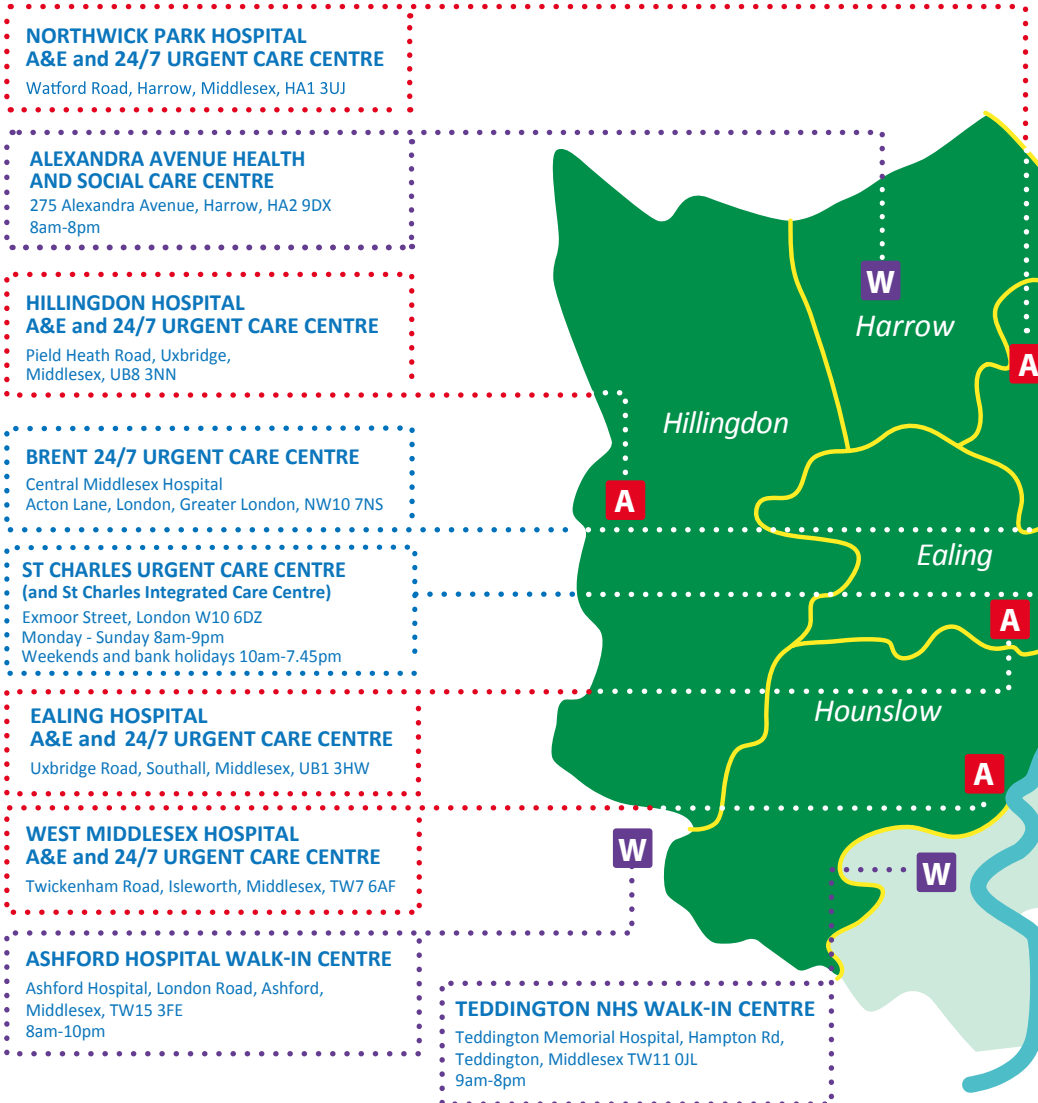
Urgent care centres can treat:

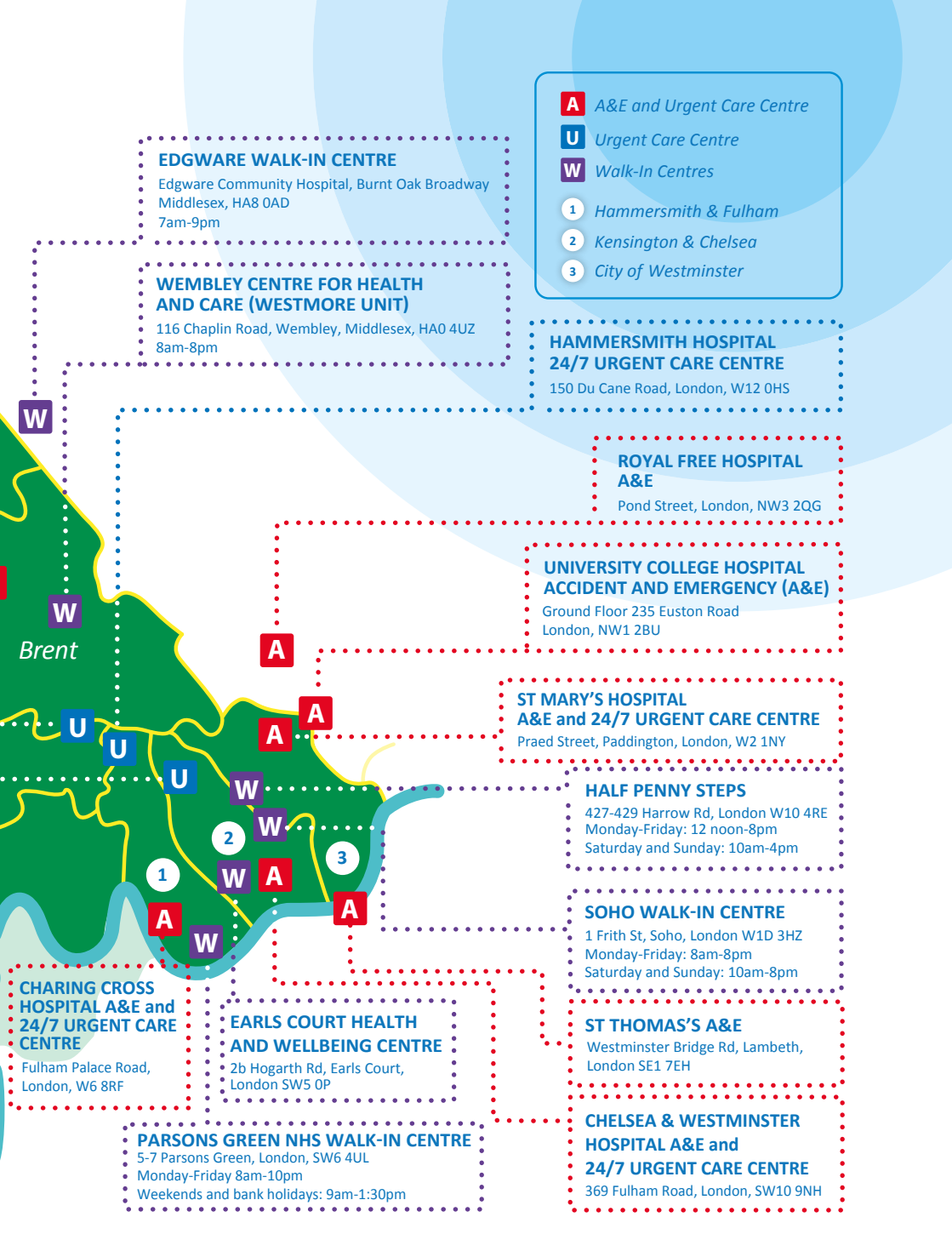
- ✓ **sprains and strains**
- ✓ **minor burns and scalds**
- ✓ **minor broken bones**
- ✓ **minor eye injuries**
- ✓ **minor wound infections**
- ✓ **minor head injuries**
- ✓ **injuries to the back, shoulder and chest**



Urgent care centres and walk-in centres

Below you will find a map showing the urgent care centres, hospitals, and walk-in centres available across North West London.





A A&E and Urgent Care Centre

U Urgent Care Centre

W Walk-In Centres

1 Hammersmith & Fulham

2 Kensington & Chelsea

3 City of Westminster

EDGWARE WALK-IN CENTRE

Edgware Community Hospital, Burnt Oak Broadway
Middlesex, HA8 0AD
7am-9pm

WEMBLEY CENTRE FOR HEALTH AND CARE (WESTMORE UNIT)

116 Chaplin Road, Wembley, Middlesex, HA0 4UZ
8am-8pm

**HAMMERSMITH HOSPITAL
24/7 URGENT CARE CENTRE**

150 Du Cane Road, London, W12 0HS

**ROYAL FREE HOSPITAL
A&E**

Pond Street, London, NW3 2QG

**UNIVERSITY COLLEGE HOSPITAL
ACCIDENT AND EMERGENCY (A&E)**

Ground Floor 235 Euston Road
London, NW1 2BU

**ST MARY'S HOSPITAL
A&E and 24/7 URGENT CARE CENTRE**

Praed Street, Paddington, London, W2 1NY

HALF PENNY STEPS

427-429 Harrow Rd, London W10 4RE
Monday-Friday: 12 noon-8pm
Saturday and Sunday: 10am-4pm

SOHO WALK-IN CENTRE

1 Frith St, Soho, London W1D 3HZ
Monday-Friday: 8am-8pm
Saturday and Sunday: 10am-8pm

ST THOMAS'S A&E

Westminster Bridge Rd, Lambeth,
London SE1 7EH

**CHELSEA & WESTMINSTER
HOSPITAL A&E and
24/7 URGENT CARE CENTRE**

369 Fulham Road, London, SW10 9NH

**CHARING CROSS
HOSPITAL A&E and
24/7 URGENT CARE
CENTRE**

Fulham Palace Road,
London, W6 8RF

**EARLS COURT HEALTH
AND WELLBEING CENTRE**

2b Hogarth Rd, Earls Court,
London SW5 0P

PARSONS GREEN NHS WALK-IN CENTRE

5-7 Parsons Green, London, SW6 4UL
Monday-Friday 8am-10pm
Weekends and bank holidays: 9am-1:30pm

Accident and Emergency (A&E)

In A&E you will be seen by specialist doctors and nurses ready to treat those with life-threatening injuries and illnesses.

The A&E at hospital is for people with major, life-threatening illnesses and injuries, which can include:

- ✓ **Loss of consciousness**
- ✓ **Persistent, severe chest pain**
- ✓ **Breathing difficulties and choking**
- ✓ **Severe bleeding that cannot be stopped**
- ✓ **Having fits**
- ✓ **Severe broken bones or burns**



In an emergency, dial 999

An ambulance crew will start treating you as soon as they arrive and they will then take you to the right hospital for your condition, to ensure you get the best possible treatment.

Staying well if you are elderly

It is important to look out for your elderly neighbours and relatives throughout winter and if you are elderly, to look after yourself if you can.

Make sure you speak to your GP as soon as possible about getting the flu vaccination. This will be very important for keeping you well throughout winter. You should also speak to your GP about managing any long term conditions you have like diabetes.

Remember if you develop a cough, cold or other minor ailment you can get advice from your local pharmacist. Other things you can do for yourself are to eat well, stay hydrated and make sure you keep warm on cold winter days.



My Care, My Way

My Care, My Way is an integrated care service for people aged 65 and older. The service is designed to support a patient's physical health, together with their emotional, social and mental health needs.

My Care, My Way provides easy access to a wide range of health and social care services that specifically support those aged 65 and over. It also means working together with the patient in partnership to ensure the best possible results for them.

It helps older adults to remain independent, living in their own

homes for as long as possible to help them avoid unnecessary hospital stays and plan for any changes.

A patient can be referred into the service by their GP. Currently 24 of our 44 GP practices across the Royal Borough of Kensington & Chelsea and the Queens Park and Paddington area of Westminster are part of My Care My Way, and the service is rolling out to the remaining 20 practices by April 2018.

For more information, please contact your local GP practice or visit our website www.mycaremyway.co.uk

Get involved

Want to get involved in shaping local health services with Central London or West London CCGs?

Call us: **020 3350 4503** for West London CCG or **020 3350 4000** for Central London CCG.

Email us: clccg.communications@nhs.net for Central London CCG or getinvolved@nw.london.nhs.uk for West London CCG.

Web: www.centrallondonccg.nhs.uk for Central London CCG or www.westlondonccg.nhs.uk for West London CCG.

Write to us: NHS West London CCG or NHS Central London CCG,
15 Marylebone Road, London NW1 5JD

To join your local Patient Participation Group or Patient Reference Group contact us via the details above, or ask at your local practice.



Other useful contacts and services

Healthwatch Central West London

Healthwatch Central and West London has the authority to monitor and review how local services are planned and run, and the power to enter and view premises delivering health and social care services.

Email: info@healthwatchcentralwestlondon.org

Phone: **020 8968 7049**

Freephone: **0800 008 7455**

Located at: 5.22 Grand Union Studios, 332 Ladbroke Grove, London W10 5AD

Opening hours: 9.30am-5.00pm

People First

People First is a council-funded and run organisation that provides information and resources covering the whole of the private, voluntary and public sector across the Hammersmith and Fulham, Kensington and Chelsea, and Westminster.

Email: mail@peoplefirstinfo.org.uk

Located at: 2nd Floor Pink Zone, Kensington Town Hall, Hornton Street, London W8 7NX

Web: www.peoplefirstinfo.org.uk

Health trainers and champions

Health Trainers provide free one-to-one support, motivation and advice to borough residents over 18 who want to improve their health and wellbeing.

Health Trainers Kensington and Chelsea Team

Call: **020 7099 3333** (option 2)

Email: kc@londonhealthtrainers.com

Located at: Earls Court Health & Wellbeing Centre, 2b Hogarth Road, London SW5 OPT

Web: www.londonhealthtrainers.com

Kensington and Chelsea Social Council

Kensington and Chelsea Social Council is a Council for Voluntary Service (CVS) and an umbrella body for local voluntary and community organisations. They support local voluntary and community organisations and aim to influence decision makers. They also have a directory of local services.

Call: **020 7243 9800**

Email: info@kcsc.org.uk

Web: www.kcsc.org.uk

Age UK

Age UK is a registered charity working with older people in Westminster and in Kensington and Chelsea, to support their independence and deliver a variety of services including befriending and practical help.

Age UK Westminster

Call: 020 3004 5617

E-mail:

enquiries@ageukwestminster.org.uk

Web: www.ageuk.org.uk/westminster

Age UK Kensington and Chelsea

Call: 020 8969 9105

Email: information@aukc.org.uk

Web: www.ageuk.org.uk/kensingtonandchelsea

Mind

Mind is a charity that provides a wide range of services to support people with mental health conditions.

Kensington and Chelsea Mind

Call: 020 8964 1333

Email: enquiries@kcmind.org.uk

Web: www.kcmind.org.uk

Wandsworth and Westminster Mind

Call: 020 7259 8100

Email: admin@wwmind.org.uk

Web: www.wwmind.org.uk

111

If you are still not sure what care you need, call **111** at any time to speak with a trained medical advisor for advice.

Mental health emergencies

For a mental health emergency that happens out-of-hours (5pm-9am, Monday to Friday; and Saturdays, Sundays and bank holidays), you can call Central and North West London Out-of-Hours Urgent Advice Line number on **0800 0234 650**.

If you or somebody else is in immediate life-threatening danger you can ring **999**.

Open Age

Open Age works across Kensington and Chelsea, Westminster and Hammersmith and Fulham to enable anyone aged 50 or older to sustain their physical and mental fitness, maintain an active lifestyle and develop new and stimulating interests.

To find details of your nearest Open Age:

Call: 020 8962 4141

E-mail: mail@openage.org.uk

Web: www.openage.org.uk/

Need to see a GP or nurse in the evening or at the weekend?

Evening and weekend GP appointments are available to book near you

Ask your GP practice receptionist for more details

When your GP practice is closed call NHS 111.

