

YOUR GUIDE TO LOCAL NHS SERVICES

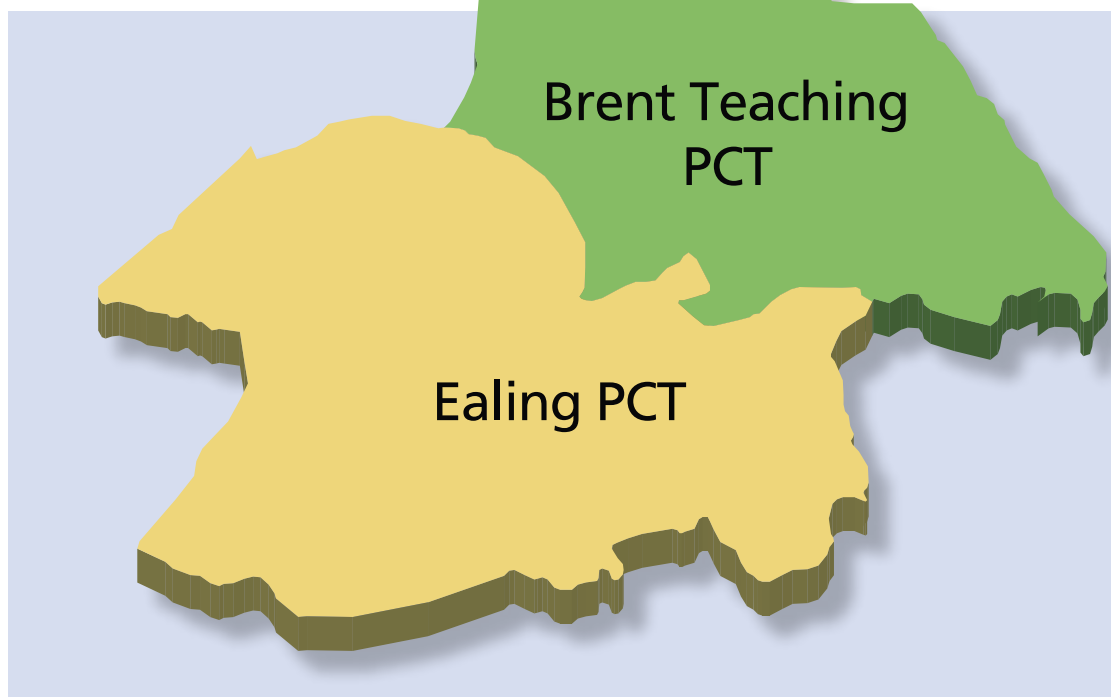
FOR BRENT AND EALING

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



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 the right services are available 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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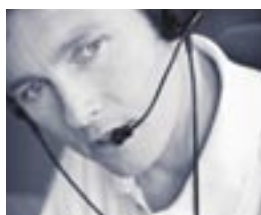
NHS
Direct

▶ 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**.

Your GP →



GP practices are open daily. The services which are provided when your GP is closed are called out-of-hours GP services. If your GP surgery is closed and you need to see a doctor or nurse, please phone your local GPs surgery and you will be given instructions for contacting the out-of-hours service. When you ring the out-of-hours GP service, you will be asked to give your details and to describe how you are feeling. The out-of-hours service advisor will tell you what care you need based on this information. A doctor or nurse may need to talk to you over the phone, you may be asked to come to the out-of-hours centres or a doctor may come to see you at home.

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.



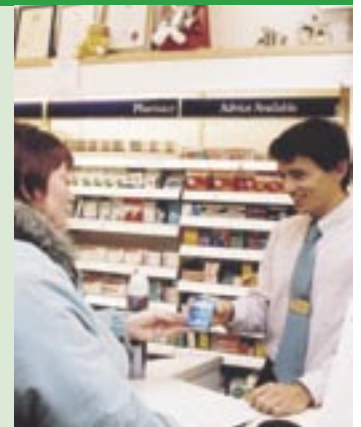
NHS Direct →

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

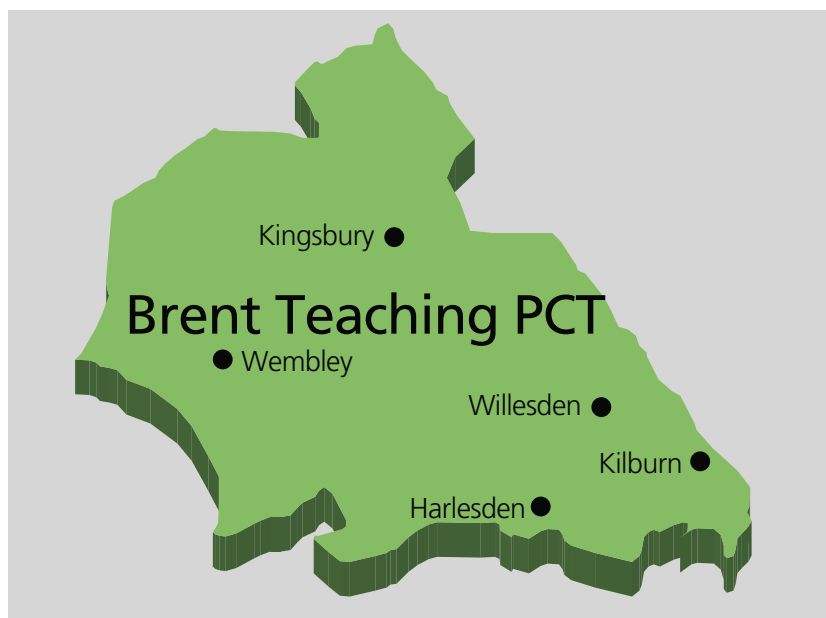
The NHS spends public money – your money – on health care, both in treatment and prevention. This guide brings you up to date on the NHS services across Brent.

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.

LOOKING AFTER YOURSELF

If you live in the St Raphael's, Brentfield, Church End and Mitchell Brook area you can access some fun and exciting projects for free.

- free lessons on how to cook healthy meals. Call Smita on **020 8795 6362**
- free six-week exercise classes. Call Jo on **020 8937 3722**
- free stop smoking support **020 8795 6669**

A new group of health professionals called 'health

trainers' will be working to engage, motivate, link and support individuals and communities to access these and other services.

For more information contact Chris Baguma on **020 8795 6224**.

These projects will all be piloted, and if they are successful could be rolled out to the rest of Brent. Look out in your local area for more information on projects to help improve your health.

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.

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 0AD
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.

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**.

