

Stay well:

Your guide to local health services in Hounslow for 2015/2016

Tips on staying well,
and how to use your NHS

- Health and wellbeing tips
- Services near you
- Useful contact details

**STAY WELL
THIS WINTER**



Stay well: in Hounslow

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Staying well with self-care

There are many illnesses and injuries that can be treated at home with simple self-care. Self-care can also help you avoid getting sick in the first place.

- ✓ **Self-care is...** about having the confidence, support and information to take control of your own health and wellbeing.
- ✗ **Self-care is not...** about managing entirely on your own with no help. Lots of self-care support is available through the NHS.

Tip 1: Make sure you have a well-stocked medicine cabinet at home to help you with pain relief and minor injuries.

There's no need to panic if you have a minor cut, a headache, a cough or cold, or a splinter. You can treat these things quickly and easily in the comfort of your own home as long as you are prepared.

Useful items to keep in your first aid kit or medicine cabinet include:

- ✓ **Paracetamol and aspirin** (for headaches and other pain)
- ✓ **Decongestants** (for stuffy noses)
- ✓ **Antacids** (for indigestion and heartburn)
- ✓ **Antiseptic creams** (for minor cuts or grazes)
- ✓ **Bandages and plasters** (for minor injuries)
- ✓ **Clean tweezers** (for taking out splinters)
- ✓ **A thermometer**

Do not give aspirin to children under 16 unless instructed to by a specialist, for example after heart surgery.

Tip 2: Stay well, eat well

Food and drink

Most of us eat too much salt, too much sugar, too much fat, and not enough fibre. Give yourself the best chance of fighting off illness by eating plenty of fruit and vegetables, and drinking lots of water.

Caffeinated drinks, sugary drinks (including fruit juices and smoothies), and alcoholic drinks can all have a severe negative impact on your physical and mental health.

Alcohol

Men should not regularly drink more than 3-4 units of alcohol a day. Women should not regularly drink more than 2-3 units a day. If you've had a heavy drinking session, avoid alcohol for 48 hours.

If alcohol is having a negative impact on your life or the life of somebody you know, there is lots of support available. If you are unsure whether your drinking is harmful, ask yourself:

- ! Do you always feel the need to have a drink?
- ! Do you often end up drinking more than you planned?
- ! Do you ever get into trouble as a result of your alcohol use?
- ! Do people warn you about the amount of alcohol you drink?

If you answer yes to any of these questions it is a good idea to speak to your GP. If you would prefer to speak to somebody else, in confidence, you can phone the national alcohol helpline Drinkline on **0300 123 1110** weekdays 9am – 8pm, weekends 11am – 4pm.

You can also visit the Change4Life website for diet, alcohol, and other healthy lifestyle tips: www.nhs.uk/change4life

Hounslow Stop smoking service

The Hounslow Stop Smoking Service runs drop-in clinics at seven different locations across the borough. These clinics give people the opportunity to have a one-to-one session with a trained advisor.

Clinic times:

Brentford Health Centre
Wednesday 4pm – 5.45pm

Chiswick Health Centre
Thursday 4.30pm – 6pm

Feltham Centre for Health
Tuesday 10am – 12noon
Tuesday 4.45pm – 6.30pm

Heart of Hounslow Centre for Health
Tuesday 10.30am – 11.30am
Thursday 4.30pm – 6.15pm
Saturday 10.30am to 12.30pm

Heston Health Centre
Tuesday 4.45pm – 6.15pm

The Isleworth Centre
Monday 4.15pm – 5.15pm

West Middlesex University Hospital
Wednesday 4.45pm – 5.45pm

There are also a number of pharmacies providing stop smoking support across Hounslow. Details can be found by calling **020 8630 3255**. Over 20 GP Surgeries in the borough also provide this service.

Hounslow Stop Smoking Service provides group support to many workplaces across the borough. The service is provided for seven weeks and is free of charge.

Contact details: **020 8630 3255** or stop.smoking@hrch.nhs.uk



Tip 3: Self-care is for the whole family

Under 5s and over 65s Vaccinations and medicines

Vaccinations for children start as early as two months old. It is important for all children to be vaccinated but it is especially vital for children born prematurely because they are more likely to have a weakened immune system.

Your GP should tell you what your baby needs, but for your reference the NHS has an official vaccination schedule which you can view online here www.nhs.uk/Conditions/vaccinations or you can ask your family GP for a copy.

If you're not sure whether your child has had all the vaccinations they need, ask your GP or practice nurse to find out for you. It may be possible to "catch up" later in life. If you're going to be away from the GP surgery when a vaccination is due, talk to your doctor. It may be possible to arrange for vaccination at a different location.

Paracetamol for children

Do not give medication to children unless advised by a doctor, nurse, or health visitor.

Paracetamol can be given to children over two months old for pain and fever. Check with your pharmacist when you buy it, and read the label.

Giving the wrong dose to your child is highly dangerous.



Ibuprofen for children

Ibuprofen can be given for pain and fever in children of three months and over who weigh more than 5kg (11lbs) but if your child has asthma you should not give them ibuprofen unless a doctor has specifically recommended it.

Flu

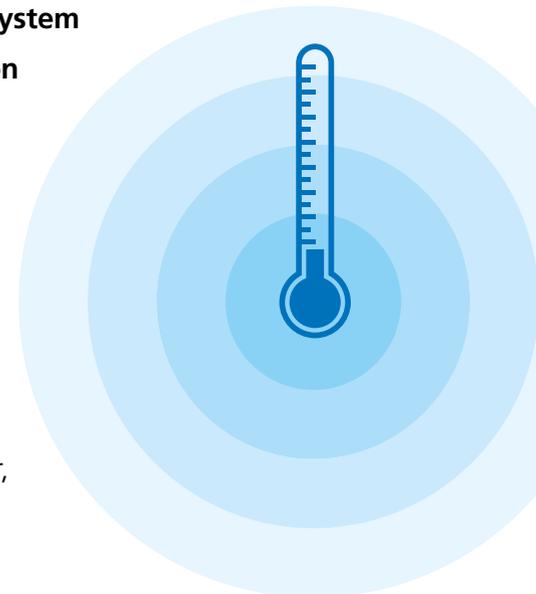
When the weather is cold it is particularly important for certain groups to get their flu vaccination. Flu can turn serious very quickly for high risk groups and in some extreme cases it can even be fatal.

You are eligible for a free vaccination if you are:

- ✓ **Over 65**
- ✓ **Pregnant**
- ✓ **Living with an underlying health condition (particularly long-term heart or lung disease)**
- ✓ **Living with a weakened immune system**
- ✓ **A child aged two, three and four on August 31 2015**
- ✓ **A carer for someone with an underlying health condition or a frontline health or social care worker**

Children can receive their vaccination from the GP as a nasal spray instead of a needle injection. The nasal spray is quick, painless, and effective.

Adults can get the vaccine via their GP, or, alternatively, at many local pharmacies.





Keep warm, keep well

It is important to keep your house warm at least 18 degrees celsius (64.4 degrees fahrenheit) if you or anyone staying with you is over 65. Keeping warm helps reduce risk of cold and flu, heart attacks, strokes, pneumonia and even depression.

Visit: www.nhs.uk/Livewell/winterhealth for more information about keeping warm.

NHS Health Checks

The NHS Health Check programme aims to help prevent:

- ✓ Heart disease
- ✓ Stroke
- ✓ Diabetes
- ✓ Kidney disease
- ✓ Certain types of dementia



Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or has certain risk factors, will be invited (once every five years) to have a check to assess their risk, as well as receive support and advice to help reduce or manage that risk.

You do not need to do anything as your GP will contact you to arrange your NHS Health Check, but if you think you are eligible and have not yet been invited for an NHS Health Check, you can contact your GP.

Visit: www.healthcheck.nhs.uk for more information.

Shingles

Shingles is a rash caused by the same virus that causes chickenpox. The virus causes an infection of a nerve and the skin around it, which leads to painful blistering.

Early symptoms include:

- ✓ A headache
- ✓ Burning, tingling, numb or itchy skin
- ✓ A high temperature or fever

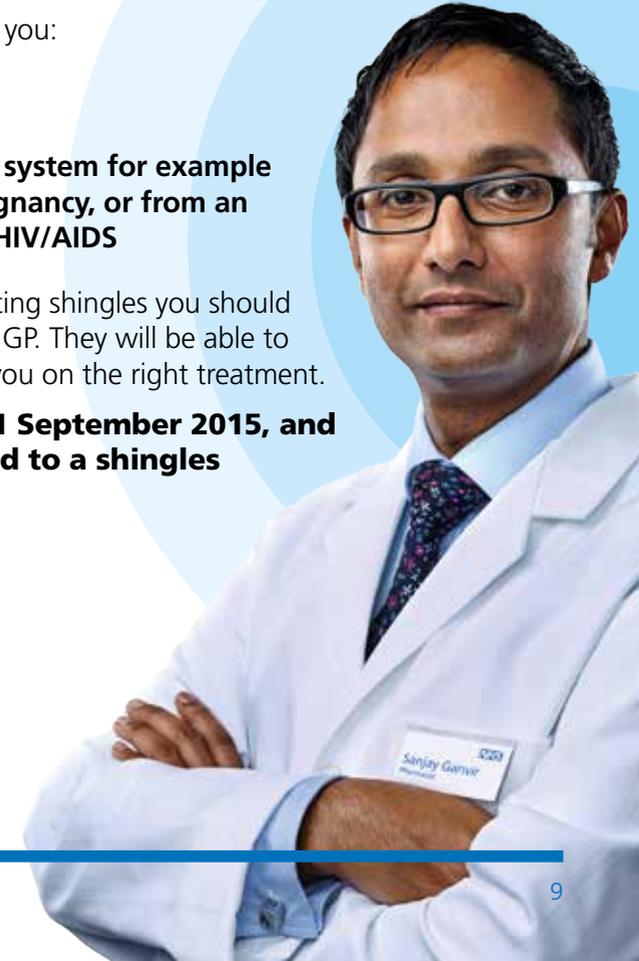
As the condition grows more severe you may experience a dull, burning pain or short stabbing pains. The shingles rash is likely to appear at first as red blotches on your skin which slowly turn into itchy blisters.

You are at high risk of shingles if you:

- ✓ Are over 65
- ✓ Are stressed
- ✓ Have a weakened immune system for example from medication, from pregnancy, or from an existing condition such as HIV/AIDS

If you are worried about contracting shingles you should make an appointment with your GP. They will be able to give you a diagnosis and advise you on the right treatment.

People aged 71 and 72 on 1 September 2015, and people aged 79, are entitled to a shingles vaccine free on the NHS.



Dementia

The early signs of dementia can seem very much like ordinary behaviour at first, as they can begin very mild and easily overlooked. However, getting help early on makes a huge difference to care and treatment options for dementia, so if you are worried about yourself or someone else, make an appointment with your GP straight away.

The main symptoms of dementia are issues with:

- ✓ **Memory loss**
- ✓ **Thinking speed**
- ✓ **Mental agility**
- ✓ **Language**
- ✓ **Understanding**
- ✓ **Judgement**

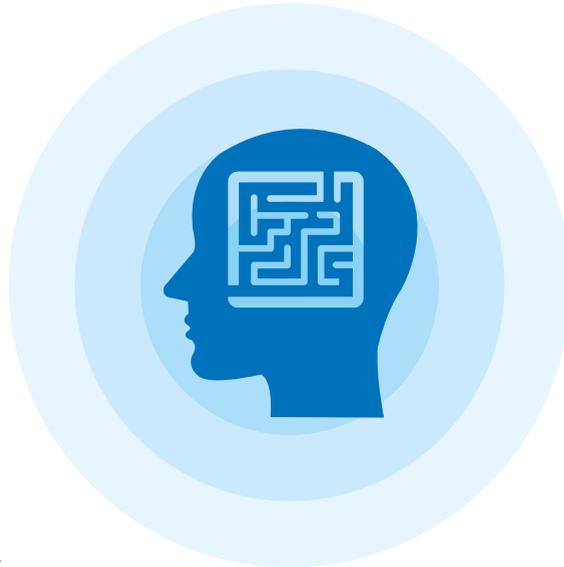
If you are caring for someone who has already been diagnosed with dementia, it is important to pay even more attention than usual to their environment, as they may become less aware of things like temperature, hygiene, and safety.

Make sure:

- ✓ **Their home is heated to 18 degrees celsius (64.4 degrees fahrenheit)**
- ✓ **They can easily access the toilet**
- ✓ **They have comfortable warm clothes which do not present the potential for confusion such as complicated buttons, ties, or zips**

There is lots of useful information about dementia online.

Visit www.nhs.uk/conditions/dementia-guide or contact your GP.



Stroke

If you suspect someone may have had a stroke, don't panic, but do act F.A.S.T.

The acronym **F.A.S.T** will help you remember how to tell if someone has had a stroke and what steps to take if so.

Face – Has their face fallen on one side? Can they smile and control facial muscles?

Arms – Can they raise both arms and keep them there?

Speech – Is their speech slurred?

Time – Time to call **999** if you spot any of these warning signs.

Visit the NHS Act Fast – Stroke website for more information:

www.nhs.uk/actfast/Pages/stroke.aspx

If you are still not sure whether somebody needs emergency care, call **111** to speak to our trained staff. There is more information about **111** on page 13.



Tip 4: Wellbeing matters

Your mental wellbeing is important and you deserve support in staying well. Here are some ways to take care of your wellbeing – **whether you have a diagnosed mental illness or not**.

- ✓ **Keep active – but relax! Make time regularly to play sport, jog or walk, learn a language, play an instrument, practice yoga, read a book, or spend time with a pet.**
- ✓ **Take a break! If you are overwhelmed by tasks, chores, or social contact, allow yourself some time out to slow the pace.**
- ✓ **Express yourself! Keeping a journal and talking out loud to people you trust will help to stop unwanted thoughts and feelings from building up inside you.**
- ✓ **If you do experience mental illness, try to recognise patterns and make a note of early signs that you may be becoming unwell, such as difficulty sleeping, or feeling more irritable than usual**

Go to page 16 for mental health and wellbeing services near you.

Tip 5: Fresh air and exercise is vital

Exercise is important for making your muscles and bones stronger, for keeping your heart healthy, for staying warm, and for reducing stress or low moods.

- ✓ **Adults needs to be active for at least 150 minutes each week (just over 20 minutes a day)**
- ✓ **Children aged five to 16 need to be active for at least 60 minutes each day**
- ✓ **Children under five need three hours of activity a day**

For suggestions about fun ways to get active, visit the NHS Change4Life website: www.nhs.uk/change4life

NHS 111



What is NHS 111?

111 is a free telephone number which is open 24 hours a day, seven days a week. The line is staffed with trained medical advisers. They will ask you some questions then direct you to the right service for your need.

When should I call 111?

You should call 111 if you are unwell and unsure about what care you need.

The experts on the line will also be able to tell you where to go to get the right care, transfer your call to the right service, and in some cases they will be able to book an out of hours appointment with a GP.

See page 14 for more information about GP services in your area.

Pharmacy

Your local pharmacist, or chemist, is highly trained. They can offer advice and suggest medicines or treatments for many common problems such as headaches, stomach problems, coughs, and colds.

Some pharmacists can also give out flu vaccinations. See page 7 for more information about flu.

Other services available from your local pharmacist include:

- ✓ **Emergency contraception, pregnancy testing, and other sexual health services**
- ✓ **Stop smoking services**
- ✓ **Supervised drug administration and needle exchange**
- ✓ **Repeat prescriptions**





GPs

GPs (General Practice) have more contact with patients than any other service in the NHS.

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, community-based services, or other GPs when necessary**

You will find that many additional services, previously provided only in a hospital setting, can now be delivered by a GP, which means you don't need to go to hospital for care such as blood tests, wound care, and some diabetes treatments. Your own GP may provide this care at their own practice site or they may refer to you to another site.

Registering with a GP

It is very important to be registered with a GP.

Make sure you are registered with a GP so that you can make an appointment in future if you need to.

Being registered with a GP also means you can get referred to specialist hospital and community treatment if you need it.

For more information on how to register, you can visit www.nhs.uk.

Evening and weekend GP opening in Hounslow

If you need a weekend or evening appointment you may be referred to a local GP practice,

Patients do not have to be registered with the practice, and using the service will not affect their registration with their own GP.

People who feel unwell on Saturdays and Sundays should call NHS 111 for medical help and advice. If the trained 111 adviser thinks they need to see a GP, they will be directed to the nearest open practice.



Mental health services



What is mental health?

We all have mental health, and we all need to take care of our mental wellbeing. As many as one in four people will experience some form of mental ill-health at some point in their lives. It might come as a one-off reaction to a life event – for example grief, after bereavement - it might come as a common mental illness like anxiety or depression, and it might be a more complex condition such as schizophrenia.

Getting help

If you need to speak to someone about your mental health, the best place to start is with your GP. They can offer you initial advice on how to deal with any symptoms you are experiencing and talk to you about available treatment or support services in your area.

Your GP has access to your medical records which means they will be able to coordinate your care by taking account of all factors before making any diagnosis or referrals. Diet, sleeping habits, pregnancy, stress, drug and alcohol use, and physical health are just some of the external factors that can impact upon your mental health. By talking to your GP first about your mental health they will be able to make sure your mental health and physical health both get treated together, as a whole.

Talking therapies in Hounslow

The Hounslow IAPT (improving access to psychological therapies) service is for adults who need support with common mental health problems such as depression, anxiety, and stress.

Patients can be referred by a GP or another healthcare professional, or by contacting the service directly on **030 0123 0739**.

We have therapists who speak a number of languages including English, Polish, Urdu, Hindi and Punjabi and we can arrange an interpreter if required.

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

Mental health services for children and young people

CAMHS stands for Child and Adolescent Mental Health Services. It is an NHS service providing mental health care for children and young people.

If you, your child, or somebody you care for is under 18 and struggling to cope with difficult aspects of life such as family changes or school pressures, they may be referred to CAMHS for support.

Common problems that result in referral to CAMHS include:

- ✓ **Depression**
- ✓ **Self-harm**
- ✓ **Violent or anti-social behaviour**
- ✓ **Eating disorders**
- ✓ **Obsessive Compulsive Disorder (OCD)**
- ✓ **Severe sleep problems**
- ✓ **Anxieties and phobias**

Mind

The charity Mind also provides a wide range of local services and provides support to people with mental health conditions.

Ealing and Hounslow Mind can be contacted on **020 8571 7454** or via email info@mind-eh.org.uk.

Emergencies

For help in a mental health crisis, you can call West London Mental Health NHS Trust on **030 0123 4244**, 24 hours a day.

If your GP surgery is closed, you can also go to your nearest A&E and ask to see the psychiatrist on duty.

If you or somebody else is in immediate life-threatening danger you can ring **999**.

Maternity services

When you find out you are pregnant, contact your GP or a midwife straight away. Your first appointment with a specialist doctor (obstetrician) or a midwife may not happen until you are around 12 weeks pregnant but it is sensible to begin planning as early as possible to make sure all your needs and preferences are taken into account.



- 1 *Hammersmith & Fulham*
- 2 *Kensington & Chelsea*
- 3 *City of Westminster*

Northwick Park Hospital
Maternity Department
Watford Road, Harrow, HA1 3UJ
020 8869 5252
www.lnwh.nhs.uk

Hillingdon Hospital
Maternity Department
Pield Heath Road, Uxbridge,
Middlesex, UB8 3NN
01895 279471
www.thh.nhs.uk

West Middlesex University Hospital
Maternity Department
Twickenham Road, Isleworth,
Middlesex TW7 6AF
020 8321 5007 / 6420
www.westmidmaternity.org.uk

St Peters Hospital
Guildford Road, Chertsey,
Surrey, KT16 0PZ
01932 872000
www.asph-maternity.org



Chelsea and Westminster Hospital
Maternity Department
369 Fulham Road,
London, SW10 9NH
020 3315 6000
www.chelwest.nhs.uk

Queen Charlotte's and Chelsea Hospital
Maternity Department
150 Du Cane Road,
London, W12 0HS
020 3312 6135
www.imperial.nhs.uk

University College London
Elizabeth Garrett Anderson Wing
25 Grafton Way
London, WC1E 6DB
020 3447 9400
www.ucl.nhs.uk/maternity

St Mary's Hospital
Maternity Department
Praed Street, Paddington,
London, W2 1NY
020 3312 6135
www.imperial.nhs.uk

St Thomas' Hospital
Westminster Bridge Road
London SE1 7EH
020 7188 7188
www.guysandstthomas.nhs.uk/our-services

Your choices

In North West London there are six hospitals where you can give birth:

- Chelsea and Westminster
- Hillingdon
- Northwick Park
- Queen Charlotte's and Chelsea
- St Mary's
- West Middlesex

Women can also choose to have their postnatal care either at home, in hospital, or in health and children's centres near where they live.

How to book

You can be referred to any of our maternity units by your GP, or you can complete a referral form on the individual hospital websites, which are listed above.

For more information to help you make your choice of where you want to give birth, you can look on each hospital website or speak to your midwife or GP.

If your first choice maternity unit is fully booked, we will contact you to help you book at another unit.

Patient Online



In addition to the usual face-to-face services, GPs in North West London now provide their patients with online access to the following services:

- ✓ **Booking appointments**
- ✓ **Repeat prescriptions**
- ✓ **Access to GP records** (currently summary information only)

To use this service you need to request a registration letter from your GP. The registration letter contains the details you can enter into the secure online interface to create an account.

For further information about Patient Online go to:
www.england.nhs.uk/patientonline

Dental care

It is strongly recommended that you have a regular dentist. Children should be registered with a dentist by their first birthday.

Having a regular NHS dentist means they will be able to provide information and advice specific to your needs on what to do if you need dental care out of hours.

If you need urgent out of hours dental care, you can contact NHS 111 or visit the NHS Choices website. They can give you details of out of hours dental services in your area.

See page 3 for information on how to treat pain and minor problems at home.



Urgent care

What is urgent care?

Urgent care is not the same as emergency care. You might need medical help very fast but that doesn't mean your illness or injury is life-threatening. (See page 24 for more information about emergency care).

How do I access urgent care?

Urgent Care Centres (UCCs) are for minor illnesses or injuries that need urgent medical attention but are not life-threatening, such as broken bones or minor burns and cuts.

Most Urgent Care Centres are based at a hospital site and you do not need an appointment to use the service. See the map on page 22 to find your nearest Urgent Care Centre.

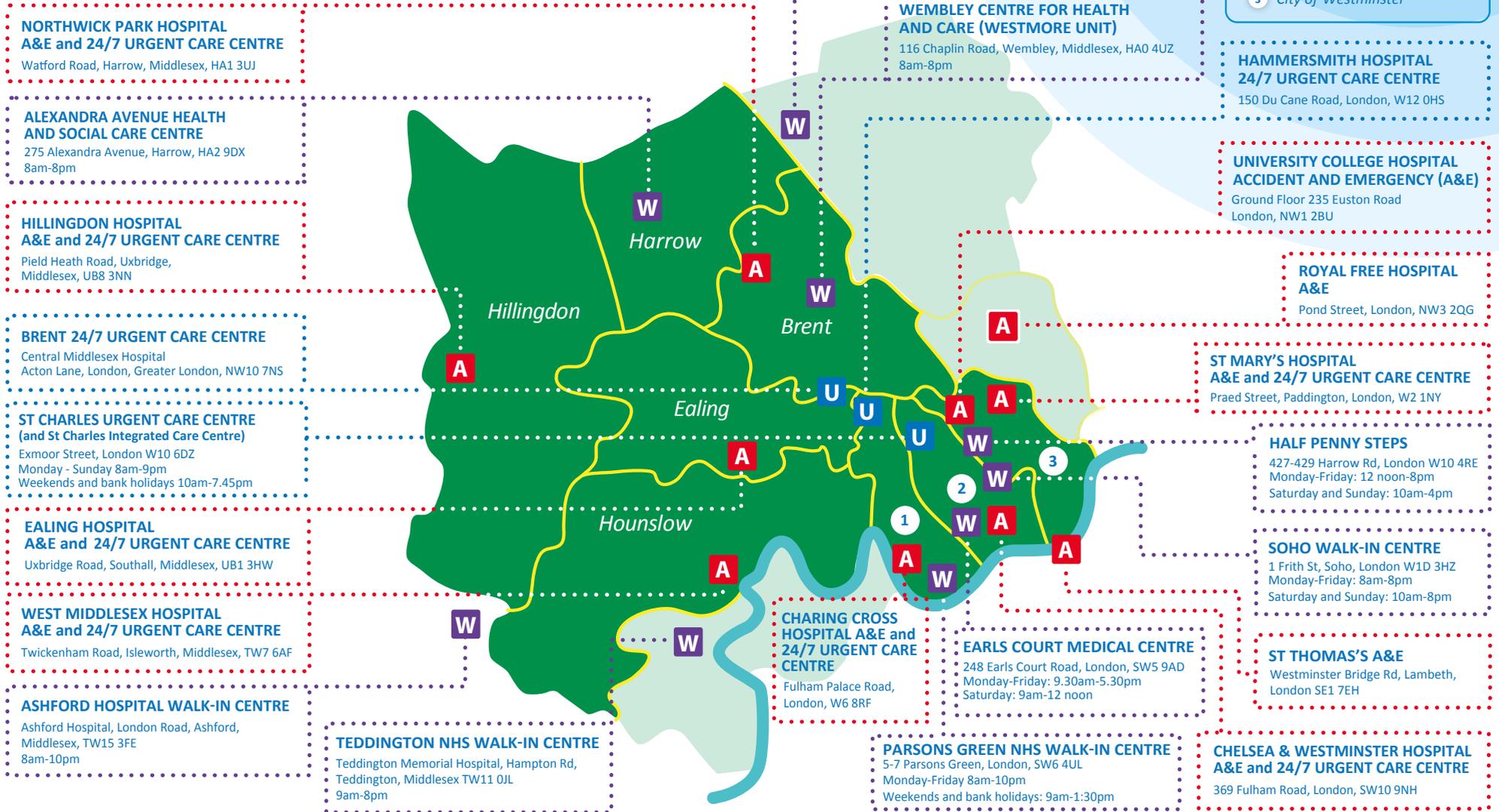
You should go to an Urgent Care Centre for:

- ✓ **Sprains and strains**
- ✓ **Minor cuts (including those that need stitches) and burns**
- ✓ **Minor broken bones**
- ✓ **Minor infections**



Urgent care centres and walk-in centres

Below you will find a map showing the urgent care centres, hospitals, and walk-in centres available across North West London.



Accident and Emergency (A&E)

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

The 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**
- ✓ **Severe broken bones or burns**



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.



Get involved

Want to get involved in shaping local health services with Hounslow CCG?

Contact: **Hounslow CCG**

Call: **020 8538 2400**

Email us: houcgg@nhs.net

Write to us: NHS Hounslow Clinical Commissioning Group,
Green Zone (Pavilion CG), Ground Floor, Civic Centre,
Lampton Road, Hounslow, TW3 4DN

Web: www.hounslowccg.nhs.uk



Other useful contacts and services

Healthwatch Hounslow

Healthwatch Hounslow has the authority to monitor and review how local services are planned and run; and the power to enter and view premises delivering health and social care services.

Email: info@healthwatchhounslow.co.uk

Call: 020 8622 3680

Write: Craneshaw House, 8 Douglas Road, Hounslow TW3 1DA

Web: www.healthwatchhounslow.co.uk

Health trainers and champions

This service provides informed support for positive lifestyle behaviour change through the use of health trainers and volunteer health champions.

Email: HRCH.healthandwellbeing@nhs.net

Call: 020 8630 7511

Write: Hounslow and Richmond Community Healthcare NHS Trust, Health and Wellbeing Service

Web: www.hounslow.gov.uk/healthandwellbeing

Age UK Hounslow

Age UK Hounslow is a registered charity working with older people in Hounslow to support their independence and deliver a variety of services including day centres and computer training.

Call: 020 8560 6969

Email: Via the website only (www.ageuk.org.uk/hounslow)

Mind in Ealing and Hounslow

Ealing and Hounslow Mind is a charity that provides a wide range of services to support to people with mental health conditions.

Call: 0208 571 7454

Email: info@mind-eh.org.uk

111

If you are still not sure what care you need, call 111 at any time to speak with a trained medical advisor for advice.

The Samaritans

You can call or email the Samaritans for free if you need someone to talk to. You do not have to be suicidal to call.

Call: 116 123

Email: jo@samaritans.org

Emergencies

For a mental health emergency you can call West London Mental Health NHS Trust on 0300 1234 244, 24 hours a day.

If you or somebody else is in immediate life-threatening danger you can ring 999.

Claim your free gift

We want to be sure that all our residents have received this booklet and we'd love to hear from you.

Please email or write to us at the address below let us know you got the booklet along with your residential postcode.

We will send the first 100 people to contact us a stay well this winter card thermometer to help them keep warm and well over the winter months.

Email us:
communications@nw.london.nhs.uk

Write to us:
Communications team,
CWHHE Collaborative of Clinical
Commissioning Groups (CCGs),
15 Marylebone Road, London,
NW1 5JD



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