

YOUR GUIDE TO LOCAL NHS SERVICES

FOR BRENT, EALING AND HARROW

Useful contacts

All material in this guide was provided by the NHS. If you have any queries about anything contained in the guide, please contact your local PCT

■ Brent tPCT Trust
Headquarters,
116 Chaplin Road,
Wembley HA0 4UZ
020 8795 6001
www.brentpct.nhs.uk

■ Ealing Primary
Care Trust,
1 Armstrong Way,
Southall,
Middlesex UB2 4DH
020 8893 0266
020 8893 0303
www.ealingpct.nhs.uk

■ Harrow PCT
Headquarters,
Harrobian Business Village,
Bessborough Road,
Harrow HA1 3EX
020 8422 6644
www.harrowpct.nhs.uk

Primary care is the care provided by people you normally see when you first have a health problem.

It might be a visit to a doctor or dentist, an optician for an eye test, or just a trip to a pharmacist to buy cough mixture. The phone line service NHS Direct is also part of primary care. All of these services are managed for you by your local primary care trust (PCT).

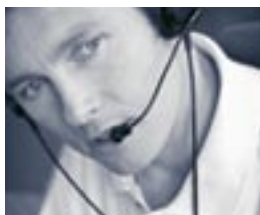
Your PCT will work with local authorities and other agencies that provide health and social care locally to make sure your local community's needs are being met. PCTs are now at the centre of the NHS and will get 77 per cent of the NHS budget. As they are local organisations, they are in the best position to understand the needs of their community, so they can make sure the organisations providing health and social care services are working effectively.

For example, your PCT ensures there are enough services for people within their area and that these services are accessible. This includes services provided by other organisations such as hospitals, dentists, mental health services, NHS Direct, patient transport (including Accident & Emergency), population screening, pharmacies and opticians. They are also responsible for getting health and social care systems working together for the benefit of patients.



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NHS
Direct

► www.nhsdirect.nhs.uk
► Digital TV
► Telephone 0845 4647

Available 24 hours

**IN CASE OF LIFE
THREATENING
EMERGENCY, DIAL**

999

YOUR GUIDE TO GETTING THE RIGHT TREATMENT

Urgent Dental Care →



If you are registered with a dentist contact your own dental surgery for an emergency appointment. If the surgery is closed, listen to the recorded message for instructions on what to do. Dental access centres provide emergency treatment for people who have had difficulty in obtaining NHS services locally. Contact NHS Direct on **0845 46 47**.

Walk-in Centre →

NHS Walk-in centres offer fast and convenient access to a range of services, including:

- Treatment for minor illnesses (coughs, colds, infections) and injuries (sprains, cuts)
- Advice on how to stay healthy
- Information on local NHS health services.

NHS Walk-in centres are run by experienced nurses, and you don't need to make an appointment – perfect for those of us with busy lifestyles. Waiting times at walk-in centres are usually much shorter than at accident and emergency departments (A&E), as A&E staff have to give priority to the most serious conditions. See your local NHS walk-in centres on the opposite page.



Self Care →

You can help to look after yourself by keeping a range of over-the-counter medicines at home. Viruses are very common and cause all colds, sore throats, most coughs and many other illnesses. A virus cannot be treated with antibiotics. Pharmacists are available on the high street and can provide advice and information on prescriptions and medicines. Over-the-counter products can be purchased for most minor illnesses and injuries.



Accident & Emergency →

For emergencies such as serious accidents, chest pain, severe stomach pain, stroke or collapse you should always telephone **999** for an emergency ambulance. Upon arrival the ambulance crew will fully assess your symptoms and decide on the best course of action. This will include determining the most appropriate place for treatment. Call **999** or visit A&E for emergencies such as loss of consciousness, severe chest pain, serious accidents or loss of blood.



NHS Direct →

If you need advice or reassurance or need to know which NHS services to use contact 24-hour NHS Direct on **0845 46 47**, visit **www.nhsdirect.nhs.uk** or use your digital satellite service by pressing the red button



Community Pharmacies →

Community pharmacies are open longer than your GP, they are often open at weekends, and can be open late at night or on a bank holiday. Pharmacists are qualified professionals and can give you advice about common symptoms, medicines and healthy living. Some community pharmacists can offer specialist advice such as how to stop smoking. They can suggest treatments for minor ailments and advise on what you should keep handy at home to treat common conditions.



BRENT TEACHING PCT

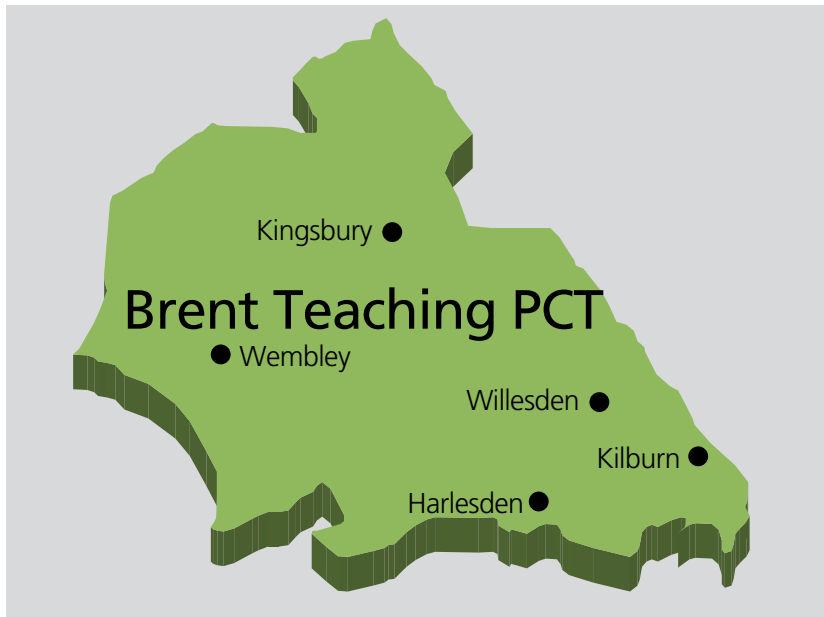
The NHS spends public money – your money – on health care, both in treatment and prevention. This guide brings you up to date on the NHS services across Brent.

It also includes useful telephone numbers and addresses.

Keep this guide handy for when you need to contact us or other local services.

Brent Teaching Primary Care Trust (tPCT) aims to deliver a high quality and responsive health service, working with our partners to improve the health of the Brent community.

The trust spends £377 million from the national NHS budget for the 300,000 residents in Brent. That works out an average £1,500 spent on everyone in Brent each year.



Useful contacts

LOCAL GP

To find the location of your local GP please visit www.brentpct.nhs.uk or phone **020 8427 7888**

BRENT ALCOHOL COUNSELLING SERVICE

One-to-one counselling, plus advice and support for anyone with a friend or relative who has an alcohol problem. **020 7625 6885**

ADDICTION

For advice and information on drug and alcohol use **020 8459 9510**
www.addaction.org.uk

BRENT AND HARROW CHLAMYDIA SCREENING PROGRAMME

020 8869 5377

PATRICK CLEMENTS SEXUAL HEALTH CLINIC

020 8453 2221

NORTHWICK PARK HOSPITAL

GUM unit
020 8869 3142

MENTAL HEALTH

Mental health care in Brent is provided through GPs and three community teams
Harlesden area
020 8937 6360

Kilburn area
020 8937 6320

Wembley area
020 8937 6343

BRENT MIND

020 8451 3200

PACE (GAY AND LESBIAN SERVICES)

020 7700 1323

MOSAIC LGBTQ

Advice and support for under-25s who are bisexual, lesbian, gay, transgender or questioning their sexuality.
Male **07931 336 668**
Female **07958 700 446**

CRICKLEWOOD HOMELESS CONCERN

020 3273 0049

HOW YOU CAN GET INVOLVED

Forums facilitated by the trust enable ongoing dialogue with users, carers and the wider community. Such forums consult, involve and exchange information.

Existing forums include:

- race, health and social care forum
- Muslim health and

social care forum

- learning disabilities network
- patient participation groups in GP practices.

Public and Patient Involvement (PPI) forums are independent bodies which were set up in 2003. There are nine service user representatives on Brent tPCT

PPI forum, with responsibility for representing service users' views on tPCT planning and decision making.

For further information on any of these groups contact either

- User and Community Involvement Department **020 8795 6746**

- Patient Advice and Liaison Service **020 8795 6140**.

If you would like more information on how your local trust is run, visit www.brentpct.nhs.uk, where all policies, board papers, minutes from meetings, service information and much more can be viewed at your leisure.



COMMENTS, COMPLAINTS AND COMPLIMENTS

PALS (Patient Advice Liaison Service)

PALS at Brent tPCT can help you with any concerns and advice you require for all the services run by the tPCT, including GPs and dentists.

020 8795 6140

020 8795 6181

020 8795 6025

pals@brentpct.nhs.uk

COMPLAINTS

If you have a complaint about a community service (waiting time, access to health records etc) contact the Brent tPCT Patient Services Dept.

020 8795 6771

If you have any concerns regarding a GP, dentist, optician or pharmacist you should raise your concerns immediately by speaking to a member of staff.

The Independent Complaints Advocacy Service (ICAS) is a free and confidential service, set up to provide advice and support to people who want to complain about the NHS.

You can contact your local ICAS on **0845 120 3784**.

COMPLIMENTS

Equally if you have been happy with the service provided by Brent tPCT we would also like to hear from you.

020 8795 6771

pals@brentpct.nhs.uk

BRENT TPCT PATIENT SURVEY

The tPCT patient survey was undertaken as part of the national Department of Health and Healthcare Commission Patient Survey Programme.

NHS
Direct

- ▶ www.nhsdirect.nhs.uk
- ▶ Digital TV
- ▶ Telephone **0845 4647**

Available 24 hours

DO YOU NEED TO GO TO A&E?

If you are worried about long waits at Accident and Emergency departments here are some other services that may be able to help.

Emergency doctors and nurses need to spend their time looking after seriously injured people, like those injured in traffic accidents, people who suffer heart attacks, excessive blood loss, serious head, spine and abdominal injuries or loss of consciousness. If you, or a family member need to use this service please do so. However, it is important that you know the difference between minor and major. This will help staff at A&E departments deal with serious conditions. It will also reduce the waiting times for you.

WHAT IS CONSIDERED MINOR?

Cuts that require stitches, grazes, strains and sprains, insect bites, minor burns etc.

WHERE TO GO FOR MINOR ACCIDENTS

■ Urgent Treatment Centre
Edgware Community Hospital
Burnt Oak Broadway
Edgware
HA8 OAD
7am-11pm
X-rays 9am-9.30pm
020 8732 6459

NHS WALK-IN CENTRE

Patients do not need to register or make an appointment to attend the walk-in Centre.



The walk in centre will treat, coughs, colds, minor cuts and wounds, muscle and joint injury, skin complaints, treatment for minor infections, emergency contraception and bites and stings.

■ Wembley Centre for Health and Care
116 Chaplin Road
Wembley
HA0 4UZ
10am-7pm
020 8795 6001

YOUR LOCAL PHARMACIST

During the summer months you may have hay fever

symptoms, including puffy eyes and blocked nasal passages which can lead to breathing difficulties.

In the winter you may have a common cold, runny nose, cough and or headache.

You can visit your local pharmacy who will be able to provide you with the correct medication.

Other conditions which your pharmacy can help you with are: Flu/colds, sprains or strains, head lice, diarrhoea, insect bites and stings, contact dermatitis, athlete's foot, vaginal thrush and much more.

QUESTIONS ABOUT YOUR HEALTH

■ How do I register with a GP practice?

Simply ring or visit the surgery within the area where you live and ask if you can register with them. If you have your medical card, take it with you. If you do not have a medical card you can complete a form at the surgery. REMEMBER: Do not wait until you are ill to register with a GP.

■ What do I do if a GP practice does not accept me?

First of all try another surgery within the area where you live. If you have further difficulties, contact the registration services department at Brent and Harrow contractor services for advice, Monday to Friday 9am-5pm **020 8427 7888**. They can help you find a GP if necessary.

■ Can I change my GP practice?

Yes, you can change your GP practice at any time. Take your medical card to another surgery of your choice and ask to register. If you have any difficulties, contact the

Registration services department at Brent and Harrow contractor services for advice, Monday to Friday 9am-5pm, **020 8427 7888**.

■ Can I receive treatment from any GP practice even if I am not registered?

Yes, if you are away from home or are not registered with a GP and fall ill, contact the nearest surgery and ask for treatment. If you are away from home for up to three months you can register with a GP practice as a temporary resident. If you intend to live in the area for more than three months you should register as a permanent patient.

■ What if I need my GP when the surgery is closed?

If you contact your GP outside normal working hours you will be redirected to an out-of-hours service. If you require general advice or information contact NHS Direct on **0845 46 47**.

■ Where do I go to register with a dentist in Brent?

Contact your local dental practice and inform them you want to register. Brent has the largest number of NHS dentist in London: 70 dental practitioners and over 200 dentists. To find your nearest dentist, visit **www.brentpct.nhs.uk**

■ What do I do if I get a toothache during a Sunday or bank holiday?

Contact NHS Direct on **0845 46 47** or your local dental practitioner who will have an out of hours telephone number for you to ring to get an appointment.

NHS DIRECT

If you or a family member are not sure of your condition or need free, confidential, expert health advice, information and

reassurance, simply contact NHS Direct on **0845 4647** or **www.nhsdirect.nhs.uk**. The service is run by professional health workers 24 hours a day.

HEALTH SERVICES IN BRENT

Making small changes to your life can make a big difference to your health. Using your lunch break to walk 10 minutes, having a piece of fruit as a snack and cutting down on smoking are all small steps on the way to improving your health.

GUM CLINICS (GENITO-URINARY MEDICINE)

At the clinic you will get free, confidential advice and treatment. You can go to a clinic anywhere in the country, it doesn't have to be your local one and you don't have to be referred by your doctor.

When phoning up to make an appointment make sure you state if you would prefer to see a male or a female doctor.

■ Central Middlesex Hospital **020 8453 2221**
■ Northwick Park Hospital **020 8869 3142**.

FAMILY PLANNING

Monday-Friday, 9.30am-12.30pm for free, confidential advice and information on your nearest family planning centre. **020 8962 4455**

SICKLE CELL

Brent Sickle Cell &

Thalassaemia Centre
122 High Street, Harlesden
London NW10 4SP
020 8961 9005
brent@sickle-thalassaemia.org
www.sickle-thalassaemia.org

FLU VACCINATIONS

Are you over 65 or member of a high risk group eg asthma, diabetes or chronic heart disease? If yes, it is recommended you ring your GP for your flu vaccine even if you are going to be out of the country for the winter months.

MMR

If children are not protected against measles, mumps and rubella, we run the risk of new epidemics. This is particularly so in London since the number of immunised children is lower than in the rest of the country. If you want to know more about MMR speak to your health visitor or GP. Brent GPs will also give the MMR jab to young adults aged 16 and over who are not covered. Ask your GP for more details.

STOP SMOKING

If you want to stop smoking visit

your local pharmacist, who will put you on a plan of withdrawal with the help of free Nicotine Replacement Therapy (NRT) which suits you. NRT includes: patches, gum, lozenges, microtab, inhalator or a nasal spray.

If you are thinking about quitting but need some advice and support, contact the Brent Stop Smoking Service, which runs group sessions and drop-in centres across the borough throughout the year. **020 8795 6669**

www.stop-smoking-brent-brent.org

Don't delay use one of the methods mentioned above. It will be the best decision you have ever made.

EALING PCT

Ealing Primary Care Trust (PCT) covers the whole of the London Borough of Ealing.

We deliver and co-ordinate healthcare for approximately 315,000 people, and our services include:

- therapy and rehabilitation
- community nursing (district nurses, health visitors, school health advisers, specialist nursing)
- counselling services
- children's services
- palliative care
- learning disabilities
- hospital treatment
- GPs (family doctors)
- dentists

- pharmacies (chemist shops)
- opticians

The PCT takes a lead in assessing healthcare needs, planning, securing and improving health services and health in Ealing and forging partnerships with local communities and local government. It holds the healthcare budget for Ealing (approximately £433 million) and employs more than 1200 staff to help you get the best possible health services.



Useful contacts

CLINICS

- Ravenor Park Clinic, Greenford, UB6 9LS
020 8383 8484
- Primary Care Access Centre, Southall, UB1 1EQ **020 8843 1473**
- Featherstone Road Clinic, Southall, UB2 5BG **020 8383 5454**
- Meadow House Hospice, Southall, UB1 3HW **020 8967 5179**
- Mattock Lane Health Centre, West Ealing, W13 9NZ **020 8383 5757**

- Acton Health Centre, W3 8QE **020 8383 8700**
- Clayponds Hospital (Rehab services), Ealing, W5 4RN **020 8560 4011**

- Ealing Day Treatment Centre, Southall, UB1 2SH **020 8571 1143**

- Hanwell Health Centre, W7 1DR **020 8579 7337**

EALING HOSPITAL
Uxbridge Road, Southall, Middlesex UB1 3HW
020 8967 5000

CHARING CROSS HOSPITAL
Fulham Palace Road, Hammersmith, London W6 8RF **020 8383 1234**

HAMMERSMITH HOSPITAL
Du Cane Road, London W12 0HS **020 8383 1000**

CENTRAL MIDDLESEX UNIVERSITY HOSPITAL
Acton Lane, Park Royal, London NW10 7NS
020 8965 5733

NORTHWICK PARK HOSPITAL
Watford Road, Harrow, Middlesex HA1 3UJ
020 8864 3232

WEST MIDDLESEX UNIVERSITY HOSPITAL
Twickenham Road, Isleworth, Middlesex TW7 6AF **020 8560 2121**

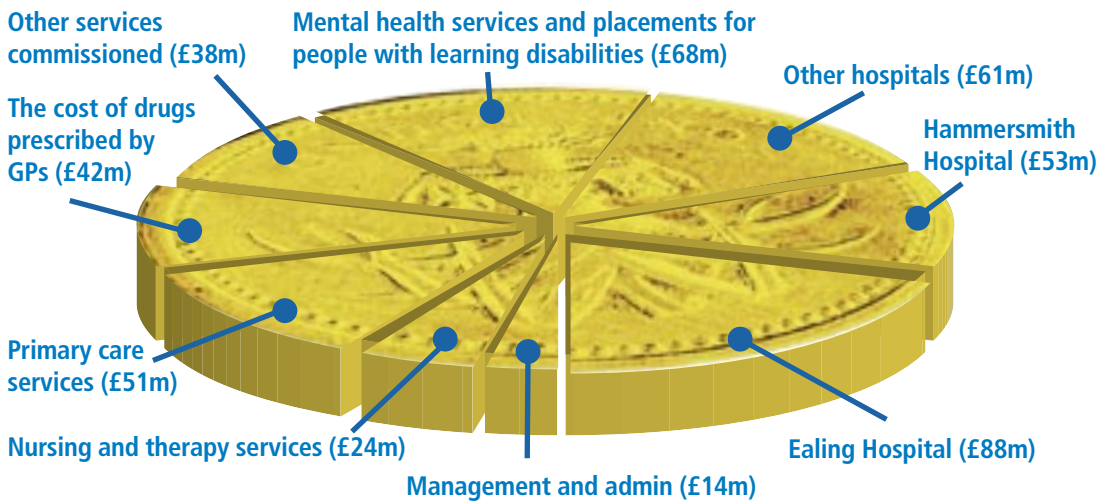
HOW YOUR MONEY IS BEING SPENT

The NHS spends public money – your money – on health care, health promotion and

treatment. The PCT holds the NHS budget for the care and treatment of approximately

315,000 people who live locally. Last year your money was spent as follows:

In 2006/2007 we will be spending about £433 million on health care in a similar way.



Aby uzyskać te informacje w j. polskim, zadzwoń pod numer 020 8893 0266i podaj identyfikator MQ001

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آگپ یہ معلومات دروئیں ہا جتے ہیں تو براہ کرم 020 8893 0266 پر فون کریں اور MQ001 نمبر کا حوالہ دیں۔

Look in this Yellow Pages for full listings of:

- GPs, under Doctors (Medical Practitioners)
- Dentists, under Dental Surgeons
- Pharmacies, under Pharmacies.

YOUR HEALTH SERVICES

STOP SMOKING

Thinking of quitting smoking but don't know where to start?

With our help, 1,983 Ealing residents gave up smoking last year. Thousands of people would like to give up but don't know where to start or who to speak to for help and advice. Our free Stop Smoking Service can offer you the support you need to quit and has a 70 per cent success rate for people giving up after four weeks.

Two programmes are available – group motivational support or one-to-one support from local drop-in clinics or community advisers. Simply call **0845 111 0155** for friendly advice, to register for one of the programmes, or to find out about venues for group support sessions.

CANCER SCREENING

Regular tests are available for women to help prevent cervical and breast cancer. The tests pick up any cell changes and allow these to be treated at an early stage. Women aged 25-49 are invited for a cervical smear test every three years and those aged 50-65 every five years.

Visit www.cancerscreening.nhs.uk for more information.

Women aged 50-70 are invited for a mammogram (breast X-ray)



every three years, but only if they are registered with a GP. For more information about mammograms speak to your GP or practice nurse or visit www.hhnt.org/breastscreening

DENTISTS

You no longer need to register with an NHS dentist before you can be given treatment. For

routine checks and planned courses of treatment on the NHS, contact your usual dental practice to find one willing to accept you under NHS arrangements. Details of local dental practices are available on www.nhs.uk, or you can call **0845 46 47**, or look under dentists in this Yellow Pages.

DRUG AND ALCOHOL PROBLEMS?

If you or someone you know lives in Ealing and has a problem with drugs or alcohol, please contact us for free and confidential advice about where to get help on **0800 195 8100** or look on our website at www.ealingdaat.org.uk

INTEGRATED COMMISSIONING FOR ADULTS

Ealing PCT and Ealing Council provide a number of joint services and have set up a unit which commissions services for:

- older people
- people with physical disabilities and HIV/AIDS
- people with learning disabilities
- substance misusers
- people with mental health issues
- carers and equalities development

The unit is also responsible for:

- the drugs intervention programme
- commissioning services

for vulnerable adults, such as housing support for adults with learning disabilities

- managing a new Carers' Centre in South Ealing
- Ealing Community Equipment Service
- voluntary sector commissioning and monitoring.

GUARD AGAINST FLU

Flu is a nasty viral infection that affects people of all ages. It typically starts suddenly with fever, chills, headache, aching muscles, a cough and other symptoms.

While most people recover without complications in one to two weeks, flu can cause serious illnesses, which may require treatment in hospital. Sadly, every winter many older people die from flu.

You should receive the free flu jab if you:

- are 65 or older
- have (whatever your age) a chronic heart or chest complaint, including asthma; chronic kidney disease; diabetes lowered immunity due to a disease or treatment such as steroid medication or cancer treatment
- any other serious medical condition – check with your doctor if you're unsure; live or work in an old people's home or a nursing home.

Most people experience no or only minor side effects from the flu vaccination. It will not give you the flu. Contact your local GP practice for details.

GET INVOLVED

Patient Advice and Liaison Service (PALS)

Is a free confidential advice and information service for patients, relatives and carers. It is there to help sort out any concerns you may have with health care and tell you about the different services provided by Ealing PCT and our partners (NHS and independent contractors such as GPs). Call free on **0800 783 5208** or e-mail pals@ealingpct.nhs.uk

Patient and Public involvement (PPI)

We would like to encourage local people to get involved in helping us to develop and provide the best possible care. If you are interested, there are a number of options:

- Join one of the patient groups in a GP practice or one of our PCT committees
- Take part in one of our patient surveys - your views really do count
- Become a volunteer at Meadow House or join the League of Friends at Claypotts Hospital - hundreds already do
- Sign up to the Expert Patient Programme; a course for people who have long-term health conditions

Please contact the Patient and Public Involvement Coordinator on **020 8893 0 037**.



HARROW PCT

The PCT holds the NHS budget for the care and treatment of the 214,000 people who live in Harrow.

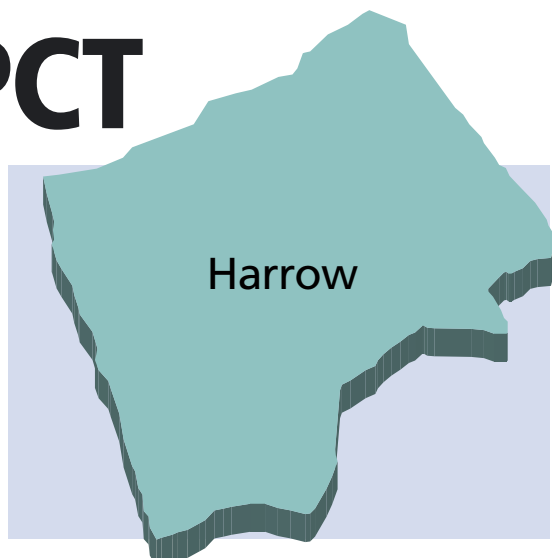
We employ about 600 staff to provide you with the best possible community health services.

We manage in-patient beds for the Older People's Service at Northwick Park Hospital and 30 beds in the Denham Unit, Rowanweald.

We provide health services

at six clinic sites and this year built a new clinic for integrated services at Alexandra Avenue.

More than 100 GPs work in nearly 40 practices in Harrow. Other healthcare professionals working in Harrow include more than 120 dentists, 40 optometrists and 70 pharmacists.



Harrow

GETTING THE RIGHT TREATMENT IN HARROW

Many people think A&E is the only option if they have a medical emergency, but fast, effective treatment is often closer to home.

Your GP

Best For: Vaccinations, health screening (such as smear tests), chronic condition management, referrals to other health services and social services.

How: Harrow has 40 GP practices across the borough. If you need to register with a GP call **020 8427 7888**

Your Pharmacist

Best For: Coughs, colds, sore

throats, headaches, allergies, skin conditions, diarrhoea, medicines advice, stopping smoking.

How: Harrow has 57 pharmacies across the borough. A rota of late opening pharmacies can be obtained from the pharmacy information line on **020 8861 3138**

Minor Injuries Services

Best For: Cuts, grazes, lacerations, sprains, strains, broken bones (fractures), bites, stings (including human and animal bites), infected wounds, minor head injuries, minor eye infections, foreign bodies and scratches.

Waiting times are shorter and you don't need an appointment.

How: The MIU is at Mount Vernon Hospital on Rickmansworth Road in Northwood, and is open every day 9am-8pm. Buses: 8, 282, H11. **01923 844 201**

NHS Walk-in Centre

Best For: Minor injuries and illnesses, urinary tract infections, ear infections, tonsillitis, skin infections, dressing changes, stitches, emergency contraception. You do not need an appointment.

How: The NHS Walk-in Centre is at Edgware Community Hospital on Burnt Oak Broadway in Edgware and is open every day from 7am-8pm.

Buses: 32, 142, 204, 251, 292, 303. Tube: Burnt Oak. **020 8732 6459**

A&E

Best for: Suspected heart attack/chest pain, unconsciousness, heavy blood loss, suspected broken bones, deep wounds, severe breathing difficulties or head injuries, pregnancy problems, road traffic accident injuries, over dosage of drugs or accidental drinking of chemicals, severe allergic reactions.

How: The A&E department is situated at Northwick Park Hospital and is available 24 hours a day. Call 999 if you or someone you are with need to go to A&E.

HOW YOUR MONEY IS MAKING A DIFFERENCE

In 2005/06 Harrow PCT received almost £234 million from the government to spend on local health services. This works out to approximately £1,093 for each person living in Harrow.

■ **9 out of 10 patients** are seen and treated outside of hospitals – that's a lot of patients being cared for by the local NHS. Here's just an idea of what this meant for Harrow in 2005/06:

■ Harrow GPs prescribed

almost **3 million** items of medication – that's roughly 14 items for every Harrow resident

■ Our Older Peoples' Wards cared for over **1500** patients

■ We immunised **1,000** children against Measles, Mumps and Rubella – the highest rate in London

■ We screened over **8000** Harrow women for breast cancer

■ We ensured that almost 3/4 of Harrow's over 65s were immunised against flu



If you would like the information in this NHS guide in another language or large print, please call 020 8966 1129



Useful contacts

CLINICS

■ **Belmont Health Centre**
516 Kenton Lane, Kenton
020 8863 8647
fax: 020 8863 2479

■ **Caryl Thomas Clinic**
Headstone Drive, Wealdstone
020 8427 4484
fax: 020 8863 9524

■ **Cecil Park Clinic**
Cecil Park, Pinner,
020 8868 1488
fax: 020 8868 0362

■ **Honeyput Lane Centre**
839 Honeyput Lane, Stanmore
020 8951 1989
fax: 020 8952 1588

■ **Kenmore Clinic**
Kenmore Road, Kenton,
020 8204 8436
fax: 020 8905 0583

■ **Northolt Road Clinic**
332 Northolt Road, South Harrow
020 8422 1113
fax: 020 8422 2154

■ **Alexandra Avenue Health & Social Care Centre**
Alexandra Avenue, Harrow
020 8422 6644

PCT SERVICES

■ Northwick Park Hospital Main switchboard
020 8864 3232

■ Occupational Therapy
020 8869 2296

■ Healthcare and Rehabilitation Team
020 8869 3964

■ Physical Disability Support Team
020 8869 3340

■ Diabetes Team
020 8869 3661

■ Psychology Service
020 8869 2326

■ Harrow Civic Centre Learning Disability Team
020 8424 1019

■ St Luke's Hospice
020 8382 8084

■ Wealdstone Healthy Living Centre
020 8420 9430

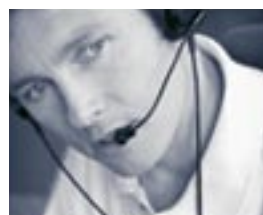
LOCAL NHS SERVICES

■ **Northwick Park and St Marks Hospital**
Watford Road, Harrow
020 8864 3232

Email: trust@nwlh.nhs.uk

■ **Central Middlesex Hospital**
Acton Lane, Park Royal, London
020 8965 5733

■ **Watford General Hospital**
Vicarage Road, Watford Herts
01923 244 366



NHS
Direct

► www.nhsdirect.nhs.uk
► Digital TV
► Telephone 0845 4647

Available 24 hours



Useful contacts

- If you want advice about **registering with a doctor or dentist** in Harrow ring **020 8427 7888**
- If you want to **give up smoking** visit your local pharmacy or ring **020 8966 1008**
- If you want to know about **late opening pharmacies** ring **020 8861 3138**
- If you need advice or have concerns about local healthcare services ring **PALS (Patient Advice and Liaison Service)** on **020 8966 1129**

If you are looking for a **GP, dentist, pharmacist or optician in Harrow, look in the relevant sections in this Yellow Pages, or visit the NHS gateway website at www.nhs.uk**

OTHER CONTACTS

- Blood Donation **0845 77 11 711**
- British Allergy Foundation helpline **020 8303 8583**
- Carers line **0808 808 7777**
- ChildLine **0800 1111**
- Health literature line (free NHS leaflets) **0800 555777**
- Learning Disability helpline **0808 808 1111**
- National Asthma helpline **0845 7010203**
- National Domestic Violence helpline **0808 2000 247**
- National Drugs Helpline **0800 77 66 00**
- Organ Donation **0845 60 60 400**
- Parentline Plus **0808 800 22 22**
- Sexual Health helpline **0800 567 123**
- Word of Mouth (dental advice) **0870 333 11 88**
- NHS asian tobacco helpline **0800 169 0 881** (Urdu)
- **0800 169 0 882** (Punjabi)
- **0800 169 0 883** (Hindi)
- **0800 169 0 884** (Gujarati)
- **0800 169 0 885** (Bengali)

WEBSITES

- Harrow PCT www.harrowpct.nhs.uk
- Harrow Council www.harrow.gov.uk
- North West London Hospitals Trust www.nwlh.nhs.uk
- NHS Gateway www.nhs.uk
- NHS Direct www.nhsdirect.nhs.uk

LOOK AFTER YOURSELF

Expert Patients

Do you have a long-term health condition? Would you like to be more in control of your illness?

Harrow PCT runs an Expert Patient Programme, a free course which trains people with long-term conditions like diabetes, cancer, heart disease, asthma, back pain or arthritis to take control of their illness, and manage it on a day-to-day basis.

Topics covered in the course include:

- Relaxation techniques
- Healthy eating and appropriate exercise
- Talking about the condition

Stop Smoking

Would you like to give up smoking? Harrow PCT's Stop Smoking Service is here to help. Over the past 3 years, we've helped more than 3,000 Harrow residents to quit.

You can ring the service on **020 8966 1008**, or visit your local pharmacist. They have all been specially trained and can provide

with health professionals, family and friends

- Problem solving and decision-making
- Planning for the future

one-to-one or group support, along with free* nicotine replacement therapy (eg nicotine patches).

If you would like to give up smoking, call the Harrow Stop Smoking Service on **020 8966 1008** or see your pharmacist.

*A one-off prescription charge of £6.40 may be payable.

If you have a long-term condition, and are interested in joining the programme, contact Harrow PCT on **020 8966 1104**. We are running several courses this year.

HOW YOU CAN GET INVOLVED



Attend Public Board Meetings

You will have the opportunity to comment after each agenda item. If you would like to find out when meetings are held please contact the Board Secretary on **020 8966 1023**

GP Practice Patient Group

Some practices have a patients' group. Ask the Practice Manager at your surgery

Patient Surveys

Patients are selected randomly

to take part in national surveys every year. If you are selected please take the opportunity to let us know your views. The surveys are always conducted anonymously; the PCT or anyone who looks after your healthcare will not know your identity. Your views shape our services – it's your chance to have your say.

Patient Forums

Harrow PCT's Patient Forum, which links the PCT with

patient representatives, is coordinated by Age Concern Harrow. If you are interested in getting involved in reviewing PCT services, call Age Concern Harrow on **020 8861 7980**

Voluntary Work

The PCT has a volunteer bureau, and has already arranged for numerous local residents to work in our offices, clinics and wards. If you have a few hours to spare please consider helping us! Contact our voluntary services manager, Anne Whitehead on **020 8966 1104**

Work for the NHS

There are many jobs and careers in the NHS available to people of all ages, from all educational and ethnic backgrounds. Please call our Recruitment Line on **020 8966 1088** (24-hour answerphone) or visit our website at www.harrowpct.nhs.uk for up-to-date vacancies.

Any questions?

If you have any questions or want to know more about patient and public involvement at Harrow PCT, contact Karen Butler on **020 8966 1031**

COMMENTS, COMPLAINTS & COMPLIMENTS

If you need advice or want to comment on NHS services in Harrow, the PCT's Patient Advice and Liaison Service (PALS) is often the first point of contact for local families and carers. The service aims to resolve issues quickly and effectively. It can give you information and advice about NHS services and uses your feedback to ensure PCT services meet your needs. As a result of your comments we have made many changes and improvements over the last year. We aim to put the patient at the centre of their care, so listening to your views and the many ways you have got involved in the planning of new services means we can all work together to develop a first-class patient experience. You can contact PALS on **020 8966 1129/1031**

Complaints

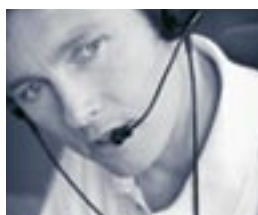
If you have a complaint about a community service (waiting time, access to health records etc) contact the Complaints Department on **020 8966 1146**.

If you have any concerns regarding a GP, dentist, optician or pharmacist you should raise your concerns immediately by speaking to a member of staff.

The Independent Complaints Advocacy Service (ICAS) is a free and confidential service, set up to provide advice and support to people who want to complain about the NHS. You can contact your local ICAS on **0845 120 3784**.

Compliments

If you have been happy with the service provided by Harrow PCT we would also like to hear from you. Contact PALS on **020 8966 1129**



NHS
Direct

- ▶ www.nhsdirect.nhs.uk
- ▶ Digital TV
- ▶ Telephone 0845 4647

Available 24 hours