

Your healthcare services in  
**Kensington and  
Chelsea, and  
Westminster**



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



Your healthcare services in

# Kensington and Chelsea, and Westminster

## Local services

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**NHS**  
**West London**  
**Clinical Commissioning Group**

**NHS**  
**Central London**  
**Clinical Commissioning Group**

**Dear resident,**

We have both worked as GPs in the area for many years and care passionately about local health services.

We are constantly looking to improve health services for you and your family. Making changes to our healthcare system can take time and it's not always easy, but as medicine progresses, and the needs of our population change, the way we provide healthcare to you needs to change too. This means that you'll always be getting the best possible care and ultimately means we can save more lives.

One of the things we are doing is to make sure there are more services based in the community. This means we can care for more people nearer their home to prevent you becoming ill and needing to go to hospital.

We hope that this booklet provides the information you need to choose the right health service for you and your family, so that you can make the best use of healthcare staff and services, whether it's visiting your pharmacy for advice or getting help in an emergency.

Please do take the time to read it and learn about your local services so that you get the right care, at the right time and in the right place.

Yours faithfully,

**Dr Fiona Butler**

Chair - NHS West London Clinical  
Commissioning Group  
(Kensington and Chelsea,  
Queen's Park, Paddington)

**Dr Ruth O'Hare**

Chair – NHS Central London Clinical  
Commissioning Group  
(Westminster, except for Queen's Park  
and Paddington)

# 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.

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You have received this booklet because of where you live. However, we recognise that people living on the edge of a borough may go to GPs and healthcare services in neighbouring boroughs. If you would like to receive a different borough leaflet, please call:

**0800 881 5209**

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# At home



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).

# Weekend opening

You can either walk in or book a same day appointment at any of these practices, and you don't need to be registered there to use the service.

Using the service will not affect your registration with your own GP.

## Kensington and Chelsea

Knightsbridge Medical Centre  
71-75 Pavilion Road,  
London, SW1X 0ET  
Tel: 020 8237 2600

Barlby Surgery  
Exmoor Street,  
London, W10 6DZ  
Tel: 020 8962 5100

Earls Court Medical Centre  
248 Earls Court Road,  
London, SW5 9AD  
Tel: 020 7835 1455

Colville Health Centre  
51 Kensington Park Road,  
London, W11 1PA  
Tel: 020 7221 4613

Earls Court Health and Wellbeing  
Centre 2 Hogarth Rd, Earl's Court,  
London, SW5 0PT  
Tel: 020 7341 0300

## Westminster

North West London Medical Centre  
56 Maida Vale,  
London, W9 1PP  
Tel: 020 7624 4433

The Connaught Square  
Practice 41 Connaught Square,  
London, W2 2HL  
Tel: 020 7402 4026

Westminster and Pimlico Health  
Centre 15 Denbigh Street,  
London, SW1V 2HF  
Tel: 020 7834 6969

Third Floor Lanark Medical Centre  
3rd Floor, 165 Lanark Road,  
London, W9 1NZ  
Tel: 020 7624 8616

Half Penny Steps 427-429 Harrow  
Rd, London W10 4RE  
Tel: 020 8962 8700

# 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 14-15.**

# 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 14-15.

# 24/7 services in North West London

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

**H** 24/7 urgent care centre

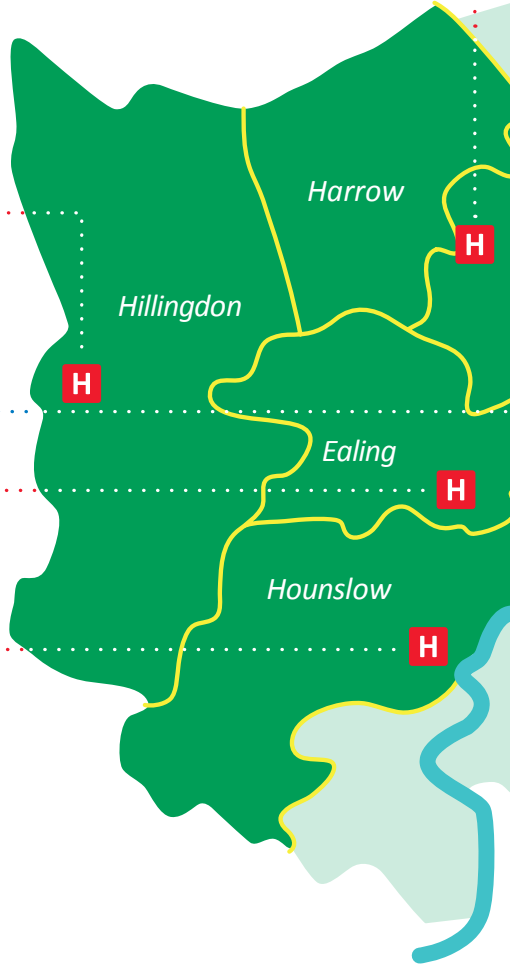
**NORTHWICK PARK HOSPITAL**  
**A&E and URGENT CARE CENTRE - 24/7**  
Watford Road, Harrow, Middlesex, HA1 3UJ

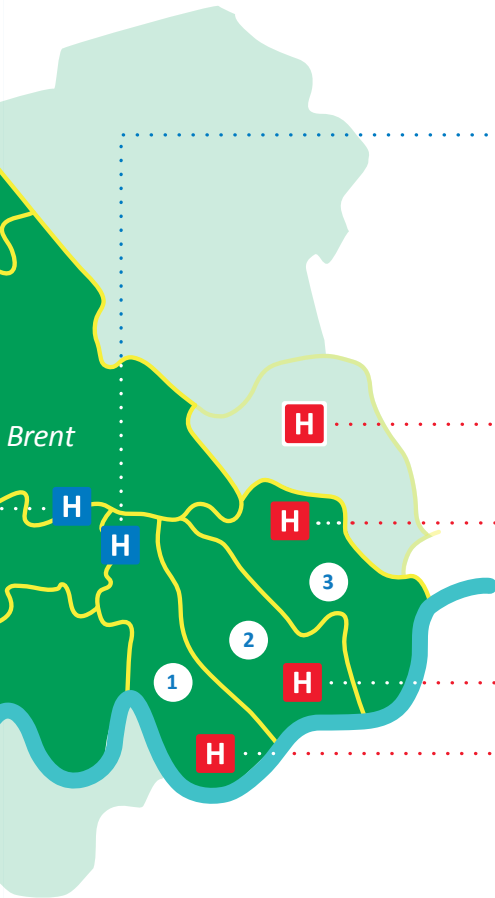
**HILLINGDON HOSPITAL**  
**A&E and URGENT CARE CENTRE - 24/7**  
Pield Heath Road, Uxbridge, Middlesex, UB8 3NN

**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

# Improving GP services in Kensington

Both West London and Central London Clinical Commissioning Groups (the groups of GPs who decide on local healthcare services) are committed to improving care out of hospital so more people can be treated nearer to their homes.

We know that GPs are often very busy and we sometimes hear from people who have had trouble getting an appointment. That is why both CCGs now have some surgeries open at the weekend, see p11 of this booklet, and why we are constantly looking at ways of making it easier for you to see your GP.

All the GP practices in each CCG area are now working together to offer a wider range of services than they could do if they worked on their own. To do this, we are all investing in developing hubs where a number of services are provided in one building.

# and Chelsea, and Westminster

St Charles' Centre for Health and Wellbeing is West London CCG's first hub, with the second planned for south of the area. St Charles' is based in the heart of the community and with easy access for local people. Services offered at the centre include an urgent care centre, palliative care, diabetes services, community rehabilitation, specialist weight management, psychological health services, speech and language therapy and podiatry.

The centre also offers many voluntary services and activities that encourage general health and wellbeing including community gardens and allotments, an activity centre for older adults as well as a gym and a restaurant. St Charles' is supported by trained staff and accessible during extended hours.

In Central London, our long-term plan is to develop three hubs or health and wellbeing centres in Lisson Grove in the north of the borough, and South Westminster Centre for Health in the south. We also want to develop a hub in the centre of the borough and are actively looking for locations where this could happen. We are currently looking at what services could be in these new hubs and you'll be hearing more about these in the future.

# 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

## Joining up local care in Kensington and Chelsea

West London CCG has worked with Care UK to introduce primary care navigators into local GP practices to help patients aged 50 and over with complex physical and/or mental health needs to navigate their way around the health and social care system. They provide information about health, social services and community provision, helping the patient and carers to co-ordinate their care, improving planned take-up of services and reducing social isolation. They also provide live feedback to GPs concerning gaps in services.

### How this is already helping residents

A 55 year old woman has diabetes and associated muscle problems and bad teeth. A Primary Care Navigator is assigned to help and arranges for health and social professional to meet and discuss her needs. Appointments are made with a GP and occupational therapist to treat her and help her manage her own condition better.

## Joining up local care in Westminster

Central London CCG has created nine 'Villages' which each bring together GPs, community services, social services and housing, to ensure people receive joined-up care. Initially, this is for patients with more complex needs but we are planning for the 'Villages' to be available to more people and care services in future. This approach will mean that an individual's care needs will be led by their GP and coordinated by a Care Navigator. It will mean we can help more people to be healthy at home rather than needing hospital services, or help people to return home from hospital sooner.

### How this is already helping residents

Phyllis visited her GP as she was anxious and not sleeping. She also mentioned having problems with asthma at night. The GP discussed getting Phyllis support and record this joint decision in her care plan. The Village team are then able to put care in place - The mental health team referred Phyllis for her with her anxiety and Environmental Housing sent someone round to look for damp and condensation which might make asthma worse. Phyllis now feels better able to manage her anxiety and her asthma has improved so she is sleeping better.

# 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.

# Get involved

To provide feedback on your experiences with healthcare contact Healthwatch Central West London

Visit: [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk)  
Email: [healthwatchcwl@hestia.org](mailto:healthwatchcwl@hestia.org)  
Call: 020 8968 7049  
Write: Units 25/6 The Shaftesbury Centre, 85 Barlby Rd, W10 6BN

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Want to get involved in shaping local health services with West London CCG (Kensington & Chelsea, Queen's Park and Paddington)?

Visit us: [www.westlondonccg.nhs.uk](http://www.westlondonccg.nhs.uk)  
Email us: [wlccg.team@inwl.nhs.uk](mailto:wlccg.team@inwl.nhs.uk)  
Call us: 020 7150 8000  
Write to us: NHS West London CCG 15 Marylebone Road  
London NW1 5JD

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Want to get involved in shaping local health services with Central London CCG (Westminster, except Queen's Park and Paddington)?

Visit us: [www.centrallondonccg.nhs.uk](http://www.centrallondonccg.nhs.uk)  
Email us: [clccg@nhs.net](mailto:clccg@nhs.net)  
Call us: 020 3350 4321  
Write to us: NHS Central London CCG 15 Marylebone Road  
London NW1 5JD

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

Telephone: 0800 881 5209  
Email: [sahf@nw.london.nhs.uk](mailto:sahf@nw.london.nhs.uk)  
Write to us: Communications, Strategy & Transformation,  
15 Marylebone Road London NW1 5JD

Your healthcare services in

# Kensington and Chelsea, and Westminster



## 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 14-15.