

Guide to all your local Health Services

2005/2006



The purpose of this leaflet

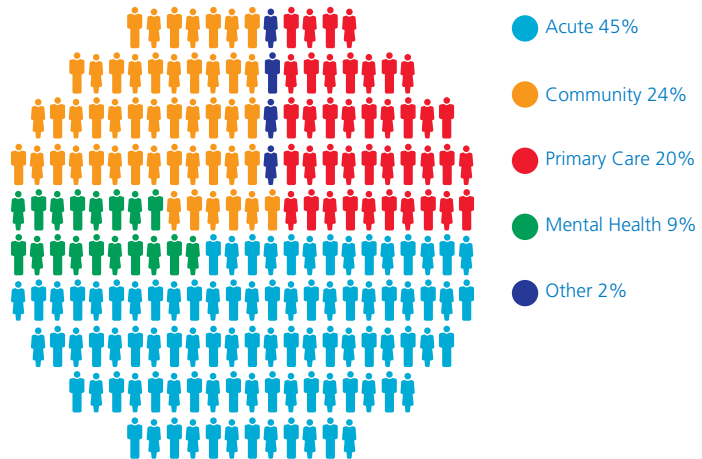


Brent tPCT is now well into its third year, with major developments and improvements introduced in that short space of time. It is important that you, the taxpayer, know where your money is going.

The NHS spends public money, your money, on health care 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.

Brent tPCT aims to deliver a better and more responsive health care service. We continue to improve the health of the local people by spending the £377 million received from the national NHS budget for the 300,000 residents in Brent.

This is broken down below.



Brent tPCT - 2005/06 Spending Plan

The Vision and Values of Brent tPCT



Put the patient at the centre

We involve local people, users and carers in reviewing and designing services to meet their needs.

Be a good employer

We develop and implement innovative ways of being a good employer of quality staff who can provide quality services in a quality environment.

Be a trusted partner

We work closely with key local partners, including Brent Council, local NHS Hospital Trusts and neighbouring PCTs. The Independent and Voluntary sectors are also a vital part of our approach to improving the NHS for you.

Be innovative

We are creative, challenging, flexible and above all, in touch with our communities' needs, allowing us to provide new and more local services.

Be accessible

We work hard to reflect the diverse nature of the community, in terms of language, culture and physical accessibility.

Be outcome focussed

We set ourselves some key targets against which we measure our success.

The vision

To improve health and wellbeing and reduce inequalities.
To develop an integrated health service to meet the needs of local people. To commission high quality secondary care from other NHS trusts, including acute hospital services.

How we are measured



The Health Care Commission is an independent body who set standards for all NHS bodies. For the past three years the standards have been called 'Star Ratings', and applied to eight areas of health care. Brent tPCT has maintained its one star rating, while improving in many areas of health.



Access to a GP within 48hrs

100%



Access to a Primary Care Professional within 24hrs

100%



Drug Misuse Treatment

This target measures the number of drug mis-users who access treatment. Brent has surpassed its target set by seeing a total of 842 patients.



4 Week Smoking Quitters

Brent has achieved 52% of its target, of 2902 people. While the service has improved dramatically, the numbers fell short, and so is considered a fail. If you smoke, or know someone that does, information on how to give up can be viewed on page 15.



Outpatients to wait no longer than 17 weeks

This was achieved.



Inpatients waiting no longer than 6 months

This was achieved.



4 hour wait in Accident & Emergency

This was not achieved, the national standard is 90% with Brent reaching 86%.



Financial balance

This was achieved.



Be involved in your Health Service



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

- HAZ community involvement work stream
- 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 the User and Community Involvement Dept.
Tel 020 8795 6746 or the PALS dept. Tel 020 8795 6140.



Need Advice here is who you contact

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.

Tel 020 8795 6140 / 6181 or 6025
or email pals@brentpct.nhs.uk



Complaints Department

If you have a complaint about a community service (waiting time, access to health records etc) contact the Brent tPCT Complaints dept. Tel 020 8795 6771 or Fax 020 8795 6670. 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 (e.g. practice manager).



The Independent Complaints Advocacy Service (ICAS) is a new, free and confidential service, set up to provide advice and support to people to want to complain about the NHS. This is available through your nearest Citizens Advice Service or call the regional office. Tel 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.

Tel 020 8795 6771 or email 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. The tPCT asked the Picker Institute to undertake this survey for us.

This year's results showed that there is room for further improvement and the tPCT is currently putting in place an action plan for these improvements. If you would like more Information on this report please email pals@brentpct.nhs.uk or Tel 020 8795 6140



Accident and Emergency (A & E) alternatives



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

M.A.T.S (Minor Accident and Treatment Service)
Minor Accidents unit at Wembley Centre for Health and Care
116 Chaplin Road
Wembley
HA0 4UZ
Open everyday of the year except Christmas day
from 8:00am-8:00pm
Tel 020 8795 6270



or

Urgent Treatment Centre Edgware Community Hospital
Burnt Oak Broadway
Edgware
HA8 OAD
Open 24hrs, 365 days a year.
GPs are on site between 8:00am-10:00pm
Tel 020 8732 6459





Your local Pharmacist

During the summer months you may have hay fever symptoms including puffy eyes and blocked nasal passages that can lead to breathing difficulties. You can visit your local pharmacy who will be able to provide you with the correct medication.

Other conditions that your pharmacy will be able to help you with are: Flu/colds, sprain or strain, head lice, diarrhoea, insect bites and stings, contact dermatitis, athlete's foot and vaginal thrush.

NHS Direct

Provides free confidential expert health advice, information and reassurance. If you or a family member are feeling unwell, simply ring NHS Direct 24 hours a day on **Tel 0845 4647** or visit **www.nhsdirect.nhs.uk** who have a dedicated professional team waiting to help you.



Important Services you should know about



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 Tel 020 8453 2221
- Northwick Park Hospital Tel 020 8869 3142



Family Planning

- Helpline Tel 020 8962 4455
open Mon-Friday from 9.30am-12.30pm for free confidential advice and information on your nearest family planning centre.

Tuberculosis

The increase in Tuberculosis (TB) has raised huge public concerns. The Health Action Zone (HAZ) programme will address this through public education and awareness raising, tackling the issues of stigma associated with certain groups (e.g refugees and the homeless) and assisting individuals through the patient experience.

For more information or advice on TB contact Jackie Collins, Brent HAZ Manager Tel 020 8795 6230 or email jackie.collins@brentpct.nhs.uk or phone the Chest Clinic at Willesden Centre for Health and Care Tel 020 8438 7150



Sickle Cell

Brent Sickle Cell & Thalassaemia Centre,
122 High Street, Harlesden, London NW10 4SP
Tel. 020 8961 9005, Fax. 020 8453 0681

email brent@sickle-thalassaemia.org or visit the website www.sickle-thalassaemia.org





Are you and your family immunised?



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.



Information about General Practices in Brent



How do I register with a GP practice?

Simply ring or visit the surgery within the area that 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 that you live. If you have further difficulties, contact the Registration services department at Brent and Harrow contractor services for advice, Monday to Friday 9:00am-5:00pm, Tel 020 8427 7888, Fax 020 8861 3126. 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 9:00am-5:00pm, Tel 020 8427 7888, Fax 020 8861 3126.



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 Tel 0845 4647.





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

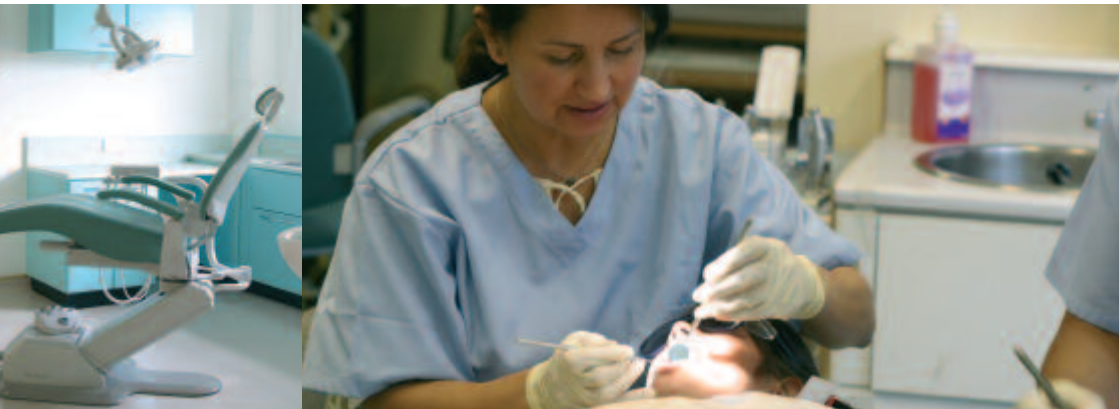
Contact our local dental practitioner and inform them you want to register at their practice. Brent has the largest number of NHS dentist in London: 70 dental practitioners and over 200 dentists. To find your nearest dentist, visit www.brentpct.nhs.uk



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



Contact NHS Direct on 0845 4647 or your local dental practitioner who will have an out of hours telephone number for you to ring.



Save a life



Transplants are one of the most miraculous achievements of modern medicine. They depend entirely on the generosity of donors and their families who are willing to make this life-saving gift to others.



Millions of people carry donor cards or are on the register. Join them. The easiest way is to join on-line. www.uktransplant.org.uk You can also join the register when you apply for a driving licence, register with a new GP or apply for a new passport.

Not sure whether you are already on the register? Sign up anyway, or check by writing to:

**The NHS Organ Donor Register
UK Transplant
FREEPOST (SWB1474)
Patchway
BRISTOL
BS34 8ZZ**

When you register it is important that you tell those closest to you about your decision. Even if your name is on the register, the person closest to you in life will be asked to confirm that you had not changed your mind. Putting your name on the register demonstrates your consent to the use of your organs for transplantation.

Give Blood

For information on how to give blood or help be a volunteer, visit the national blood website www.blood.co.uk or Tel 0845 77 11 711



Stop Smoking Service



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) that suits you.

The Smoking Cessation Service run a series of group sessions, drop in centres as well as providing advice to all those interested in quitting.

Visit your GP who will advise you to join the Stop Smoking Service who can offer you group sessions, advice and companionship ensuring success.



You can also refer yourself to the service, by visiting the website **www.stop-smoking-brent-brent.org** or **Tel 020 8965 2244**, to find out where your nearest drop in centre or clinic is.

We recommend that you get some sort of professional advice, people who understand what you are going through. They can be your support network as well as the provider of NRT completely free. When you've got someone on your side who knows exactly what you're going through you're more likely to succeed. Don't delay use one of the methods mentioned above. It will be the best decision you have ever made.



Information in other languages

If you require a translated copy of this booklet, please tick the appropriate box, fill in the form below and post back to us.	<input checked="" type="checkbox"/>
	TICK HERE
إذا كنت تحتاج إلى نسخة مترجمة من هذا الكتيب، الرجاء وضع علامة في المربع الملائم. ثم تعبئة بيانات النموذج أدناه، وأرسله إلينا بالبريد.	ARABIC
તો તમને આ પુસ્તિકાની ભાષાંતર થયેલી નકલ જોઈતી હોય તો, યોગ્ય ભાષામાં નિશાની કરી નીચેનું ફોર્મ ભરી અને અમને પાછું પોસ્ટ કરવા વિનંતી.	GUJARATI
यदि आपको इस पुस्तिका की अनुवादित प्रतिलिपि चाहिए, तो कृपया उपयुक्त बॉक्स में सही का निशान लगाएं, नीचे दिया फॉर्म भरें और डाक द्वारा हमें वापस भेज दें।	HINDI
ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਕਿਤਾਬਚੇ ਦੀ ਅਨੁਵਾਦ ਕੀਤੀ ਕਾਪੀ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਢੁਕਵੇਂ ਬਾਕਸ 'ਤੇ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾਉ, ਹੇਠ ਦਿੱਤਾ ਫਾਰਮ ਭਰੋ ਅਤੇ ਡਾਕ ਰਾਹੀਂ ਸਾਨੂੰ ਭੇਜ ਦਿਓ।	PUNJABI
Haddii aad u baahan tahay nuqul turjuman ee buuggaan yar, fadlan xarriiq mari sanduuqa ku habboon, buuxi foomka hoose ka dibna boostada noogu soo dir.	SOMALI
இந்தக் கையேட்டின் மொழிபெயர்க்கப்பட்ட பிரதி உங்களுக்கு தேவைப்படின், தயவுசெய்து அதற்கான கட்டத்தில் டிக் செய்து, கீழே உள்ள படிவத்தை புர்த்தி செய்து எங்களுக்கு அஞ்சல் செய்யவும்	TAMIL
آپ کو اگر اس کتابچہ کی ترجمہ شدہ کاپی درکار ہو، تو برائے مہربانی متعلقہ خانے میں نشان لگائیں، اور نیچے فارم کو مکمل کر کے بذریعہ ڈاک ہمیں واپس ارسال کر دیں۔	URDU

Large print format

Audio Cassette

NAME	
ADDRESS	
POSTCODE	TEL

Please return this form to:

**Communications Department,
Wembley Centre for Health & Care,
116 Chaplin Road, Wembley HA0 4UZ.**

Did you know that Brent tPCT provides specialist services through some of our GP surgeries?

- Harrow Road** - for Refugees and Asylum Seekers
- Burnley Road** - Provision for patients who are homeless or living in hostels
- APP Surgery** - Providing registration for all Brent residents who do not have a GP.



HARLESDEN

1	The Law Medical Group Practice	9 Wrotesley Road	NW10 5UY	(020) 8965 8011
2	Craven Park Health Centre (Dr. Bhushan)	Shakespeare Crescent	NW10 8XW	(020) 8965 0151
3	Brentfield Medical Centre	10 Kingfisher Way	NW10 8TF	(020) 8459 8833
4	Greenhill Park Medical Centre	Greenhill Park	NW10 9AR	(020) 8965 7128
5	Church End Medical Centre	66 Mayo Road	NW10 9HP	(020) 8930 6262
6	Buckingham Road Surgery	2 and 4 Buckingham Road	NW10 4RR	(020) 8965 6078
7	Freuchen Medical Centre	190 High Street	NW10 4ST	(020) 8965 5174
8	Park Road Surgery	26a Park Road	NW10 8TA	(020) 8965 5255
9	Acton Lane Surgery	85-87 Acton Lane	NW10 8UT	(020) 8961 1183
10	Mallik Medical Centre	45 St John Avenue	NW10 4ED	(020) 8965 3396
11	Accident & Emergency Primary Care PMS (APP)	Central Middlesex Hospital	NW10 7NS	(020) 8453 2244

WEMBLEY

12	The Surgery GP Unit , WCHC*	116 Chaplin Road	HA0 4UZ	(020) 8795 6200
13	Hazeldene Medical Centre	1B Wyld Way	HA9 6PW	(020) 8902 4792
14	Preston Road Surgery	56 Preston Road	HA9 8LB	(020) 8904 6442
15	The Beechcroft Medical Centre	34 Beechcroft Gardens	HA9 8EP	(020) 8904 5444
16	The Surgery	95 Grasmere Avenue	HA9 8TF	(020) 8904 8045
17	Kenton Medical Centre	7 Northwick Avenue	HA3 0AA	(020) 8907 6105
18	Alperton Medical Centre	32 Stanley Avenue	HA0 4JB	(020) 8903 2379
19	Dr. Mamtora & Bhardwaj WCHC*	116 Chaplin Road	HA0 4UZ	(020) 8451 8338
20	Lanfranc Medical Centre	2 Lanfranc Court	HA1 3QE	(020) 8422 1813
21	Sudbury & Alperton Medical Centre	267 Ealing Road	HA0 1EU	(020) 8997 3486
22	Premier Medical Centre, WCHC* (Dr. Notaney)	116 Chaplin Road	HA0 4UZ	(020) 8795 6150
23	The Surgery	116 Sudbury Court Drive	HA1 3TG	(020) 8904 6767
24	Preston Medical Centre	23 Preston Road	HA9 8JZ	(020) 8904 3263
25	GP Surgery & PMS for Refugee and Asylum Seekers	262 Harrow Road	HA9 6QQ	(020) 8795 0055
26	WCHC* (Dr. PB Patel)	116 Chaplin Road	HA0 4UZ	(020) 8795 8223
27	Eagle Eye Surgery	26 Eagle Road	HA0 4SH	(020) 8902 8223
28	Wembley Park Drive Medical Centre	21 Wembley Park Drive	HA9 8HD	(020) 8902 4411
29	Lancelot Medical Centre	19 Lancelot Road	HA0 3AL	(020) 8903 0609
30	Safe haven Unit, WCHC*	116 Chaplin Road	HA0 4UZ	(020) 8795 6908
31	Stanley Corner Medical Centre	1 and 3 Stanley Avenue	HA0 4JF	(020) 8902 3887
32	The Law Medical Group Practice	124 Harrow Road	HA9 6QQ	(020) 8903 4848
33	SMS Medical Centre, First Floor, WCHC* (Dr Sodhi)	116 Chaplin Road	HA0 4UZ	(020)8795 6152

KINGSBURY

34	Girton Avenue Surgery	46 Girton Avenue	NW9 9SU	(020) 8206 1490
35	Forty Willows Surgery	46 Forty Lane	HA9 9HA	(020) 8385 0011
36	Church Lane Surgery	282 Church Lane	NW9 8LU	(020) 8200 0077
37	Tudor House Medical Centre	1 Chalkhill Road	HA9 9DS	(020) 8904 3673
38	King's Edge Medical Centre	132 Stag Lane	NW9 0QP	(020) 8204 0151
39	Fryent Medical Centre	331 Church Lane	NW9 8JD	(020) 8205 6262
40	Stag Lane Medical Centre	245 Stag Lane	NW9 0EF	(020) 8204 0777
41	Fryent Way Surgery	22 Fryent Way	NW9 9SA	(020) 8206 9910
42	Chalkhill Health Centre (Dr. Rapp)	Chalkhill Road off Rook Close	HA9 9ER	(020) 8901 1144
43	Chalkhill Health Centre (Dr. Salinsky)	Chalkhill Road off Rook Close	HA9 9ER	(020) 8901 1122
44	Willow Tree Family Doctors	301 Kingsbury Road	NW9 9PE	(020) 8204 6464
45	The Primary Care Medical Centre	475 Kenton Road	HA3 0UN	(020) 8204 2650
46	GP Surgery	82 Stag Lane	HA8 5LP	(020) 8952 8484

47	GP Surgery	5 Brunton Road	NW9 9BY	(020) 8204 6219
48	GP Surgery	1 Uxendon Crescent	HA9 9TW	(020) 8904 3883

WILLEDSEN

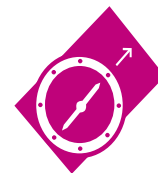
49	Willesden Green Surgery	125 High Road	NW10 2SR	(020) 8459 7755
50	The Village Medical Centre	20 Braemar Avenue	NW10 0DJ	(020) 8450 5405
51	Willesden Centre For Health and Care (Dr. PT Chatlani)	Robson Avenue	NW10 3RY	(020) 8438 7070
52	Crest Medical Centre	157 Crest Road	NW2 7NA	(020) 8452 5155
53	Gladstone Medical Centre	5 Dollis Hill Lane	NW2 6JH	(020) 8452 1616
54	Willesden Medical Centre	144-150 High Road	NW10 2PT	(020) 8459 5550
55	The Oxgate Gardens Surgery	81 Oxgate Gardens	NW2 6EA	(020) 8208 0291
56	St Georges Medical Centre	9 Dollis Hill Lane	NW2 6JH	(020) 8450 4040
57	Neasden Medical Centre	21 Tanfield Avenue	NW2 7SA	08444 778 747
58	PMS for Hostels and Homeless (Burnley Practice)	Willesden Centre for Health & Care	NW10 3RY	(020) 8438 7330

KILBURN

59	Kilburn Park Medical Centre	12 Cambridge Gardens	NW6 5AY	(020) 7624 2414
60	Staverton Surgery	51 Staverton Road	NW2 5HA	(020) 8459 1359
61	Walm Lane Surgery	114 Walm Lane	NW2 4RT	(020) 8452 0366
62	The Medical Centre	18 Cambridge Gardens	NW6 5AY	(020) 7624 1034
63	The Medical Centre	17-19 Clarence Road	NW6 7TG	(020) 7624 1345
64	Lonsdale Medical Centre	24 Lonsdale Road	NW6 6RR	(020) 7328 8331
65	The Broadway Surgery	60 Cricklewood Broadway	NW2 3ET	(020) 8452 9904
66	Medicare	341 Kilburn High Road	NW6 7QB	(020) 7624 4414
67	Willesden Green Surgery	59 Anson Road	NW2 3UY	(020) 8208 4141
68	Blessing Medical Centre	307 Kilburn Lane	W9 3EG	(020) 8964 9640
69	The Windmill Medical Practice	65 Shoot-Up-Hill	NW2 3PS	(020) 8452 7646
70	Chamberlayne Road Surgery	124 Chamberlayne Road	NW10 3JP	(020) 8960 5064
71	The Surgery	25 Chichele Road	NW2 3AN	(020) 8452 4666
72	GP Surgery	19 Chichele Road	NW2 3AH	(020) 8452 3232
73	GP Surgery	3 Peel Precinct	NW6 5RE	(020) 7372 2172
74	Park House Medical Centre	18 Harvist Road	NW6 6SD	(020) 8969 7711

WCHC* = Wembley Centre for Health & Care

Communications produced this leaflet for comments please Tel 020 8795 6109
or email communications@brentpct.nhs.uk





Other Useful Numbers *you might need*

Trust Headquarters

Social Services	020 8937 1200
One Stop Shop – For Any Council Enquires	020 8937 1200
MATS (Minor Accident Treatment Centre)	020 8795 6270
PALS (Patient Advice Liaison Service)	020 8795 6140
Central and North West London Mental health Service	020 8237 2000

Health Centres and Clinics in Brent

Craven Park Health Centre	020 8965 0151
College Road Clinic	020 8904 2299
Hay Lane	020 8206 2525
Helena Road Clinic	020 8208 2565
Mortimer Road Clinic	020 8969 4040
Neasden Resource Centre	020 8450 0477
Peel Road Nursing Home	020 8908 2958
Perrin Road Clinic	020 8904 9331
Stag Lane Clinic	020 8204 9117
Kilburn Square Clinic	020 7625 5115
Chalkhill Health Centre	020 8904 0911
Kingsbury Hospital	020 8903 1323
Willesden Centre for Health and Care	020 8438 7000
Wembley Centre for Health and Care	020 8795 6000

Hospitals

Central Middlesex	020 8965 5733
Northwick park	020 8864 3232
St Mary's	020 7725 6666

Learning Disabilities Day Centre telephone numbers

Strathcona Day Centre	020 8904 5832
ASPPECT Day Centre	020 8385 1837
Albert Road Day Centre	020 7328 0125
Stonebridge Day Centre	020 8963 1585
Homelea	020 8451 5641
New Kingswood	020 8908 2958

**Stop Smoking today. Tel 020 8965 2244
to find out how to get FREE NRT.**