

Other useful numbers

Brent and Harrow Chlamydia Screening Programme	020 8869 5377
Brent Association for Disabled People	020 8451 3822
Brent Bereavement Services	020 8459 6818
Brent Carers	020 8795 6240
Brent Council – One Stop Shops	020 8937 1200
Brent Mencap	020 8451 5278
Brent Refugee Forum	020 8459 9092
Brent tPCT Headquarters	020 8795 6001
Cricklewood Homeless Concern	020 8208 8590
Family Planning	020 7530 3600
Hopegate Trust – Service-user led organisation for people living with HIV/AIDS	020 8090 0425
PACE (gay, lesbian, transgender and bisexual advice and support)	020 7700 1323
Sexual Health Advice Line	0800 567 123
Sickle Cell & Thalassaemia Centre	020 8961 9005
TB advice through NHS Direct	0845 46 47

If you would like additional copies of this leaflet, or if you would like it in another language or Braille contact the Press and Communications office at Brent tPCT on 020 8795 6109 or email communications@brentpct.nhs.uk

08/09

Guide to
all your Local
Health Services



Using this Guide

We know that understanding how the NHS runs can be confusing at times. This guide aims to explain what services are available and how you can access them. Opening times, transport links and telephone numbers have also been included to ensure you have all the information you need at your fingertips when you need it.

About Brent Teaching Primary Care Trust

Brent Teaching Primary Care Trust (tPCT) is the NHS organisation responsible for promoting health and making sure the right health services are available to you when and where you need them. Above all, our aim is to make sure that the services you receive are clinically safe, provided by the right healthcare professional and available as near to your home as possible. This includes providing more services from your GP surgery, your local clinic and when appropriate from your pharmacist.

Brent tPCT is also responsible for:

- Planning long-term improvements to health services ensuring that our financial provisions are put to the best use for patients
- Maintaining high standards of healthcare
- Working in partnership with local hospitals, Brent Council and the voluntary/community sector to ensure you receive seamless care.



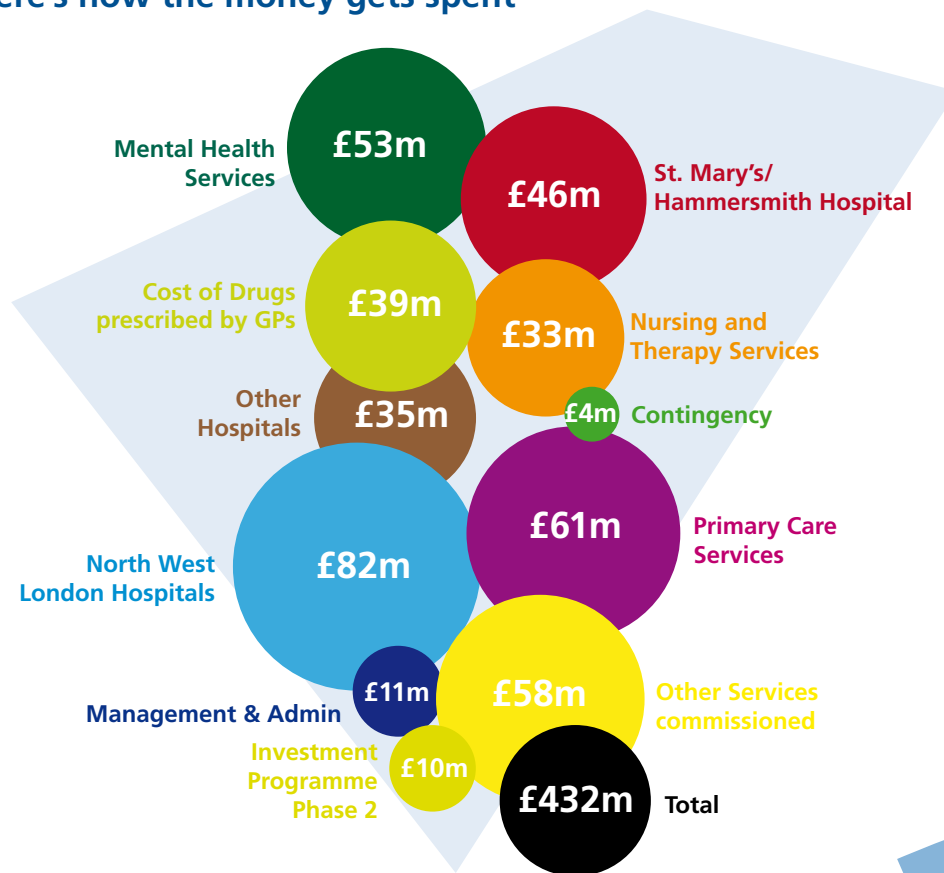
Spending your Money

The tax that you pay is distributed by the government in many ways. A portion of the tax that you pay goes towards providing healthcare services that are free at the point of access to all who need them.

The Government redistributes a portion of this tax to Primary Care Trusts who are responsible for allocating this money on behalf of its residents. In Brent we have a population of approximately 300,000 people.

Brent tPCT receives £432 Million from central government to provide and commission (buy) health services from other NHS organisations like hospitals. We hold contracts with independent contractors e.g. GPs, dentists, opticians and pharmacists. We also pay for the medication your GP prescribes to you.

Here's how the money gets spent



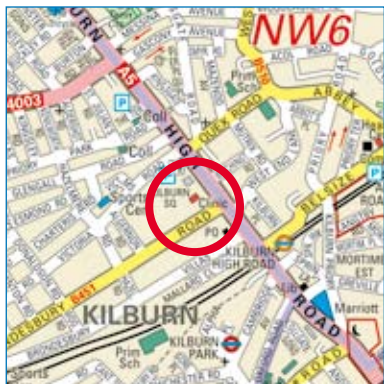
Community based health services

We provide 31 different community services in Brent including physiotherapy, district nursing and speech & language therapy. We also hold a range of clinics, like baby clinics, chest clinics and provide TB, HIV/AIDS and sexual health treatment, support and advice. You will need to be referred by your GP for most services, although you can self refer to the sexual health services (see page 15) and HIV/AIDS support services Tel: 020 8795 6115.

For a full list of services visit www.brentpct.nhs.uk

Here's how to get to health centres and clinics in Brent

Kilburn Square Clinic



91 Kilburn Square
NW6 6PS

Tel: 020 7625 5115

Opening times:
Mon to Fri 9.00am – 5.00pm

How to get there?

Bus Routes: 31, 32, 328, 16, 316
Train/Tube: Kilburn station – Jubilee line
Brondesbury station – Overground service
Kilburn High Road station – Overground service
Kilburn Park station – Bakerloo line

Willesden Centre for Health and Care



Robson Avenue
London
NW10 3RY

Tel: 020 8438 7006

Opening times:
Mon to Fri 8.00am – 5.00pm

How to get there?

Bus Routes: 6, 52, 206, 226, 260, 266, 297 & 302
Train/Tube: Willesden Green and Dollis Hill station – Jubilee line

Brent rehabilitation & intermediate care includes Fifoot ward, Menzler ward and Robertson ward.

Visiting times Mon to Sun 2.00pm – 5.00pm and 7.00pm – 8.00pm
Tel: 020 8438 7207



Monks Park Primary Care Centre



Monks Park
Wembley
HA9 6JE

Tel: 020 8453 5900

Opening times:
Mon to Fri 8.30am – 6.00pm

How to get there?

Bus Route: 18

Train/Tube: Stonebridge Park station – Bakerloo line

Stag Lane Clinic



245 Stag Lane
Kingsbury
London
NW9 0EF

Tel: 020 8204 9117

Opening times:
Mon to Fri 9.00am – 5.00pm

How to get there?

Bus Route: 302

Train/Tube: Kingsbury station – Jubilee line

Wembley Centre for Health and Care



116 Chaplin Road
Wembley
HA0 4UZ

Tel: 020 8795 6001

Opening times:
Mon to Fri 8.00am – 8.00pm

How to get there?

Bus Routes: 18, 79, 83, 92, 182, 224, 297 and H7.

Train/Tube: Wembley Central station – Bakerloo line and
Overground service

Sudbury Town station – Piccadilly line

Wembley NHS Walk-in-Centre
Wembley Centre for Health and Care
116 Chaplin Road
Wembley HA0 4UZ

Tel: 020 8795 6270

Open from 10.00am – 7.00pm Mon to Fri

Or

Edgware NHS Walk-in-Centre
Edgware Community Hospital
Burnt Oak Broadway
Edgware HA8 0AD

Tel: 020 8732 6459

Open from 8.00am – 10.00pm 7 days a week



Chalkhill Centre for Health and Care



Rook Close (off Chalkhill Road)
Wembley
Middlesex
HA9 9ER

Tel: 020 8904 0911

Opening times:
Mon to Fri 9.00am – 5.00pm

How to get there?

Bus Routes: 83, 182, 223, 297, PR2

Train/Tube: Wembley Park station – Jubilee line and Metropolitan line

Craven Park Health Centre



Shakespeare Crescent
NW10 8XW

Tel: 020 8965 0151

Opening times:
Mon to Fri 9.00am – 5.00pm

How to get there?

Bus Routes: 18, PR2, 206

Train/Tube: Harlesden station – Bakerloo line and
Overground service

Willesden Junction station – Bakerloo line and
Overground service

Your local GP surgery provides a range of services including: general medical advice and treatment, prescriptions and referral to a specialist or a hospital.

How to register you and your family with a Brent GP?

Visit your nearest surgery. You will need to provide proof of address i.e. utility bill and identification such as a passport, driving licence or birth certificate.

Need a GP over the weekend, during the night, or holidays?

If you are registered with a Brent GP and become ill while your doctor's surgery is closed, always call your own doctor's surgery number. The answer phone message will direct you to an out-of-hours care provider.

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.

You can also contact **NHS Direct on 0845 46 47**

Patients should call 999 in an emergency

Where is your nearest GP?

You will find a list on page 19 or you can visit www.brentpct.nhs.uk
If you experience difficulty in finding a GP call 020 8427 7888.



How to register with a Brent dentist?

There are no shortages of NHS dentists in Brent nor are there any registration requirements, simply visit your nearest one. To find out where that is visit www.brentpct.nhs.uk. If you experience difficulty in finding a dentist call 020 8427 7888.

How to get assistance with a dental emergency during the holidays or on a Sunday?

Contact NHS Direct on 0845 46 47 or our out-of-hours dental provider on 020 8867 1411 who will provide you with details.

How much will it cost?

There are three bands of payment for treatment:

Band 1

Covers an examination and diagnosis – £16.20

Band 2

Covers the above plus any further treatment such as fillings – £44.60

Band 3

Covers all the above plus crowns, dentures or bridges – £198.00

Urgent treatment – £16.20

If you require urgent care, but your urgent treatment needs more than one appointment to complete, you will only need to pay one charge of £16.20.

N.B. you do not have to pay for NHS dental treatment if you are:

- Aged under 18
- Aged 18 and in full-time education
- Pregnant or have had a baby in the previous 12 months
- Staying in an NHS hospital and your treatment is carried out by the hospital dentist
- An NHS Hospital Dental Services outpatient (however, you may have to pay for your dentures or bridges)
- Getting income support, income based jobseekers allowance or pension credit guarantee credit (or your partner is)
- Entitled to or your name is on, a valid NHS tax credit exemption certificate.

What services do pharmacies offer?

- Repeat prescriptions
- Advice on your medication
- Lifestyle advice, e.g. how to stop smoking or how to lose weight
- Advice on treatments for minor ailments such as, cough, colds, cuts, bites or stings, diarrhea, athlete's foot, vaginal thrush and much more.

Where can I find a pharmacy that is open after 6pm or at weekends?

Contact NHS Direct on 0845 46 47 or visit www.nhs.uk for a listing within your area.

Where can I find an Optician in Brent?

There are 26 NHS opticians in Brent. To find your nearest one visit www.brentpct.nhs.uk



Your local hospitals

Brent tPCT holds lots of contracts with hospitals but our biggest contract is with The North West London Hospitals NHS Trust which manages Northwick Park & St. Mark's and Central Middlesex Hospitals. Your GP will refer you to a hospital if you need to see a specialist or if you have to have an operation.

Accident and Emergency departments are there to look after seriously ill or 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, but for minor injuries remember the alternatives like your GP, pharmacist and the Walk-in-Centres see page 6 for details.



Central Middlesex Hospital

Acton Lane
Park Royal
London
NW10 7NS

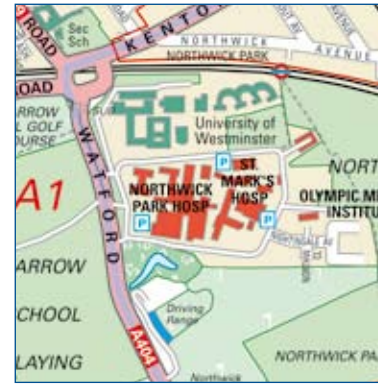
Tel: 020 8965 5733

How to get there?

Bus Routes: 187, 224, 226, 260, 487, PR2

Train/Tube: Harlesden Station – Bakerloo line and Overground service

Parking is available and charges start at £2.80 for up to four hours at both hospitals.



Northwick Park and St. Mark's Hospital

Watford Road
Harrow
Middlesex
HA1 3UJ

Tel: 020 8864 3232

How to get there?

Bus Routes: 182, 186, 223, H9, H10, H14, N18

Train/Tube: Northwick Park Station – Metropolitan line

St. Mark's is based on the Northwick Park Hospital site, and is a national and international referral centre for intestinal and colorectal disorders.

Tel: 020 8235 4000

www.nwlh.nhs.uk

Other local hospitals just outside the borough which you may get referred to are:

St. Mary's Hospital

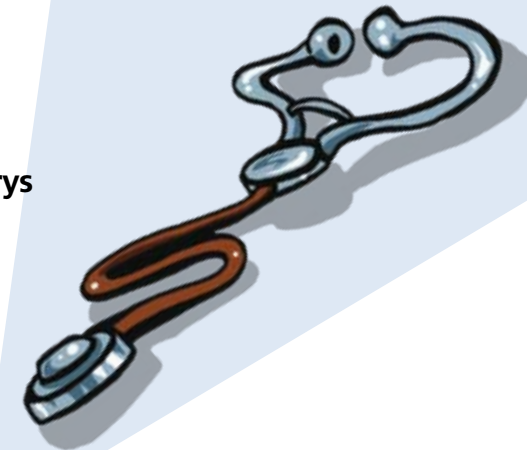
Praed Street
London W2 1NY
Tel: 020 7886 6666

Visit www.imperial.nhs.uk/stmarys

Royal Free Hospital

Pond Street
London NW3 2QG
Tel: 020 7794 0500

Visit www.royalfree.nhs.uk



Choose and Book

Choose and Book is a national service which allows you to choose your initial hospital appointment and book it on the spot at your GP's surgery or later on the phone or Internet, at a time that suits you. You can find information about which service is right for you by speaking to your GP or by calling the Choose and Book Appointments Line on 0845 608 8888. You can also visit www.chooseandbook.nhs.uk for a full listing of hospitals in and around the Brent area.

Mental Health

A range of services are available for people with mental health needs. Please speak to your GP or health professional about what is available. Most Mental Health services in Brent are provided by Central and North West London NHS Foundation Trust (CNWL) and are made by GP referral. The main office in Brent is:

Brent Mental Health Service

13-15 Brondesbury Road
London
NW6 6BX
Tel: 020 8937 4297

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 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.

Top 10 Tips to stay healthy

1. When you are ready, get the support you need to stop smoking.

In Brent a number of our local pharmacists can support you in stopping smoking just ask if they offer that service or alternatively call the Stop Smoking Service on 020 8795 6669 to find out more.

2. Eat at least 5 portions (a portion is roughly the size of your hand) of fruit and vegetables a day as part of a balanced diet.

In some parts of Brent you can learn about healthy eating through cook and eat sessions call 020 8795 6224 to find out more.

3. Do at least 30 minutes of physical activity that increases your breathing and heart rate (e.g. brisk walking) 5 times a week.

In Brent you can increase your physical activity by joining a walking group or a number of varied exercise sessions. Call 020 8937 3707 for more details.

4. Manage stress by, for example, talking things through with family and friends and making time to relax.

In Brent there are a number of organisations you can contact to talk to someone when you need to including Brent Mind on 020 8451 3200.

5. If you drink alcohol, do so in moderation.

A small glass of 12% strength wine (125mls) = 1.5 units

Fosters lager 4% (pint) = 2.2 units

Stella Artois 5.2% (pint) = 3 units

Scrumpty Jack cider 5.2% (pint) = 3 units

A pub measure of spirits = 1 unit

The recommended daily limit for men is 3 to 4 units and for women it is 2 to 3 units.

If you need advice on alcohol or drug related issues contact Addaction on 020 8459 9510 for open access to treatment and support.

6. Practice safer sex.

In Brent free condoms and others forms of contraception are available from GP surgeries, family planning clinics in Wembley Centre for Health and Care, Willesden Centre for Health and Care, Craven Park Health Centre and from selected pharmacies in Brent for under 16's, including the Kilburn Youth Centre. Contact SHOC (sexual health on call) for further details 020 7604 4826.

For GUM services (Genito-Urinary Medicine) you can go to a clinic anywhere in the country, it doesn't have to be your local one and you don't need to be referred by your doctor. When phoning to make an appointment state if you would prefer to be treated by a male or female doctor. Within Brent you can contact Central Middlesex Hospital on 020 8453 2221 or Northwick Park 020 8869 3142.



7. Take up cancer screening opportunities.

In Brent you may be sent invitations letters for breast, cervical and/or bowel cancer screening. Ask your GP for more information or visit www.cancerscreening.nhs.uk for all other cancer related information. Breast cancer info call 020 8951 4045. Bowel cancer info call 0800 707 6060. Cancer Black Care info call 020 8961 4151.

8. Be safe on the roads: know and follow the Highway Code.

In Brent a number of initiatives are taking place to find out more contact the accident prevention unit on 020 8903 8537.

9. Take up immunisation opportunities.

In Brent free vaccines are given for children and older people that will prevent the spread of a number of potentially fatal diseases including Measles, Mumps and Rubella (MMR), Tuberculosis (TB via the BCG vaccine) and Flu/Pneumonia. Ask your GP and or your Health Visitor for more details.

10. Get help when you need it.

In Brent you can see a wide range of people to support you in making changes to your lifestyle to improve your health and well-being or to put you in touch with the right people to get the right treatments for you. Call patient services on 020 8795 6771 for further details.



What to do when you are not happy with a service you have received

The Brent tPCT Complaints and PALS (Patient Advice and Liaison Service) departments have now merged to become the Patient Services department. They handle complaints about services and staff, as well as complaints about GPs, dentists and other independent providers.

If you are not happy about something, but you do not want to make a complaint straightaway, you can speak to PALS. Every NHS Trust and Primary Care Trust (PCT) has a PALS. They are not part of the official complaints procedure and they might be able to deal with your concerns informally.

Please do not hesitate to contact Patient Services if you require any further information on 020 8795 6771 or email pals@brentpct.nhs.uk

Have your Say! Planning future health services

Brent tPCT is responsible for:

- Understanding the health needs of local people
- Planning health services to meet those needs
- Providing the best possible health services
- Making sure services are safe, accessible and effective

Your views are vital in making sure we plan and deliver services that make a real difference to your health and wellbeing. Help us to provide services that are closer to where you live, easier to access and give you the best results.

We want your feedback/views on your current experiences.

Do you want to be involved?

If so contact The Patient and Community engagement team on 020 8795 6219 or write to Aisha Khan, Community Health Development Manager at Wembley Centre for Health and Care, 116 Chaplin Road, Wembley, HA0 4UZ.

In return we will promise to take note of your comments and use them to improve services locally within the resources we have available. We will also inform you of groups, forums & committees you may wish to join or attend these public meetings.



Brent tPCT Local GP Practices

Practice Name	Address	Telephone Number
Sudbury & Alperton Medical Centre	267 Ealing Road, Wembley, HA0 1EU	020 8997 3486
Lancelot Medical Centre	19 Lancelot Road, Wembley, HA0 2AL	020 8903 0609
Alperton Medical Centre	32 Stanley Avenue, Wembley, HA0 4JB	020 8903 2379
Stanley Corner Medical Centre	1-3 Stanley Avenue, Wembley, HA0 4JF	020 8902 3887
The Eagle Eye	26 Eagle Road, Wembley, HA0 4SH	020 8902 8223
The Surgery Brent tPCT	116 Chaplin Road, Wembley, HA0 4UZ	020 8795 6200
The Sunflower Surgery	116 Chaplin Road, Wembley, HA0 4UZ	020 8795 7979
Premier Medical Centre	116 Chaplin Road, Wembley, HA0 4UZ	020 8795 6150
The Chaplin Road Surgery	116 Chaplin Road, Wembley, HA0 4UZ	020 8795 6180
SMS Medical Practice	116 Chaplin Road, Wembley, HA0 4UZ	020 8795 6152
Lanfranc Medical Centre	2 Lanfranc Court, Greenford Road, HA1 3QE	020 8422 1813
Sudbury Court Surgery	116 Sudbury Court Drive, Harrow, HA1 3TG	020 8904 6767
Sudbury & Alperton Medical Centre	228 Watford Road, Harrow, HA1 3TY	020 8904 6404
Kenton Medical Centre	7 Northwick Avenue, Kenton, HA3 0AA	020 8907 6105
Primary Care Medical Centre	475 Kenton Road, Harrow, HA3 0UN	020 8204 2650
Aksyr Medical Practice	121 Preston Hill, Harrow, HA3 9XE	020 8905 0894
The Stag-Holly Road Practice	82 Stag Lane, Edgware, HA8 5LP	020 8952 8484
The Beechcroft Medical Centre	34 Beechcroft Gardens, Wembley, HA9 8EP	020 8904 5444
Wembley Park Medical Centre	19-21 Wembley Park Drive, Wembley, HA9 8HD	020 8902 4411

Practice Name	Address	Telephone Number
Hazeldene Medical Centre	1B Wyld Way, Wembley, HA9 6PW	020 8902 4792
The Surgery	260-262 Harrow Road, Wembley, HA9 6QL	020 8902 0055
The Law Medical Group Practice	Harrow Road, Wembley, HA9 6QQ	020 8903 4848
Preston Medical Centre	23 Preston Road, Wembley, HA9 8JZ	020 8904 3263
Preston Road Surgery	56 Preston Road, Wembley, HA9 8LB	020 8904 6442
Tudor House Medical Centre	1 Chalkhill Road, Wembley Park, HA9 9DS	020 8904 3673
Chalkhill Family Practice	Rook Close, Wembley, HA9 9ER	020 8901 1144
Ellis Practice	Rook Close, Wembley, HA9 9ER	020 8901 1122
Forty Willows Surgery	46 Forty Lane, Wembley Park, HA9 9HA	0844 477 3497
Uxendon Crescent Surgery	1 Uxendon Crescent, Wembley, HA9 9TW	020 8904 3883
The Village Medical Centre	20 Braemar Avenue, Neasden, NW10 0DJ	020 8450 5405
The Willesden Medical Centre	144-150 High Road, Willesden, NW10 2PT	020 8459 5550
St Andrews Medical Centre	125 High Road, Willesden, NW10 2SR	020 8459 7755
Chamberlayne Road Surgery	124 Chamberlayne Road, Kensal Rise, NW10 3JP	020 8960 5064
Roundwood Park Medical Centre	Willesden Centre for Health and Care, Robson Avenue, NW10 3RY	020 8438 7070
Burnley Practice	Willesden Centre for Health and Care, Robson Avenue, NW10 3RY	020 8438 7330
Buckingham Road Surgery	2-4 Buckingham Road, Harlesden, NW10 4RR	020 8965 6078
Freuchen Medical Centre	190 High Street, Harlesden, NW10 4ST	020 8965 5174

Brent tPCT Local GP Practices (continued)

Practice Name	Address	Telephone Number
The Law Medical Group Practice	9 Wrotesley Road, Harlesden, NW10 5UY	0844 477 3479
Park Road Surgery	26A Park Road, Harlesden, NW10 8TA	020 8965 5255
Brentfield Medical Centre	10 Kingfisher Way, Brentfield Road, NW10 8TF	020 8459 8833
Acton Lane Surgery	85-87 Acton lane, Harlesden, NW10 8UT	020 8961 1183
Harlesden Medical Practice	Shakespeare Crescent, Harlesden, NW10 8XW	020 8965 0151
Aksyr Medical Practice	Shakespeare Crescent, Harlesden, NW10 8XW	020 8965 0151
Craven Park Health Centre	Shakespeare Crescent, Harlesden, NW10 8XW	020 8965 0151
Mallicks Medical Centre	Shakespeare Crescent, London, NW10 8XW	020 8965 0151
Greenhill Park Medical Centre	Harlesden, NW10 9AR	020 8965 7128
Church End Medical Centre	66 Mayo Road, Church End Estate, NW10 9HP	020 8930 6262
Staverton Surgery	51 Staverton Road, Willesden, NW2 5HA	020 8459 1359
Lever Medical Centre	60 Cricklewood Broadway, NW2 2PU	020 8452 9904
The Sheldon Practice	19 Chichele Road, Cricklewood, NW2 3AH	020 8452 3232
Chichele Road Surgery	25 Chichele Road, Cricklewood, NW2 3AN	020 8452 4666
The Windmill Medical Practice	66 Shoot-Up-Hill, Cricklewood, NW2 3PS	020 8452 7646
Willesden Green Surgery	59 Anson Road, Cricklewood, NW2 3UY	020 8208 4141
Walm Lane Surgery	114 Walm Lane, Cricklewood, NW2 4RT	020 8452 0366
Oxgate Gardens Surgery	81 Oxgate Gardens, Dollis Hill, NW2 6EA	08444 99 70 42
Gladstone Medical Centre	5 Dollis Hill Lane, NW2 6JH	0844 815 1345

Practice Name	Address	Telephone Number
St. Georges Medical Centre	9 Dollis Hill Lane, NW2 6JH	020 8450 4040
Crest Medical Centre	157 Crest Road, Neasden, NW2 7NA	020 8452 5155
Neasden Medical Centre	21 Tanfield Road, Neasden, NW2 7SA	08444 778 747
Kilburn Park Medical Centre	12 Cambridge Gardens, Kilburn, NW6 5AY	020 7624 2414
The Medical Centre	18 Cambridge Gardens, Kilburn, NW6 5AY	020 7624 1034
Peel Precinct Surgery	3 Peel Precinct, Carlton Vale, NW6 5RE	020 7372 2172
Lonsdale Medical Centre	24 Lonsdale Road, Queens Park, NW6 6RR	020 7328 0808
Park House Medical Centre	18 Harvist Road, Queens Park, NW6 6SD	020 8969 7711
Medicare	341 Kilburn High Road, NW6 7QB	020 7624 4414
The Clarence Medical Centre	17-19 Clarence Road, Kilburn, NW6 7TG	020 7624 1345
Stag Lane Medical Centre	245 Stag Lane, Kingsbury, NW9 0EF	020 8204 0777
King's Edge Medical Centre	132 Stag Lane, Kingsbury, NW9 0QP	020 8204 0151
Fryent Medical Centre	331 Church Lane, Kingsbury, NW9 8JD	020 8205 6262
The Church Lane Surgery	282 Church Lane, Kingsbury, NW9 8LU	020 8200 0077
Brampton Health Centre	5 Brampton Road, Kingsbury, NW9 9BY	020 8204 6219
The Willow Tree Family Doctors	301 Kingsbury Road, Kingsbury, NW9 9PE	020 8204 7456
The Fryent Way Surgery	22 Fryent Way, Kingsbury, NW9 9SB	020 8206 9910
The Girton Practice	46 Girton Avenue, Kingsbury, NW9 9SU	020 8206 1490
The Blessing Medical Centre	307 Kilburn Lane, W9 3EG	08448 151 522