



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 2015/2016

Tips on staying well,
and how to use your NHS

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

**STAY WELL
THIS WINTER**



Stay well: in Westminster and Kensington and Chelsea

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**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.

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

- ✓ **Paracetamol and aspirin** (for headaches and other pain)
- ✓ **Decongestants** (for stuffy noses)
- ✓ **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**

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

Tip 2: 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



Tip 3: 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 weakened 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.

Paracetamol for children

Do not give medication to children unless advised by a doctor, nurse, or health visitor.

Paracetamol can be given to children over two months old for pain and fever. Check with your pharmacist when you buy it, and read the label.

Giving the wrong dose to your child is highly dangerous.



Ibuprofen for children

Ibuprofen can be given for pain and fever in children of three months and over who weigh more than 5kg (11lbs) but if your child has asthma you should not give them ibuprofen unless a doctor has specifically recommended it.

Flu

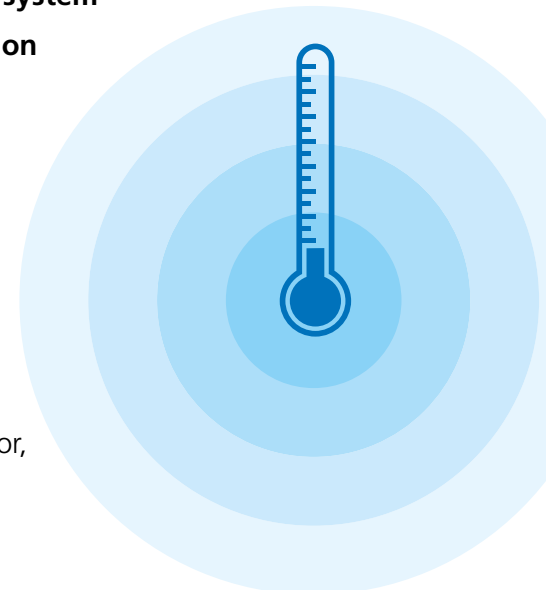
When the weather is cold it is particularly important for certain groups to get their flu vaccination. Flu can turn serious very quickly for high risk groups and in some extreme cases it can even be fatal.

You are eligible for a free vaccination if you are:

- ✓ **Over 65**
- ✓ **Pregnant**
- ✓ **Living with an underlying health condition (particularly long-term heart or lung disease)**
- ✓ **Living with a weakened immune system**
- ✓ **A child aged two, three and four on August 31 2015**
- ✓ **A carer for someone with an underlying health condition or a frontline health or social care worker**

Children can receive their vaccination from the GP as a nasal spray instead of a needle injection. The nasal spray is quick, painless, and effective.

Adults can get the vaccine via their GP, or, alternatively, at many local pharmacies.



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

Shingles is a rash caused by the same virus that causes chickenpox. The virus causes an infection of a nerve and the skin around it, which leads to painful blistering.

Early symptoms include:

- ✓ A headache
- ✓ Burning, tingling, numb or itchy skin
- ✓ A high temperature or fever

As the condition grows more severe you may experience a dull, burning pain or short stabbing pains. The shingles rash is likely to appear at first as red blotches on your skin which slowly turn into itchy blisters.

You are at high risk of shingles if you:

- ✓ Are over 65
- ✓ Are stressed
- ✓ Have a weakened immune system for example from medication, from pregnancy, or from an existing condition such as HIV/AIDS

If you are worried about contracting shingles you should make an appointment with your GP. They will be able to give you a diagnosis and advise you on the right treatment.

People aged 71 and 72 on 1 September 2015, and people aged 79, are entitled to a shingles vaccine free on the NHS.



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 13.



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 is 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



NHS 111

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 trained medical 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 14 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 such as headaches, stomach problems, coughs, and colds.

Some pharmacists can also give out flu vaccinations. See page 7 for more information about flu.

Other services available from your local pharmacist include:

- ✓ **Emergency contraception, pregnancy testing, and other sexual health services**
- ✓ **Stop smoking services**
- ✓ **Supervised drug administration and needle exchange**
- ✓ **Repeat prescriptions**





GPs

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 setting, 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 site 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 services 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 out of hours access, and using the service will not affect their registration with their own GP.

In addition, there are two walk-in services that are open during the week and out of hours. You can contact them using the details below to confirm their opening hours.

Earls Court Medical Centre

248 Earls Court Road, London, SW5 9AD

Tel: 020 7835 1455

Monday-Friday: 9.30am-5.30pm

Saturday: 9am-12 noon

Half Penny Steps

427-429 Harrow Rd, London W10 4RE

Tel: 020 8962 8700

Monday-Friday: 12 noon-8pm

Saturday and Sunday: 10am-4pm

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. It might come as a one-off reaction to a life event – for example grief, after bereavement - it might come as a common mental illness like anxiety or depression, and it might be a more complex condition such as schizophrenia.

Getting help

If you 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.

Take Time to Talk

Take Time to Talk is available to residents of Kensington and Chelsea or Paddington as part of the government's Improving Access to Psychological Therapies programme (IAPT). If you're stressed, anxious, depressed, struggling to sleep and more, there are many psychological therapies available to help you.

You can access the service by asking your GP to refer you or you can go online and 'Opt In' at www.take-time-to-talk.com.

We offer access to Farsi and Arabic-speaking counsellors, and interpreters can be arranged if required. This service is provided by Wandsworth and Westminster Mind.

The service is provided by Central and North West London NHS Foundation Trust, Central London Community Healthcare NHS Trust and Depression Alliance.

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

CAMHS stands for Child and Adolescent Mental Health Services. It is an NHS service providing mental health care for children and young people.

If you, your child, or somebody you care for is under 18 and struggling to cope with difficult aspects of life such as family changes or school pressures, they may be referred to CAMHS for support.

Common problems that result in referral to CAMHS include:

- ✓ **Depression**
- ✓ **Self-harm**
- ✓ **Violent or anti-social behaviour**
- ✓ **Eating disorders**
- ✓ **Obsessive Compulsive Disorder (OCD)**
- ✓ **Severe sleep problems**
- ✓ **Anxieties and phobias**

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@westminstermind.org.uk.

Emergencies

If you need help with a mental health crisis out-of-hours (5pm-9am, Monday to Friday; and Saturdays, Sundays and bank holidays), you can call the 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**.

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.

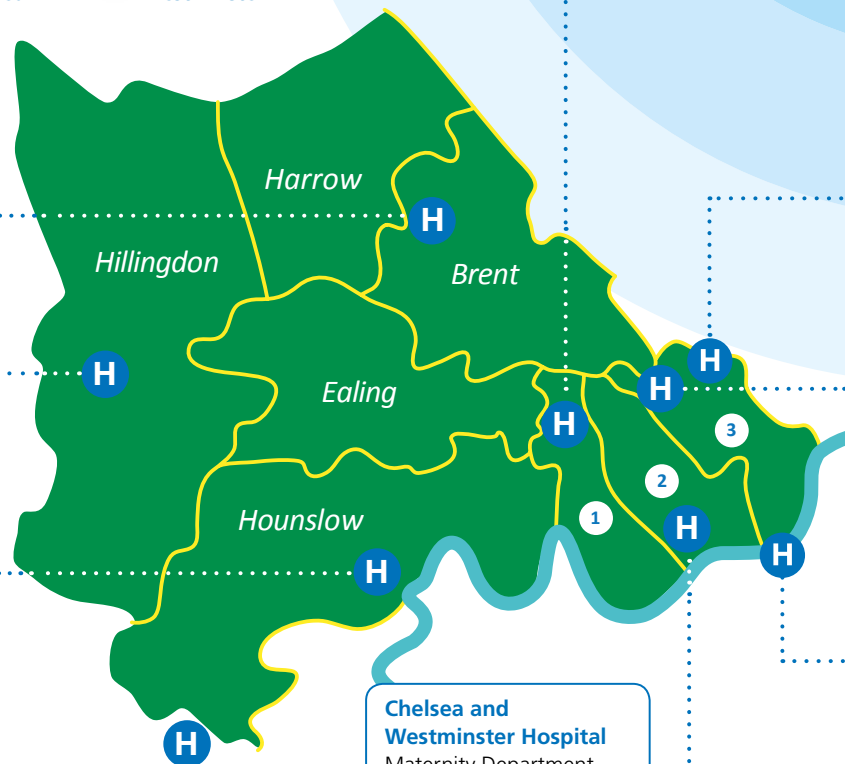
- 1 *Hammersmith & Fulham*
- 2 *Kensington & Chelsea*
- 3 *City of Westminster*

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



Your choices

In North West 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 also choose to have their postnatal care either at home, in hospital, or in health and children's centres near where they live.

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.

Patient Online



In addition to the usual face-to-face services, GPs in North West London now provide their patients with online access to the following services:

- ✓ **Booking appointments**
- ✓ **Repeat prescriptions**
- ✓ **Access to GP records** (currently summary information only)

To use this service you need to request a registration letter from your GP. The registration letter contains the details you can enter into the secure online interface to create an account.

For further information about Patient Online go to:
www.england.nhs.uk/patientonline

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.



Urgent care

What is urgent care?

Urgent care is not the same as emergency care. You might need medical help very fast but that doesn't mean your illness or injury is life-threatening. (See page 24 for more information about emergency care).

How do I access urgent care?

Urgent Care Centres (UCCs) are for minor illnesses or injuries that need urgent medical attention but are not life-threatening, such as broken bones or minor burns and cuts.

Most Urgent Care Centres are based at a hospital site and you do not need an appointment to use the service. See the map on page 22 to find your nearest Urgent Care Centre.

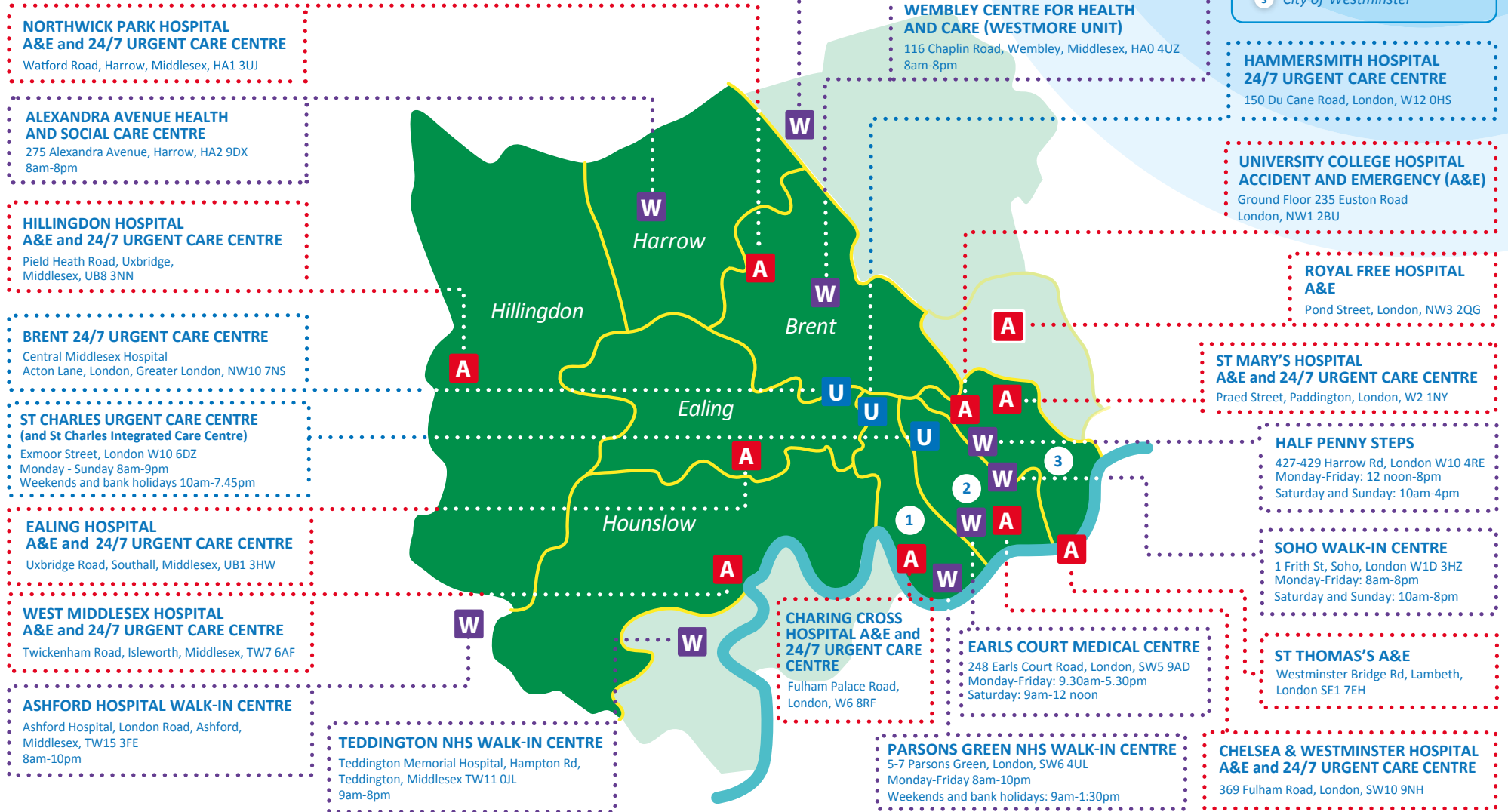
You should go to an Urgent Care Centre for:

- ✓ **Sprains and strains**
- ✓ **Minor cuts (including those that need stitches) and burns**
- ✓ **Minor broken bones**
- ✓ **Minor infections**



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.



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.



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@nhs.net for Central London CCG or wlcgg.team@inwl.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 and 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.

Call: **020 8968 7049**

Email: healthwatchcwl@hestia.org

Located at: Units 25/6 The Shaftesbury Centre, 85 Barlby Road, W10 6BN

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

Health Trainers Westminster Team

Call: **020 7099 3333** (option 1)

Email: westminster@londonhealthtrainers.com

Located at: Living Well, St Charles Centre for Health and Wellbeing, Exmoor Street, London W10 6DZ

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.

Call: **020 7243 9800**

Email: info@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

Age UK Kensington and Chelsea

Call: **020 8969 9105**

Email: information@aukc.org.uk

Mind

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

Kensington and Chelsea Mind

Call: **020 8964 1333**

Email: enquiries@kcmind.org.uk

Wandsworth and Westminster Mind

Call: **020 7259 8100**

Email: admin@westminstermind.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.

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**.

Claim your free gift

We want to be sure that all our residents have received this booklet and we'd love to hear from you.

Please email or write to us at the address below let us know you got the booklet along with your residential postcode.

We will send the first 100 people to contact us a stay well this winter card thermometer to help them keep warm and well over the winter months.

Email us:
communications@nw.london.nhs.uk

Write to us:
Communications team,
CWHHE Collaborative of Clinical
Commissioning Groups (CCGs),
15 Marylebone Road, London,
NW1 5JD



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