Your healthcare services in Ealing

November 2014

- Keeping well
- GP services in your area
- Working together to provide better health and social care
- Where to get urgent help
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Your healthcare services in Ealing

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Dear resident,

I have been a GP in Ealing for 28 years. In that time, I’ve treated people from all generations in Ealing and I know how important local health care is to you all.

We are constantly looking to improve health services for you and your family. Making changes can take time and it’s not always easy. But as medicine progresses, and the needs of our population change, the way we provide healthcare to you needs to change too. This means that you’ll always be getting the best possible care.

In Ealing, we have a lot of people with diabetes and heart disease. Therefore one of the things we are doing is to make sure there are more services to address these based in the community. This means we can care for more people nearer their home to prevent you becoming ill and needing to go to hospital.

We are also planning for a brand new Ealing hospital built around the needs of local people and two new Health and Well Being Centres in the Borough where you will be able to see your GP and access community services. We are working closely with our partners to make you receive joined up health and social care.

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

Yours faithfully,

Mohini Parmar
Chair, NHS Ealing Clinical Commissioning Group
GP Partner Barnabas Medical Centre
Choosing the right NHS service for you.

- This leaflet provides you with information on NHS services in your local area.

- It explains the different local services, what they do and what you should use them for.

- We want you to be able to quickly access the right service so you and your family get the best care.

- We hope the information in this booklet helps you make the best use of the services the NHS has available in your local area.

You have received this booklet because of where you live. However, we recognise that people living on the edge of a borough may go to GPs and healthcare services in neighbouring boroughs. If you would like to receive a different borough leaflet, please call:

0800 881 5209
A lot of common illnesses and injuries can be treated at home with medicines you can buy at a chemist, and plenty of rest. Useful medicines include:

- Paracetamol & aspirin – for pain relief
- Decongestants – for stuffy noses
- Indigestion remedies – tablets or liquids to help with heartburn
- Antiseptic creams – for cuts and grazes


You can also be prepared by keeping a first aid kit at home. Useful items include: bandages, plasters, thermometer, sterile dressings, medical tape and tweezers.

Children can recover from illness quickly but also can become poorly quickly. It is important to seek further advice if a child’s condition gets worse.
Keeping well

There are also lots of ways to help you and your family keep well:

**Flu vaccination**
- Flu can be more severe in those over 65, pregnant women or adults and children with other health conditions.
- These at risk groups can get the flu jab on the NHS each year.

**Stop smoking service**
- One in two smokers will die from a smoking related disease, half before the age of 70.
- Stopping smoking is important to improve your health and wellbeing.

**NHS health checks**
- Many conditions, such as heart disease, stroke and diabetes, can be prevented.
- If you are between 40 and 74 you may be eligible for a free NHS health check.

**Keeping warm in winter**
- Keeping warm can help prevent cold, flu and other serious health conditions.
- Wrap up warm and look out for your elderly friends and relatives to make sure they are safe and well.

For more information on any of the above, please speak to your GP practice, pharmacist or contact your local council and speak to the public health team.
You should dial 111 when you need advice or medical treatment, and you cannot wait for an appointment to see your doctor.

111 is free to call and is open 24 hours a day, 7 days a week, 365 days a year.

When you call 111, you will speak to an adviser from the NHS 111 team. The team has trained advisers, nurses and GPs who can help you. They will ask you questions to find out what help you need.

The 111 adviser will be able to:

- Decide what medical help you need,
- Tell you where you need to go to get this medical help
- Transfer your call to the service you need
- Book an out of hours GP appointment for you if possible
Your local pharmacist, or chemist, is highly trained.
They can offer advice and suggest medicines or treatments for a range of common problems such as coughs, colds, upset stomachs, aches and pains.

They often provide additional services such as:

- Emergency contraception
- Needle exchange and supervised drug administration
- Pregnancy testing
- Stop smoking services
- Chlamydia screening and treatment
- Flu vaccine

To find your nearest pharmacist, call 111 or visit www.nhs.uk
To see a General Practitioner (GP) at your doctor’s surgery you will need to be registered and make an appointment. GPs have access to your medical records so they can see all your health needs. When you see your GP they can:

- Provide advice on physical and mental health problems
- Provide diagnosis and treatment for a range of conditions
- Help you with long term care
- Arrange referrals to hospital specialists and community based services when necessary

Registering with a GP

It is very important to be registered with a GP. You must be registered to make an appointment. This also lets you get referred to specialist hospital and community treatment if you need it. For help registering visit www.nhs.uk.

Weekend opening in Ealing

If you or your child need to see a GP outside normal surgery hours you should phone the NHS 111 service who will ask you a series of questions to make sure they can advise you on the best local service for the care you need including the GP out of hours service. In Ealing we now have at least 3 GP surgeries open every weekend spread across the North of the Borough, Southall and Ealing or Acton.
Urgent Care Centres (UCCs) are for minor illnesses and injuries that are urgent but not life threatening.

They are often located at a hospital and you can just walk in. You do not need an appointment.

UCCs are staffed by GPs and nurses with specialist skills in urgent care. UCCs are for patients whose conditions are urgent enough that they cannot wait for a GP appointment, but who do not need emergency treatment at A&E.

**Adults and children can use Urgent Care Centres (UCCs) for:**

- Sprains and strains of ankles, wrists and knees
- Minor burns (small area)
- Cuts, including those that need stitches
- Infections that GPs commonly treat e.g. sore throats and earache
- Minor broken bones such as toes, fingers and collarbone
- X-rays where needed

If your condition gets worse, the doctors and nurses at the UCC will quickly get you to the best place for your care. The UCC may also refer you back to your GP for an appointment if that is best for you.

For details of your nearest 24/7 urgent care centres, please see the map on page 12-13.
Adults and children can use Urgent Care Centres (UCCs) for:

In A&E you will be seen by specialist doctors and nurses ready to treat those with life-threatening injuries and illnesses.

The Accident and Emergency department (A&E) at hospital is for people with major, life-threatening illnesses and injuries, which can include:

- Loss of consciousness
- Persistent, severe chest pain
- Breathing difficulties and choking
- Severe bleeding that cannot be stopped
- Having fits
- Badly broken bones

In an emergency, dial 999
An ambulance crew will start treating you as soon as they arrive and they will then take you to the right hospital for your condition, to ensure you get the best possible treatment.

For details of your nearest Accident & Emergency department, please see the map on page 12-13.
24/7 services in North West London

H 24/7 A&E and urgent care centre  H 24/7 urgent care centre

NORTHWICK PARK HOSPITAL
A&E and URGENT CARE CENTRE - 24/7
Watford Road, Harrow, Middlesex, HA1 3UJ

HILLINGDON HOSPITAL
A&E and URGENT CARE CENTRE - 24/7
Pield Heath Road, Uxbridge, Middlesex, UB8 3NN

CENTRAL MIDDLESEX HOSPITAL
URGENT CARE CENTRE - 24/7
Acton Lane, London, Greater London, NW10 7NS

EALING HOSPITAL
A&E and URGENT CARE CENTRE - 24/7
Uxbridge Road, Southall, Middlesex, UB1 3HW

WEST MIDDLESEX HOSPITAL
A&E and URGENT CARE CENTRE - 24/7
Twickenham Road, Isleworth, Middlesex, TW7 6AF
Your healthcare services in Ealing

1. **Hammersmith & Fulham**
   - **HAMMERSMITH HOSPITAL**
     - Urgent Care Centre - 24/7
     - 150 Du Cane Road, London, W12 0HS
   - **ST MARY'S HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - Praed Street, Paddington, London, W2 1NY
   - **CHELSEA & WESTMINSTER HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - 369 Fulham Road, London, SW10 9NH
   - **CHARING CROSS HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - Fulham Palace Road, London, W6 8RF

2. **Kensington & Chelsea**
   - **ROYAL FREE HOSPITAL**
     - A&E - 24/7
     - Pond Street, London, NW3 2QG
   - **HAMMERSMITH HOSPITAL**
     - Urgent Care Centre - 24/7
     - 150 Du Cane Road, London, W12 0HS
   - **ST MARY'S HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - Praed Street, Paddington, London, W2 1NY
   - **CHELSEA & WESTMINSTER HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - 369 Fulham Road, London, SW10 9NH
   - **CHARING CROSS HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - Fulham Palace Road, London, W6 8RF

3. **City of Westminster**
   - **ST MARY'S HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - Praed Street, Paddington, London, W2 1NY
   - **CHELSEA & WESTMINSTER HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - 369 Fulham Road, London, SW10 9NH
   - **CHARING CROSS HOSPITAL**
     - A&E and Urgent Care Centre - 24/7
     - Fulham Palace Road, London, W6 8RF
Improving hospitals

Chelsea and Westminster Hospital NHS Foundation Trust
www.chelwest.nhs.uk

Chelsea & Westminster Hospital
• Major investment to refurbish and expand the A&E service
• Recently opened Midwife-led Birth Centre
• Expanding critical care capacity with a new Intensive Care Unit
• More inpatient beds

The Hillingdon Hospitals NHS Foundation Trust
www.thh.nhs.uk

Hillingdon Hospital
• Extended maternity services with new midwife led unit
• New and improved emergency department with more A&E cubicles
• Refurbished theatres with increased recovery space
• More paediatric and intensive care beds

Imperial College Healthcare NHS Trust
www.imperial.nhs.uk

Charing Cross Hospital
• Purpose-built facilities for day-case diagnostics, therapies and surgery plus emergency care
• New space for integrated and community care
• Plans for a redeveloped local hospital with A&E

Hammersmith Hospital
• Range of improvements to extend focus as specialist hospital

St Mary’s Hospital
• Plans to redevelop to extend focus as major acute hospital
• Purpose-built facilities, including for A&E, major trauma and maternity
• New space for Western Eye Hospital services
London North West Healthcare NHS Trust
www.lnwh.nhs.uk

Central Middlesex Hospital
- Developing major hub for primary and community care services
- Home to Brent Sickle Cell and Thalassemia centre

Ealing Hospital
- Refurbished ward, 5 north, opening in November to support frail especially those suffering with dementia
- Plans for a redeveloped local hospital with A&E

Northwick Park Hospital
- New A&E opening later in 2014
- New operating theatres opened last year
- Carroll ward, a modern 20 bedded acute medical unit recently opened
- Enhanced 24/7 stroke unit

West Middlesex University Hospital NHS Trust
www.west-middlesex-hospital.nhs.uk

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

We are constantly looking at ways of making it easier for you to see your GP. We know that GPs are often very busy and we sometimes hear from people who have had trouble getting an appointment. That is why we now have at least 3 GP surgeries open every weekend spread across the borough.

All the GP practices across the borough are working together to offer a wider range of services than they could do if they worked on their own. To do this, we are investing in developing hubs where a number of services are provided in one building.

In Ealing our long-term plan is to develop three Health and Well Being centres in Acton, Greenford and at Ealing Hospital. They will offer lots of health services under one roof with easy access for local people in Ealing. They will provide outpatient appointments, work closely with social care and have lots of different specialists who will work together to provide the best care possible. Some of the tests currently done in hospital will also be available to make it more convenient for Ealing patients to get their care.

We are currently looking at exactly what services could be included and you’ll be hearing more about these in the future.
When patients need treatment, they can find themselves needing the help of different health professionals and social care services.

We’ve been talking to patients and carers who tell us they often find it frustrating to tell their story multiple times. They also find it difficult to find their way through all the different services.

In North West London, we are working together with patients, hospitals, GPs, councils and other partners to make this better.

Joining up local care in Ealing
Diabetic patients who live in Ealing no longer have to go to the hospital for their outpatient treatment. Ealing CCG has opened six community clinics which are run by a combination of hospital and community staff. Patient education and self-management programmes for type 2 diabetic patients have been established and are being well received by patients.

How this is already helping residents
A 65-year old man has diabetes and other conditions associated with his condition including thyroid disease and muscular conditions. He visits his GP who works with him to develop his care plan where they agree to discuss this at a meeting where the consultant would be present. The consultant and GP agree to make an appointment for the patient with an occupational therapist to help treat his immediate health conditions and a follow up at the community clinic with the consultant. The patient is also referred to an expert patient programme to help him better manage his own condition and prevent him ending up in hospital.
We take great care to ensure information about you is kept confidential and used responsibly.

Where there are lots of people involved in caring for you, sharing your medical records helps support that care. The benefits are:

- You won’t need to repeat your medical history
- You avoid unnecessary appointments and tests
- You can be more involved in decisions about your care
- Health professionals have the right information at the right time

Sometimes, care information will be made available for secondary uses - such as helping to plan local services. Before this happens, we will make the information anonymous so that you cannot be identified. We will also let you know by putting public notices in each organisation who may hold your records.

You can choose not to share your information at any time. If you would like to do this, please tell your care provider.
Get involved

To provide feedback on your experiences with healthcare contact Healthwatch Ealing
Visit us: www.healthwatchealing.co.uk
Email us: info@healthwatchealing.co.uk
Call us: 020 8280 2276
Write to us: Healthwatch Ealing, Lido Centre 63 Mattock Lane West Ealing, London W13 9LA

Want to get involved in shaping local health services with Ealing CCG?
Visit us: www.ealingccg.nhs.uk
Email us: eccg@nhs.net
Call us: 020 3313 9444
Write to us: NHS Ealing CCG, 23 Oldfield Lane South, Greenford, London UB6 9LF
The following are available 24 hours a day, seven days a week:

• In an emergency call 999

• Call **NHS 111** if you need medical help or advice but it is not a life threatening situation

• For more information or advice visit [www.nhs.uk](http://www.nhs.uk)

• If something is troubling you and you need to talk to someone call the **Samaritans - 08457 90 90 90**

To find out the location of your nearest 24/7 Urgent Care Centre or Accident and Emergency department, see the map on page 12-13.