

Stay well:

Your guide to local health services in Hammersmith and Fulham

Tips on staying well and how to use your NHS

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



**Stay well in
Hammersmith and Fulham**

www.hammersmithfulhamccg.nhs.uk

Stay well: in Hammersmith and Fulham

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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** (for headaches and other pain)
- ✓ **Any cold or flu remedy you find helpful** (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**

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**

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

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 and 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: 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 drink no more than 14 units of alcohol per week, no more than four units in any one day and have at least two alcohol-free days a week. Women should drink no more than 14 units of alcohol per week, no more than three units in any one day and have at least two alcohol-free days a week. 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 free national alcohol helpline Drinkline on **0300 123 1110** weekdays 9am - 8pm, weekends 11am - 4pm.

The alcohol service for Hammersmith and Fulham residents provides free confidential support for anyone worried about their alcohol use who can call Freephone: **0800 014 7440** or email thealcoholservice.info@cgl.org.uk

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 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.

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 for instance should only usually be given to children over 2 months of age unless recommended by a doctor or specialist nurse.

Paracetamol and ibuprofen are available from pharmacies (chemists) or some supermarkets.

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

Giving the wrong dose to your child is highly dangerous.



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:

- ✓ **Aged 65 years and over**
- ✓ **Pregnant**
- ✓ **Living with an underlying health condition (particularly long-term heart or lung disease)**
- ✓ **Living with a weakened immune system**
- ✓ **A child who was aged two or three on 31st August**
- ✓ **A child in school year 1, 2, 3, 4 or reception**
- ✓ **A carer for someone with an underlying health condition or a frontline health or social care worker**

Children will receive their vaccination as a nasal spray. 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

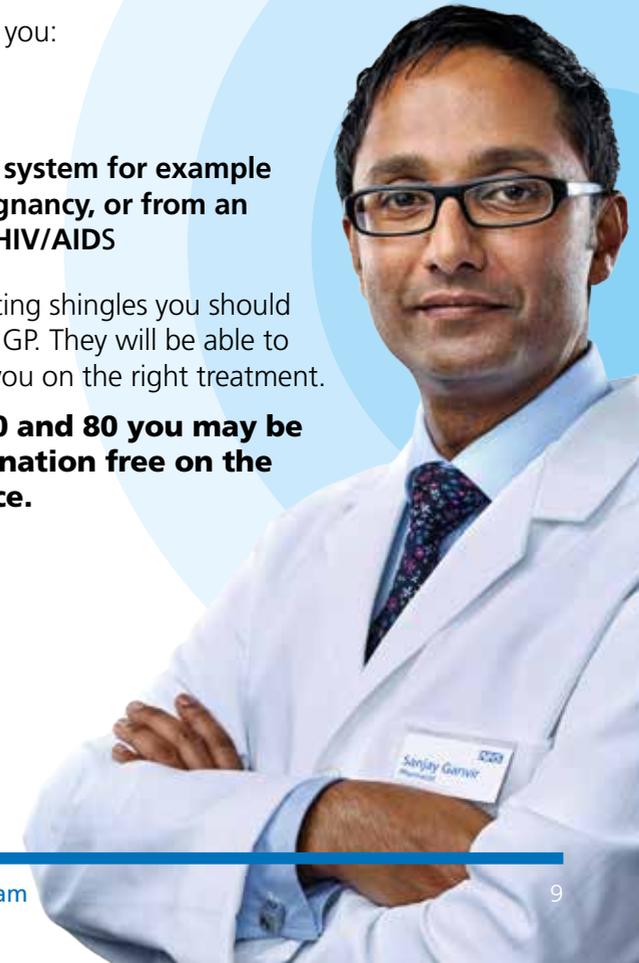
As the condition grows more severe you may experience a dull, burning pain or short stabbing pains. The shingles rash is likely to appear at first as red blotches on your skin which slowly turn into itchy blisters.

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.

If you are aged between 70 and 80 you may be entitled to a shingles vaccination free on the NHS. Ask at your GP practice.



Dementia

The early signs of dementia can seem very much like ordinary behaviour at first, as they can be 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**

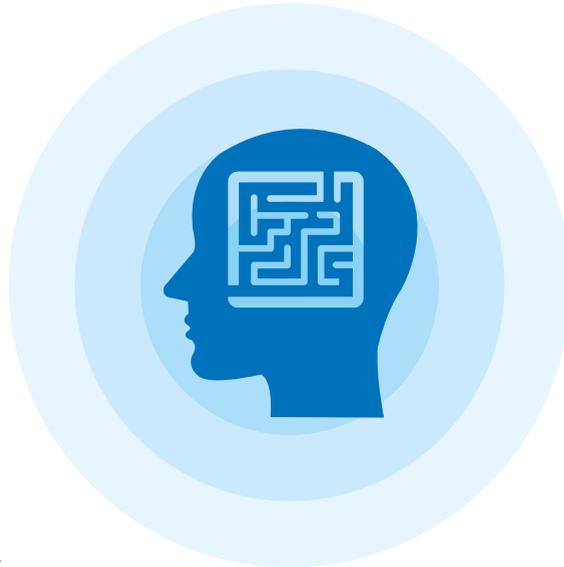
If you are caring for someone who has already been diagnosed with dementia, it is important to pay even more attention than usual to their environment, as they may become less aware of things like temperature, hygiene, and safety.

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, practise 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 many local pharmacies include:

- ✓ **Emergency contraception, pregnancy testing, and other sexual health services**
- ✓ **Stop smoking services**
- ✓ **Supervised drug administration and needle exchange**
- ✓ **Advice on medicines available over the counter for minor ailments**





GPs

GPs 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.

Extended opening hours in Hammersmith and Fulham CCG

Residents can pre-book GP and practice nurse appointments at three practices across the borough for weekday evenings and weekends. Patients do not have to be registered with the practice, and using the service will not affect their registration with their own GP.

The practices that offer the service are:

Brook Green Medical Centre
Bute Gardens, London, W6 7EG

Opening Times:
Mon - Fri: 18:30 - 20:00
Saturday: 08:00 - 20:00
Sunday: 08:00 - 20:00

Cassidy Medical Centre
651a Fulham Road, London, SW6 5PX

Opening Times:
Mon - Fri: 18:30 - 20:00
Saturday: 09:00 - 15:00
Sunday: 09:00 - 15:00

Parkview Practice (Dr Canisius and Dr Hasan)
Cranston Court, 56 Bloemfontein Road, London W12 7FG

Opening Times:
Mon - Fri: 18:30 - 20:00
Saturday: 09:00 - 17:00
Sunday: 09:00 - 13:00

You can book an appointment through your Practice receptionist or by calling NHS 111 when your practice is closed.



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.

Back on Track

Back on Track is 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.

Back on Track is provided in Hammersmith and Fulham by West London Mental Health Trust, West London Centre for Counselling, and Mental Health Matters.

Call **030 0123 1156** between 9.30am-4.30pm Monday to Friday to access this service. Visit www.backontrack.nhs.uk for more information.

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.

Hammersmith and Fulham Mind can be contacted on **020 7471 0580** or by email at enquiries@hfmind.org.uk.

Emergencies

For help in a mental health crisis, you can call West London Mental Health NHS Trust on **030 0123 4244**, 24 hours a day.

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

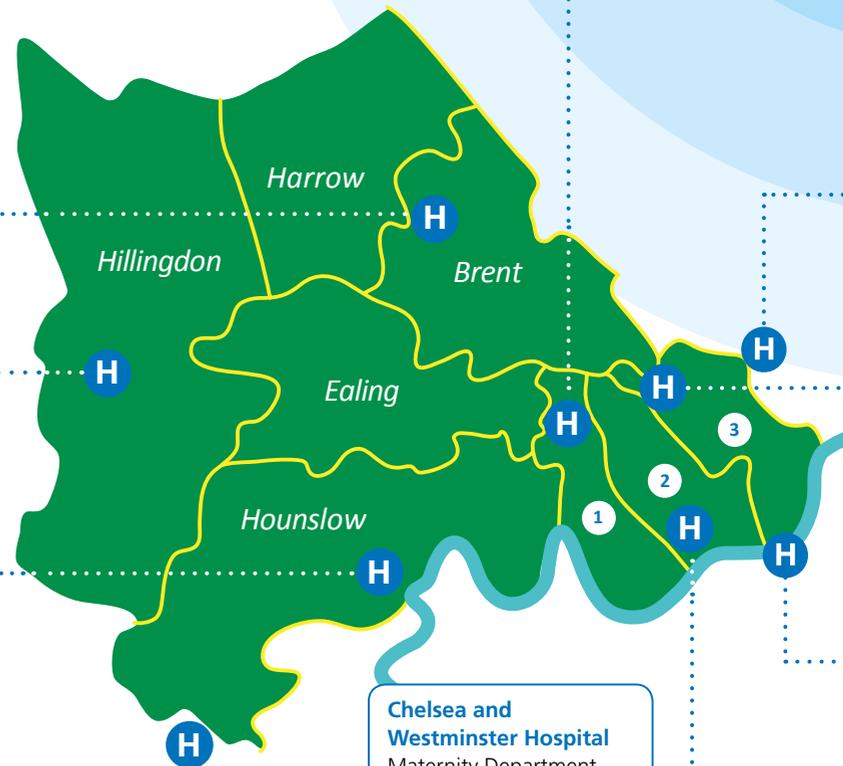
Maternity Department
Pield Heath Road, Uxbridge,
Middlesex, UB8 3NN
01895 279471
www.thh.nhs.uk

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.

Maternity champions:

To get in touch with the Hammersmith and Fulham Maternity Champions, trained volunteers who are able to help new parents from pregnancy and into the first year of your child's life, please contact carmella@familymosaic.co.uk / 020 8740 8008.

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**
- ✓ **Ordering 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/ourwork/pe/patient-online

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 Choice 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 (WICs) offer convenient access to a range of treatments. WICs deal with minor illnesses and injuries and are usually nurse-led.

These include:

- ✓ **infections and rashes**
- ✓ **emergency contraception and advice**
- ✓ **vomiting and diarrhoea**
- ✓ **blood pressure checks**
- ✓ **stitches (sutures)**
- ✓ **dressing care**

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



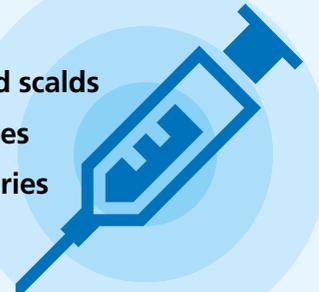
Urgent care centres

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

UCCs can treat:

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



Map of urgent and emergency care

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

**NORTHWICK PARK HOSPITAL
 A&E and 24/7 URGENT CARE CENTRE**
 Watford Road, Harrow, Middlesex, HA1 3UJ

**ALEXANDRA AVENUE HEALTH
 AND SOCIAL CARE CENTRE**
 275 Alexandra Avenue, Harrow, HA2 9DX
 8am-8pm

**HILLINGDON HOSPITAL
 A&E and 24/7 URGENT CARE CENTRE**
 Pield Heath Road, Uxbridge,
 Middlesex, UB8 3NN

BRENT 24/7 URGENT CARE CENTRE
 Central Middlesex Hospital
 Acton Lane, London, Greater London, NW10 7NS

**ST CHARLES URGENT CARE CENTRE
 (and St Charles Integrated Care Centre)**
 Exmoor Street, London W10 6DZ
 Monday - Sunday 8am-9pm
 Weekends and bank holidays 10am-7.45pm

**EALING HOSPITAL
 A&E and 24/7 URGENT CARE CENTRE**
 Uxbridge Road, Southall, Middlesex, UB1 3HW

**WEST MIDDLESEX HOSPITAL
 A&E and 24/7 URGENT CARE CENTRE**
 Twickenham Road, Isleworth, Middlesex, TW7 6AF

ASHFORD HOSPITAL WALK-IN CENTRE
 Ashford Hospital, London Road, Ashford,
 Middlesex, TW15 3FE
 8am-10pm

TEDDINGTON NHS WALK-IN CENTRE
 Teddington Memorial Hospital, Hampton Rd,
 Teddington, Middlesex TW11 0JL
 9am-8pm

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

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

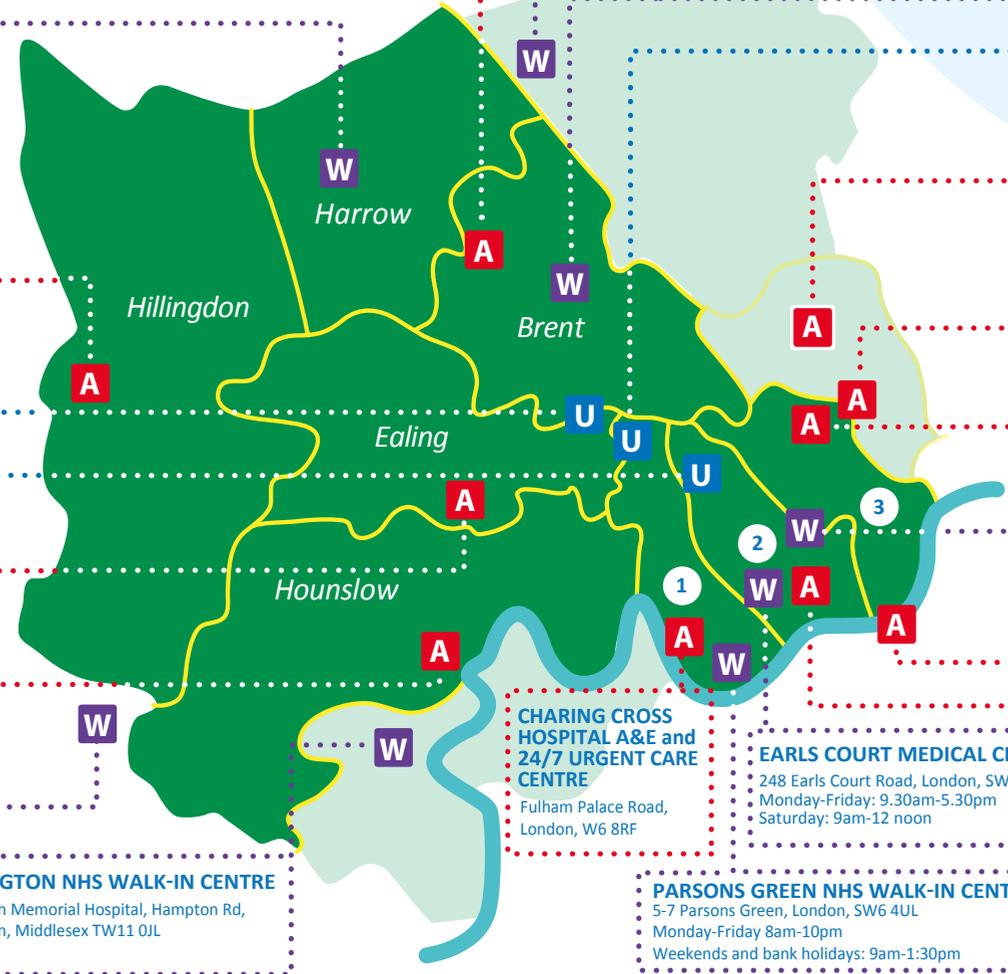
ST THOMAS'S A&E
 Westminster Bridge Rd, Lambeth,
 London SE1 7EH

**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 MEDICAL CENTRE
 248 Earls Court Road, London, SW5 9AD
 Monday-Friday: 9.30am-5.30pm
 Saturday: 9am-12 noon

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 so you may not need to go to A&E. If you do need to go to A&E after attention from the ambulance crew, they will take you to the right hospital to ensure you get the best possible treatment.



Get involved

Want to get involved in shaping local health services with Hammersmith and Fulham CCG?

Contact Hammersmith and Fulham CCG

Call: 020 3350 4303

Email us: hafccg.engagement@nhs.net

Write to us:

NHS Hammersmith and Fulham Clinical Commissioning Group,
15 Marylebone Road, London, NW1 5JD

Web: www.hammersmithfulhamccg.nhs.uk



@staywellnwl



@NHSHFCCG

Patient Reference Group

For more information on how you can get involved, or to join our Patient Reference Group, visit www.hammersmithfulhamccg.nhs.uk/your-voice/get-involved.aspx



Other useful contacts and services

Healthwatch Hammersmith and Fulham

Healthwatch Hammersmith and Fulham 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: T: **020 8968 7049**;

Freephone: **0800 008 7455**

Email: info@healthwatchcentralwestlondon.org

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

Web: www.healthwatchcwl.co.uk/hammersmith-fulham

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

Carers Network

The Carers Network provides support to unpaid carers. Their vision is for every unpaid carer to be recognised and to lead a healthy, fulfilling life, with control over their caring role.

Call: **020 8960 3033**

Email: info@carers-network.org.uk

Write to: Beethoven Centre, Third Avenue, London W10 4JL

Website: carers-network.org.uk

Hammersmith and Fulham (HF) Mencap

HF Mencap is a local independent charity for children and adults with learning disabilities and their families / carers. They provide a range of services and campaigns with and for people with learning disabilities and their families in Hammersmith and Fulham.

Call: **0208 748 5168**

Write to: HF Mencap, 65 Aspenlea Rd, London W6 8LH

Website: www.hfmencap.org

Hammersmith and Fulham social care services

Social care services for adults or children, health and housing services.

Call for adults: **020 8753 4198** – Option 3

Call for children: **020 8753 4198** – Option 2

Email: h&fadvice.care@lbhf.gov.uk

Community Diabetes Team

The Community Diabetes Team in Hammersmith and Fulham includes consultants, diabetes specialist nurses, podiatrists and a diabetes specialist community matron. Our diabetes service in this borough is for people with diabetes (type 1) who are over the age of 18, and who are not pregnant.

Call: **0208 102 5555**

E-fax: **0300 008 3251**

Email: clcht.bookingsupport@nhs.net

Healthy Hearts

We are a FREE Healthy Lifestyle Service that provides people who are at risk of Cardiovascular Disease with a range of advice, support, activities and clubs for improving their health for a happier, healthier future.

Call: **020 3434 2500**

Web: healthyhearts.org.uk

Open Age

We provide a wide range of physical, creative and mentally stimulating activities to enable older people to develop new skills, fulfill their potential and make new friends.

Web: www.openage.org.uk/hammersmith-and-fulham

Age UK

Age UK Hammersmith and Fulham is a registered charity working with older people in the borough to support their independence and deliver a variety of services including daycentres and computer training.

Call: **020 7386 9085**

Email: info@ageukhf.org.uk

Located at: 105 Greyhound Road, London W6 8NJ

Web: www.ageuk.org.uk/hammersmithandfulham

Mind

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

Call: **0207 471 0580**

Email: enquiries@hfmind.org.uk

Located at: 309 Lillie Road Fulham London SW6 7LL

Web: www.hfmind.org.uk

The Samaritans

You can call or email the Samaritans for free if you need someone to talk to. You do not have to be suicidal to call.

Call: **116 123** Email: jo@samaritans.org

Emergencies

For a mental health emergency you can call West London Mental Health NHS Trust on **0300 1234 244**, 24 hours a day. If you or somebody else is in immediate life-threatening danger you can ring **999**.

Alzheimer's Society Hammersmith and Fulham

Alzheimer's Society provides day support for people with dementia and information services.

Located at: 49 Queen Caroline Street, Hammersmith, London, W6 9QH

Call: **020 8563 0001**

(Out of hours: **084 5300 0336**)

Email: hammersmith-fulham@alzheimers.org.uk

Web: www.alzheimers.org.uk

Spectra CIC

Spectra works to improve the choices, health and well-being of people, often from diverse and marginalised communities, empowering positive, informed choices about health, including sexual health, emotional resilience and wellbeing, and working to combat isolation and risk.

A peer-led service, Spectra provides many services including: Rapid HIV Testing, Counselling, Trans Counselling, Trans Groups and 1-2-1 Support.

Call: **0800 787 8302 / 020 3322 6920**

Email: info@spectra-london.org.uk

Located at: Spectra, St. Charles Centre for Health & Wellbeing, Exmoor Street, London W10 6DZ

Web: www.spectra-london.org.uk

Twitter: [@Spectra_London](https://twitter.com/Spectra_London)

Facebook: [SpectraLondon](https://www.facebook.com/SpectraLondon)

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

Please speak to your GP practice receptionist about this

For an urgent GP appointment when your practice is closed, call NHS 111.



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www.healthiernorthwestlondon.nhs.uk

Cheryl Sowell, Nurse