Your healthcare services in
Hammersmith and Fulham

• 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 Hammersmith & Fulham

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Dear resident,

I have worked in the area for over a decade. I care passionately about local health services – services that will always need to respond to the changing needs of local people.

Our local population is growing, and aging, so our services must adapt to meet your needs, to deliver better care for you and your family, and ultimately to save more lives.

In Hammersmith and Fulham we have a great many young, active people who often want to access healthcare at a time, and in a way, that is more convenient for them. We’ve listened to that, so we are working on ways to improve opening hours at GP surgeries and using modern technology to help you access care.

We also have residents who may have many health and care needs, but with the right support are able to stay in their own homes. Our work with health and social care providers, such as the new Community Independence Service, helps make that possible.

I do hope you find this booklet helpful. Please do take the time to read it so you can get the right care, at the right time and in the right place.

Yours faithfully,

Dr Tim Spicer
Chair, NHS Hammersmith and Fulham Clinical Commissioning Group
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.

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
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


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.
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.
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
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
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 in Hammersmith & Fulham

We are starting to open GP surgeries on Saturdays and Sundays for patients living in the borough. You do not need to be registered at these surgeries and your notes at your regular GP surgery will be updated after the appointment.

Cassidy Medical Centre
651a Fulham Road,
London SW6 5PX
Tel: 020 7384 4850
Open Saturday and Sunday, 9am to 4pm
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 12-13.
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 12-13.
24/7 services in North West London

24/7 A&E and 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 & Fulham

Your healthcare services in Hammersmith & Fulham
Improving hospitals

Chelsea and Westminster Hospital NHS Foundation Trust
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

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

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

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

West Middlesex Hospital
- New maternity unit
- Additional adult inpatient beds
- More beds for children
- Improved A&E facilities
Hammersmith and Fulham Clinical Commissioning Group are committed to improving care out of hospital so more people can be treated nearer to their homes.

GPs are often very busy and we sometimes hear from people who have had trouble getting an appointment. That is why we are starting to open some surgeries at weekends and why over half of our GP surgeries now have appointments after 6.30pm in the week. We are always working to make it easier for you to see your GP.

All the GP surgeries in the borough are working together to offer a wider range of services than they could if they worked alone. To do this we are developing ‘hubs’ which are buildings where lots of health and social services are provided in the same place.

In Hammersmith and Fulham, we opened our first hub at the Parkview Centre for Health and Wellbeing, White City in the Spring of 2014. This state of the art facility allows GPs and community health teams to work alongside social services to offer truly joined up care for local people. Our long-term plan is to develop two additional hubs - one in Charing Cross Hospital and another in the south of the borough.

We are currently looking at what services could be in these new hubs and you’ll be hearing more about these. We think they could include services such as:

- Physiotherapy, speech therapy, occupational therapy, podiatry, audiology
- Diagnostics – ultrasound, Heart monitoring
- Sexual health clinic
- Cardiology, dermatology, diabetes, frail and elderly, Gynaecology, and orthopaedics, respiratory and rheumatology
- Antenatal and postnatal clinics
- Mental health 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.

**Joining up local care in Hammersmith & Fulham**

In Hammersmith & Fulham, the new Community Independence Service operates 7 days a week to prevent people going to hospital or a care home unnecessarily.

It also supports those who have had to go to hospital, to return home sooner.

It brings together GPs, hospital doctors, community nurses and social services to give patients joined up care.

**How this is already helping residents**

A 91-year old man lives in H&F with his daughter, who cares for him. He has advanced dementia and keeps suffering from falls. This causes further health problems for him and increases the chances of him need to receive care outside his home. After being referred to the Community Independence Service he was given a physiotherapy assessment which led to him getting a package of care which included: support for his carer, equipment for his home and a medical review.
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

If you want to share your experiences as a patient or family member/carer of a patient then please contact Hammersmith & Fulham Healthwatch, the independent consumer champion for healthcare.

Visit us: www.healthwatchcwl.co.uk/hammersmith-fulham/
Email us: healthwatchcwl@hestia.org
Call us: 020 8968 7049
Write to us: Units 25/6 The Shaftesbury Centre, 85 Barlby Rd, W10 6BN

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

Visit us: www.hammersmithfulhamccg.nhs.uk
Email us: hf.ccg@inwl.nhs.uk
Call us: 020 3350 4303
Write to us: NHS Hammersmith and Fulham CCG 15 Marylebone Road London NW1 5J

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
Write to us: Communications, Strategy & Transformation, 4th Floor, 15 Marylebone Road, London, NW1 5JD
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 12-13.