

Your healthcare services in  
**North West  
London**



November 2014

- Keeping well
- GP services in your area
- Working together to provide better health and social care
- Where to get urgent help
- Useful numbers
- Improving your local hospitals

# Choosing the right NHS service for you.

- This leaflet provides you with information on NHS services in your local area.
- It explains the different local services, what they do and what you should use them for.
- We want you to be able to quickly access the right service so you and your family get the best care.
- We hope the information in this booklet helps you make the best use of the services the NHS has available in your local area.

# At home



Grazed  
Knee



Sore  
throat



Cough

A lot of common illnesses and injuries can be treated at home with medicines you can buy at a chemist, and plenty of rest. Useful medicines include:

- Paracetamol & aspirin – for pain relief
- Decongestants – for stuffy noses
- Indigestion remedies – tablets or liquids to help with heartburn
- Antiseptic creams – for cuts and grazes



**Never give aspirin to children under 16.  
Always follow the instructions on the pack.  
Keep medicines out of the reach of children**

You can also be prepared by keeping a first aid kit at home. Useful items include: bandages, plasters, thermometer, sterile dressings, medical tape and tweezers.



**Children can recover from illness quickly but also can become poorly quickly. It is important to seek further advice if a child's condition gets worse**

# Keeping well

There are also lots of ways to help you and your family keep well:

## Flu vaccination

- Flu can be more severe in those over 65, pregnant women or adults and children with other health conditions.
- These at risk groups can get the flu jab on the NHS each year.

## Stop smoking service

- One in two smokers will die from a smoking related disease, half before the age of 70.
- Stopping smoking is important to improve your health and wellbeing.

## NHS health checks

- Many conditions, such as heart disease, stroke and diabetes, can be prevented.
- If you are between 40 and 74 you may be eligible for a free NHS health check.

## Keeping warm in winter

- Keeping warm can help prevent cold, flu and other serious health conditions.
- Wrap up warm and look out for your elderly friends and relatives to make sure they are safe and well.

For more information on any of the above, please speak to your GP practice, pharmacist or contact your local council and speak to the public health team.

# NHS 111



Unwell



Unsure



Need  
advice

- You should dial 111 when you need advice or medical treatment, and you cannot wait for an appointment to see your doctor.
- 111 is free to call and is open 24 hours a day, 7 days a week, 365 days a year.
- When you call 111, you will speak to an adviser from the NHS 111 team. The team has trained advisers, nurses and GPs who can help you. They will ask you questions to find out what help you need.

## The 111 adviser will be able to:

- ✓ Decide what medical help you need,
- ✓ Tell you where you need to go to get this medical help
- ✓ Transfer your call to the service you need
- ✓ Book an out of hours GP appointment for you if possible

# Pharmacy



Mild diarrhoea



Cold Symptoms



Mild fever



Mild skin irritations

Your local pharmacist, or chemist, is highly trained.

They can offer advice and suggest medicines or treatments for a range of common problems such as coughs, colds, upset stomachs, aches and pains.

## They often provide additional services such as:

- ✓ Emergency contraception
- ✓ Needle exchange and supervised drug administration
- ✓ Pregnancy testing
- ✓ Stop smoking services
- ✓ Chlamydia screening and treatment
- ✓ Flu vaccine

To find your nearest pharmacist, call 111 or visit [www.nhs.uk](http://www.nhs.uk)

# GPs



Vomiting



Painful  
cough



High  
temperature

To see a General Practitioner (GP) at your doctor's surgery you will need to be registered and make an appointment.

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 and community based services when necessary

## Registering with a GP

- It is very important to be registered with a GP.
- You must be registered to make an appointment.
- This also lets you get referred to specialist hospital and community treatment if you need it.
- For help registering visit [www.nhs.uk](http://www.nhs.uk).

# Urgent Care Centres



Sprain  
& strains



Minor  
burns



Cuts



Minor  
broken bones



Minor  
infections

Urgent Care Centres (UCCs) are for minor illnesses and injuries that are urgent but not life threatening.

They are often located at a hospital and you can just walk in. You do not need an appointment.

UCCs are staffed by GPs and nurses with specialist skills in urgent care. UCCs are for patients whose conditions are urgent enough that they cannot wait for a GP appointment, but who do not need emergency treatment at A&E.

## Adults and children can use Urgent Care Centres (UCCs) for:

- ✓ Sprains and strains of ankles, wrists and knees
- ✓ Minor burns (small area)
- ✓ Cuts, including those that need stitches
- ✓ Infections that GPs commonly treat e.g. sore throats and earache
- ✓ Minor broken bones such as toes, fingers and collarbone
- ✓ X-rays where needed

If your condition gets worse, the doctors and nurses at the UCC will quickly get you to the best place for your care. The UCC may also refer you back to your GP for an appointment if that is best for you.

For details of your nearest 24/7 urgent care centres, please see the map on page 10-11.

# Accident and Emergency



Loss of consciousness



Chest Pain



Breathing difficulties



Bleeding that won't stop

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

The Accident and Emergency department (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
- ✓ Badly broken bones



## 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.

For details of your nearest Accident & Emergency department, please see the map on page 10-11.

# 24/7 services in North West London

**H** 24/7 A&E and urgent care centre

**H** 24/7 urgent care centre

**NORTHWICK PARK HOSPITAL  
A&E and URGENT CARE CENTRE - 24/7**

Watford Road, Harrow, Middlesex, HA1 3UJ

**HILLINGDON HOSPITAL  
A&E and URGENT CARE CENTRE - 24/7**

Pield Heath Road, Uxbridge,  
Middlesex, UB8 3NN

**CENTRAL MIDDLESEX HOSPITAL  
URGENT CARE CENTRE - 24/7**

Acton Lane, London, Greater London, NW10 7NS

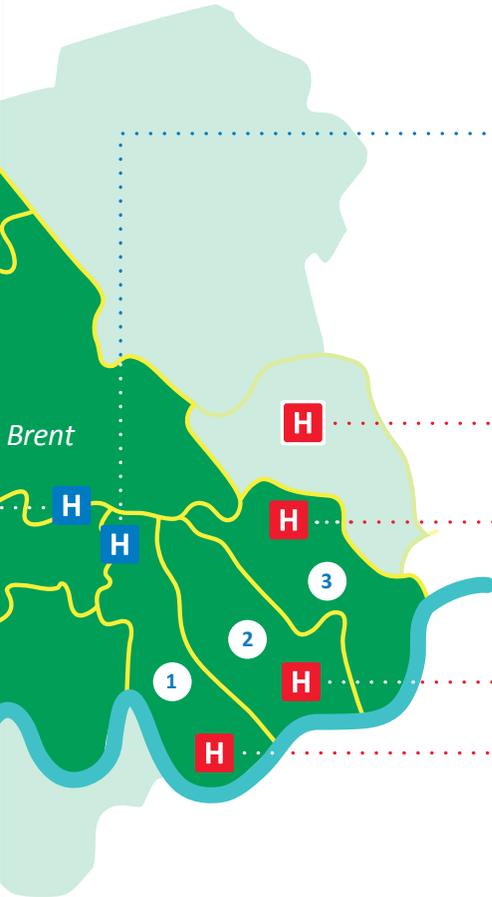
**EALING HOSPITAL  
A&E and URGENT CARE CENTRE - 24/7**

Uxbridge Road, Southall, Middlesex, UB1 3HW

**WEST MIDDLESEX HOSPITAL  
A&E and URGENT CARE CENTRE - 24/7**

Twickenham Road, Isleworth, Middlesex, TW7 6AF





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

150 Du Cane Road, London, W12 0HS

**ROYAL FREE HOSPITAL  
A&E - 24/7**

Pond Street, London, NW3 2QG

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

Praed Street, Paddington, London, W2 1NY

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

369 Fulham Road, London, SW10 9NH

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

Fulham Palace Road, London, W6 8RF

1 *Hammersmith  
& Fulham*

2 *Kensington  
& Chelsea*

3 *City of  
Westminster*

# Improving hospitals



## Chelsea and Westminster Hospital NHS Foundation Trust

[www.chelwest.nhs.uk](http://www.chelwest.nhs.uk)



### Chelsea & Westminster Hospital

- Major investment to refurbish and expand the A&E service
- Recently opened Midwife-led Birth Centre
- Expanding critical care capacity with a new Intensive Care Unit
- More inpatient beds

## The Hillingdon Hospitals NHS Foundation Trust

[www.thh.nhs.uk](http://www.thh.nhs.uk)



### Hillingdon Hospital

- Extended maternity services with new midwife led unit
- New and improved emergency department with more A&E cubicles
- Refurbished theatres with increased recovery space
- More paediatric and intensive care beds

## Imperial College Healthcare NHS Trust

[www.imperial.nhs.uk](http://www.imperial.nhs.uk)



### Charing Cross Hospital

- Purpose-built facilities for day-case diagnostics, therapies and surgery plus emergency care
- New space for integrated and community care
- Plans for a redeveloped local hospital with A&E



### Hammersmith Hospital

- Range of improvements to extend focus as specialist hospital



### St Mary's Hospital

- Plans to redevelop to extend focus as major acute hospital
- Purpose-built facilities, including for A&E, major trauma and maternity
- New space for Western Eye Hospital services

## London North West Healthcare NHS Trust

[www.lnwh.nhs.uk](http://www.lnwh.nhs.uk)



### Central Middlesex Hospital

- Developing major hub for primary and community care services
- Home to Brent Sickle Cell and Thalassemia centre



### Ealing Hospital

- Refurbished ward, 5 north, opening in November to support frail especially those suffering with dementia
- Plans for a redeveloped local hospital with A&E



### Northwick Park Hospital

- New A&E opening later in 2014
- New operating theatres opened last year
- Carroll ward, a modern 20 bedded acute medical unit recently opened
- Enhanced 24/7 stroke unit

## West Middlesex University Hospital NHS Trust

[www.west-middlesex-hospital.nhs.uk](http://www.west-middlesex-hospital.nhs.uk)



### West Middlesex Hospital

- New maternity unit
- Additional adult inpatient beds
- More beds for children
- Improved A&E facilities

# Bringing together health and social care



When patients need treatment, they can find themselves needing the help of different health professionals and social care services.

We've been talking to patients and carers who tell us they often find it frustrating to tell their story multiple times. They also find it difficult to find their way through all the different services.

In North West London, we are working together with patients, hospitals, GPs, councils and other partners to make this better.

## What this means for patients

- ✓ Planning your care with people who work together to understand you and your care
- ✓ The professionals involved with your care talking to each other and sharing your care plan to best support you
- ✓ One point of contact who understands you and your condition

# Your medical information



We take great care to ensure information about you is kept confidential and used responsibly.

**Where there are lots of people involved in caring for you, sharing your medical records helps support that care. The benefits are:**

- ✓ You won't need to repeat your medical history
- ✓ You avoid unnecessary appointments and tests
- ✓ You can be more involved in decisions about your care
- ✓ Health professionals have the right information at the right time

Sometimes, care information will be made available for secondary uses - such as helping to plan local services. Before this happens, we will make the information anonymous so that you cannot be identified. We will also let you know by putting public notices in each organisation who may hold your records

You can choose not to share your information at any time. If you would like to do this, please tell your care provider.

## Useful contact details

The following are available 24 hours a day, seven days a week:

- In an emergency call **999**
- Call **NHS 111** if you need medical help or advice but it is not a life threatening situation
- For more information or advice visit **[www.nhs.uk](http://www.nhs.uk)**
- If something is troubling you and you need to talk to someone call the **Samaritans - 08457 90 90 90**

To find out the location of your nearest 24/7 Urgent Care Centre or Accident and Emergency department, see the map on page 10-11.

**This booklet has been produced by the collaboration of North West London Clinical Commissioning Groups**

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