

# Stay well in Hounslow

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## Your guide to local health services in Hounslow

Information on staying well  
and how to use your local NHS

- Health and wellbeing tips
  - Healthcare services near you
  - Useful contact details
- 



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# Choosing the right NHS service for you

- ▶ This booklet 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.



Melissa Dalton, Nurse

# How to use the NHS in Hounslow



## Self-Care

- Grazed knee
- Cough or cold
- Sore throat

Keep your cupboards stocked  
Make sure your medicine cupboard is stocked with over the counter remedies.



## NHS 111

- Unsure
- Unwell
- Need to know
- where to go

Talk Before You Walk  
When you need medical help fast but it's not life-threatening



## Pharmacy

- Diarrhoea
- Runny nose
- Headache

Use your local pharmacist for advice on common illnesses and medicines to treat them.



## Your GP and Out of Hours

- Grazed knee
- Cough or cold
- Sore throat

For non-urgent illness and injury, make an appointment with your GP. If you think you need a GP out of hours, call 111 and they will tell you what to do next.



## Urgent Care Centre

- Strains
- Sprains
- Stitches

For more serious illnesses and minor injuries.



## Mental Health

- Mental Health
- Crisis

For help in a mental health crisis, call West London Mental Health NHS Trust, single point of access on 030 0123 4244, 24 hours a day.



## A&E/999

- Choking
- Chest pain
- Blackout
- Blood loss

Life-threatening situations and emergencies.



## Self-care and prevention

**Self-care is all about giving you the knowledge and skills to look after your own health and wellbeing. Having ownership of and responsibility for your health and care will enable you to keep as well as possible and help prevent serious illness – allowing you to get the best out of life.**

**Self-care does not mean that you need to manage on your own without any help from a health professional.**

Self-care is a great way for you to get on the right path for achieving better health and wellbeing. There are lots of benefits to self-care, including:

- ▶ Improving your health outcomes. Knowing what signs to look for will mean that you recognise when you are feeling unwell and take action quicker
- ▶ Greater self-confidence and control over your ailment or condition



- ▶ Reduced number of visits to NHS services, especially A&E departments
- ▶ Improved quality of life
- ▶ Healthier behaviours
- ▶ Better planned and more convenient care
- ▶ Saving time and money with less travel and less time off work for appointments.

### Self-care...

how you can look after yourself.

Visit [www.nhs.uk](http://www.nhs.uk)



## At home

- ✓ **Grazed knee**
- ✓ **Sore throat**
- ✓ **Cough**

**A lot of common illnesses and injuries can be treated at home with medicines you can buy at a pharmacy, and plenty of rest.**

Useful medicines include:

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



 **Never give aspirin to children under 16. Always follow the instructions on the pack. Keep medicines out of the reach of children**

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 can also become unwell quickly. It is important to seek further advice if a child's condition gets worse**



# Keeping well

**There are 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 free on the NHS each year.

**[www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.aspx](http://www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.aspx)**

## **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.

**[www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx](http://www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx)**

## **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.

**[www.hrch.nhs.uk/our-services/services-directory/services-in-hounslow/stop-smoking-service-hounslow/](http://www.hrch.nhs.uk/our-services/services-directory/services-in-hounslow/stop-smoking-service-hounslow/)**

## **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.

**[www.nhs.uk/Conditions/nhs-health-check/Pages/NHS-Health-Check.aspx](http://www.nhs.uk/Conditions/nhs-health-check/Pages/NHS-Health-Check.aspx)**

**For more information on any of the above, please speak to your GP surgery, pharmacist or contact your local council or speak to the public health team.**

# Stay well, eat well

## NHS Health Check

### 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](http://www.healthcheck.nhs.uk) for more information.



# Stay well, eat well

## Hounslow Stop Smoking Service

**The Hounslow Stop Smoking Service runs drop-in clinics at six different locations across the borough.**

It offers:

- ▶ Free one-to-one support with experienced advisors
- ▶ Weekly drop-in clinics in your local area
- ▶ A wide range of medications available on prescription.

There's no need to make an appointment. You can simply drop in to one of the clinics below:

### Heart of Hounslow Centre for Health

92 Bath Road, Hounslow TW3 3EL  
Tuesday 10:30am – 11:30am  
Thursday 4:30pm – 6:15pm

### Heston Health Centre

25 Cranford Lane, Heston TW5 9ER  
Tuesday 4:45pm – 6:15pm

### Feltham Centre for Health

Third Floor, Feltham Centre for Health TW13 4GU  
Monday 10am – 12pm  
Tuesday 4:45pm – 6:30pm

### Brentford Health Centre

Multi-Purpose Room,  
Boston Manor Road,  
Brentford TW8 8DS  
Wednesday 4:00pm – 5:45pm

### The Isleworth Centre

146 Twickenham Road,  
Isleworth TW7 7DJ  
Monday 4:15pm – 5:15pm

### West Middlesex

#### University Hospital

Chest Clinic, Outpatients 2,  
Twickenham Road,  
Isleworth TW7 6AF  
Wednesday 4:45pm – 5:45pm

## **ONE YOU** HOUNSLOW

[www.oneyouthounslow.org.uk](http://www.oneyouthounslow.org.uk)

**Tel: 020 8973 3530**

One You is here to help you get back to a healthier you, supporting you to make simple changes towards a longer and happier life.

# Stay well, eat well

## One You Hounslow

One You Hounslow, the new integrated wellbeing service provides face to face, telephone and online support to Hounslow residents who wish to eat well, move more, quit smoking and drink less. Hounslow residents can register via the **oneyouhounslow.org.uk** website or call **020 8973 3530** to receive free one-to-one lifestyle support and advice. Any Hounslow resident is welcome to sign up with the service to receive their own tailored health advice.

## Food and drink

**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.**

One You is a ground-breaking campaign from Public Health England to help adults across Hounslow avoid future diseases caused by lifestyles. One You offers lots of great advice on how to eat better.

Visit **[www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)** for more information



# Stay well, eat well

## Alcohol

Women should not regularly drink more than 2 – 3 units of alcohol a day. Men should not regularly drink more than 3 – 4 units of alcohol a day. 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.

## iHEAR

iHEAR is the adult drug and alcohol service for Hounslow. Our services are available to anyone aged 18 and over, living in Hounslow. iHEAR offers a wide range of easily accessible and recovery focused services tailored to your personal needs. We deliver interventions in a number of different languages, specific to the different ethnicities and cultures within the Borough.

Visit [www.ihearpartnership.org](http://www.ihearpartnership.org) for more information

Tel: **020 8538 1150**

**ONE YOU HOUNSLOW**

[www.oneyouhounslow.org.uk](http://www.oneyouhounslow.org.uk)

Tel: **020 8973 3530**

# Stay well, eat well



## 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 need to be active for at least 150 minutes each week (just over 20 minutes a day)
- ▶ Children aged 5 – 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](http://www.nhs.uk/change4life)

**ONEYOU HOUNSLOW**

[www.oneyouthounsflow.org.uk](http://www.oneyouthounsflow.org.uk)

Tel: 020 8973 3530

# Stay well, eat well

## 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.

**ONE YOU HOUNSLOW**

**[www.oneyouhounslow.org.uk](http://www.oneyouhounslow.org.uk)**

**Tel: 020 8973 3530**

# Stay well, eat well

## Keep warm, keep well

It is important to keep your house warm at least 18 degrees Celsius 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](http://www.nhs.uk/Livewell/winterhealth) for more information about keeping warm.

**ONE YOU HOUNSLOW**

[www.oneyouthounsflow.org.uk](http://www.oneyouthounsflow.org.uk)

Tel: 020 8973 3530



# Stay well, eat well

## Staying well: common cold

**Mild viral infections can cause symptoms of the cold, including a blocked and then runny nose, sneezing, cough, a sore throat, a slightly raised body temperature (fever) up to 39°C and feeling generally unwell.**

You can take simple measures:

- ▶ Get some rest until you feel better – we usually know when we're well enough to return to normal activities.
- ▶ Eat healthily, including at least five portions of fruit and vegetables every day. Drink plenty of fluids to replace those lost from sweating and a runny nose.
- ▶ Paracetamol, ibuprofen or aspirin can help reduce the symptoms of a cold. Avoid giving aspirin to children under the age of 16 and follow the manufacturer's instructions.

## Staying well: flu

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 carer for someone with an underlying health condition or a frontline health and 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.

Visit NHS Choices [www.nhs.uk/Conditions/Cold-common/Pages/Introduction.aspx](http://www.nhs.uk/Conditions/Cold-common/Pages/Introduction.aspx) for more information on what you can do if you suffer from a cold.

# Stay well, eat well

## Summer health advice

**It is important to remember how the summer can affect your health. Don't let your summer be ruined by sunstroke, hayfever or cuts and bruises.**

There is lots of information about summer health and how to stay well on the NHS Choices website, including:

- ▶ how to stay well in the sun
- ▶ preventing hayfever
- ▶ summer safety for young children
- ▶ protecting your eyes and skin in the sun, and
- ▶ bites and stings.

You can also get lots of advice about summer health and how to stay well from your local pharmacy.

By following the tips below you can help yourself and your family keep well during the hot summer weather.

- ▶ Avoid the heat if possible, try to stay out of the sun between 11am and 3pm. Protect against sunburn and use sunscreen of at least SPF15 with UVS protection.
- ▶ Quench your thirst and drink plenty of cold fluids, such as water and fruit juice. Avoid tea, coffee and alcohol. If you feel dizzy or develop a headache try and rehydrate, using rehydration sachets from a pharmacy if necessary.

**ONE YOU HOUNSLOW**

**[www.oneyouhounslow.org.uk](http://www.oneyouhounslow.org.uk)**

**Tel: 020 8973 3530**

# Stay well, eat well

- ▶ Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make a room hotter).
- ▶ Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- ▶ Take cool baths or showers.
- ▶ Wear loose, cool clothing, and a hat if going outdoors.
- ▶ Check up on friends, relatives and neighbours who may be less able to look after themselves.

For more information on staying well during the heatwave, visit NHS Choices: [www.nhs.uk/summerhealth](http://www.nhs.uk/summerhealth)

## Vitamin D

Recent national guidance has recognised the importance for some people of taking vitamin D supplements. In many cases these are readily available over the counter, at a far lower cost than on prescription.

In addition, vitamin supplements are provided free via the Government's Healthy Start voucher scheme for eligible groups, including pregnant women, women with a child under 12 months and children aged from six months to four years.

In spite of this, vitamin D is the second most commonly prescribed medicine in Hounslow costing almost £1.4 million per year. We are therefore asking GPs to signpost patients to purchase suitable preparations so that NHS resources can be used more effectively.

# Stay well, eat well

## Are you getting enough Vitamin D this summer?

**Our body creates most of our vitamin D from direct sunlight on our skin. Most people can make enough vitamin D from being out in the sun daily for short periods with their forearms, hands or lower legs uncovered and without sunscreen from March to October, especially from 11am to 3pm.**

**A short period of time in the sun means just a few minutes – about 10 to 15 minutes is enough for most lighter-skinned people – and is less than the time it takes you to start going red or burn. People with darker skin will need to spend longer in the sun to produce the same amount of vitamin D.**

Prolonged exposure (for example, leading to burning or dark tanning) is not a safe way to gain vitamin D.

It is important to check the skin regularly for any changes (such as changes to moles that occur over weeks or several months) and see your GP if you detect any changes.

We can also get vitamin D from some foods, such as:

- ▶ Oily fish (salmon, mackerel, sardines)
- ▶ Red meat
- ▶ Egg yolks
- ▶ Liver
- ▶ Fortified foods (including some margarines and breakfast cereals in the UK)

**ONE YOU HOUNSLOW**

**[www.oneyouhounslow.org.uk](http://www.oneyouhounslow.org.uk)**

**Tel: 020 8973 3530**

## Who is at risk of vitamin D deficiency?

**Some groups of the population are at greater risk of vitamin D deficiency, and the Department of Health advises these people to take daily vitamin D supplements.**

These groups are:

- ▶ all babies and young children from birth to five years old – unless they are having 500ml or more a day of infant milk formula
- ▶ people who are not often exposed to the sun – for example, people who are frail or housebound, or are in an institute such as a care home, or if they usually wear clothes that cover up most of their skin when outdoors.

## Where can I get vitamin D supplements from?

If you have been identified by your healthcare professional as being at risk of low vitamin D you will be advised to take a daily vitamin D supplement. You should also follow advice around safe sun exposure and try to eat foods that contain vitamin D as part of your balanced diet.

Supplements can be bought from pharmacies, most supermarkets and health food shops.

If you are pregnant, breastfeeding or have a young child under five, you may be able to get these free or buy them at low cost from a local children's centre. Ask your midwife or health visitor for more information about Healthy Start vitamins and where your nearest children's centre is.

## Constipation

**Constipation is when your stools become hard and you find it more difficult than usual, or even painful, to pass them when going to the toilet. You may also have a feeling of being unable to completely empty your bowel.**

You can do the following to decrease your chances of constipation:

- ▶ Increasing your daily fibre intake by eating a higher proportion of fruit, vegetables, seeds, pulses and cereals, or by taking soluble fibre in the form of oats, can help to alleviate symptoms and prevent symptoms from recurring.
- ▶ Avoid dehydration and drink plenty of water.
- ▶ Try to exercise more, which helps your bowels digest food.
- ▶ Respond to your bowel's natural pattern and do not delay going to the toilet when you feel the urge to go.
- ▶ Simple pain killers such as paracetamol can help to relieve pain.
- ▶ Many medicines are available over the counter to help you open your bowels.



Visit NHS Choices [www.nhs.uk/Conditions/Constipation/Pages/Introduction.aspx](http://www.nhs.uk/Conditions/Constipation/Pages/Introduction.aspx) for more information.

## Headache and migraine

**The most common headache is tension-type headache (the one we think of as 'ordinary' or 'everyday' headache). Tension headache tends to be mild to moderately severe and affects both sides of the head. It usually feels 'pressing' or 'tightening' and is not affected by routine daily activities. Migraine is a moderate or severe throbbing headache affecting one or both sides of the head and made worse by ordinary daily activities.**

### **Diet and fluids when you have a headache**

Drink at least 6 to 8 glasses of fluid (ideally water) a day. Avoid alcohol and take regular meals. Various pain killers are available without prescription from your pharmacist. Special migraine medications are available for treating migraine attacks. Avoid taking painkillers for headaches for more than 10 to 15 days per month.

Visit NHS Choices [www.nhs.uk/conditions/headache/Pages/Introduction.aspx](http://www.nhs.uk/conditions/headache/Pages/Introduction.aspx) for more information.





## Sore throat

**Sore throats are extremely common. A sore throat is usually caused by a harmless viral throat infection that gets better by itself.**

- ▶ You can relieve symptoms of a sore throat by eating cool, soft food and drinking cool or warm drinks, as well as sucking lozenges, ice cubes, ice lollies or hard sweets. Gargling with warm, salty water may also help reduce swelling and pain.

- ▶ Avoid smoking and smoky environments as much as you can.
- ▶ Drink at least 6 to 8 glasses of fluid (preferably water) every day, particularly if you also have a fever.
- ▶ Painkillers help to relieve symptoms of sore throat, fever, and headaches in adults.

Visit NHS Choices [www.nhs.uk/conditions/sore-throat/Pages/Introduction.aspx](http://www.nhs.uk/conditions/sore-throat/Pages/Introduction.aspx) for further information and advice.

## Sprains and strains

**Sprains are due to injured ligaments and often affect the thumb, wrist, ankle and knee. Typical symptoms of a sprain include pain around a joint, swelling, tenderness, and an inability to use the joint normally.**

- ▶ Protecting the affected limb, resting it, and using ice, compression bandages and elevation are useful for treating injuries initially.
- ▶ Avoid heat, alcohol, running (or any other form of exercise) and massage in the first 72 hours after an injury.
- ▶ In strains, however, it's beneficial if you keep the affected muscle still for a few days after the injury before starting to move it again.
- ▶ Painkillers and ointments are widely available over the counter (OTC) and can be used to relieve pain and reduce swelling.

Visit NHS Choices [www.nhs.uk/conditions/sprains/pages/introduction.aspx](http://www.nhs.uk/conditions/sprains/pages/introduction.aspx) for further information on how to treat and prevent sprains and strains.





- Unwell**
- Unsure**
- Need advice**

**Call NHS 111 service if you urgently need medical help or advice but it's not of a life threatening nature. Calls are free from landlines and mobile phones.**

## Call 111 if:

- ▶ You need medical help fast but it doesn't classify as a 999 emergency
- ▶ You think you may need to go to A&E or need another NHS urgent care service
- ▶ You don't know who to call or you don't have a GP to call
- ▶ You need health information or reassurance about what to do next.

## 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 needed.

**There is also a confidential interpreter service, which is available in many languages. Simply mention the language you wish to use when the NHS 111 operator answers your call.**

## **Call 111.....**

you can access more help and advice than you think.



- ✓ **Vomiting**
- ✓ **Painful cough**
- ✓ **High temperature**

**GPs (General Practitioners) look after the health of people in their local community and deal with a whole range of health problems. To see a GP at your doctor's surgery you will need to be registered and make an appointment.**

Your local GP surgery provides a wide range of family health services, including:

- ▶ Contraception and maternity services
- ▶ Vaccinations
- ▶ Prescriptions and management of long-term conditions
- ▶ Concerns about your own, or your children's, health
- ▶ Referrals to other health and social services.

GPs are available 24 hours a day, seven days a week. If you need to see a GP outside of normal surgery hours you can phone your GP surgery. You'll then be transferred (or directed) to the GP out of hours service.

You can register with a GP surgery of your choice, as long as you live within its catchment area. Visits to the surgery are free.

NHS Choices provides free information  
[www.nhs.uk/pages/home.aspx](http://www.nhs.uk/pages/home.aspx)

**It is important to be registered with a GP as they refer you for specialist hospital and community treatment services if needed.**

Some GPs speak other languages as well as English. An interpreter can be arranged when you go to see a GP and most surgeries have access to telephone interpreting services. Make sure you inform your GP surgery beforehand.



## Evening and weekend GP opening in Hounslow

**If you need a weekend or evening appointment you may be referred to a local hub surgery. There are four GP surgeries opening across Hounslow offering urgent and routine appointments at weekend and in the evenings. If you phone NHS 111 on Saturdays and Sundays and the advisor thinks you need to see a GP, they will give you the details of your nearest open GP surgery so you can make an appointment.**

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

You can visit [www.nhs.uk](http://www.nhs.uk) for more information on GP services and how to register.

## 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/ourwork/pe/patient-noline/](http://www.england.nhs.uk/ourwork/pe/patient-noline/)

# Click and easy

## GP online services

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineservices](https://www.nhs.uk/GPonlineservices)





- ✓ **Mild diarrhoea**
- ✓ **Cold symptoms**
- ✓ **Mild fever**
- ✓ **Mild skin irritations**

They can offer advice and suggest medicines or treatments for a range of common problems such as coughs, colds, upset stomachs, aches and pains.

## Your local pharmacist, or chemist, is highly trained.

You can speak to your pharmacist for advice on your health and wellbeing; minor conditions can often be dealt with by a pharmacist and without the need to see a doctor.

**You don't need to make an appointment with a pharmacist. You will always be able to speak in confidence. In fact, many pharmacists have a private consultation area.**





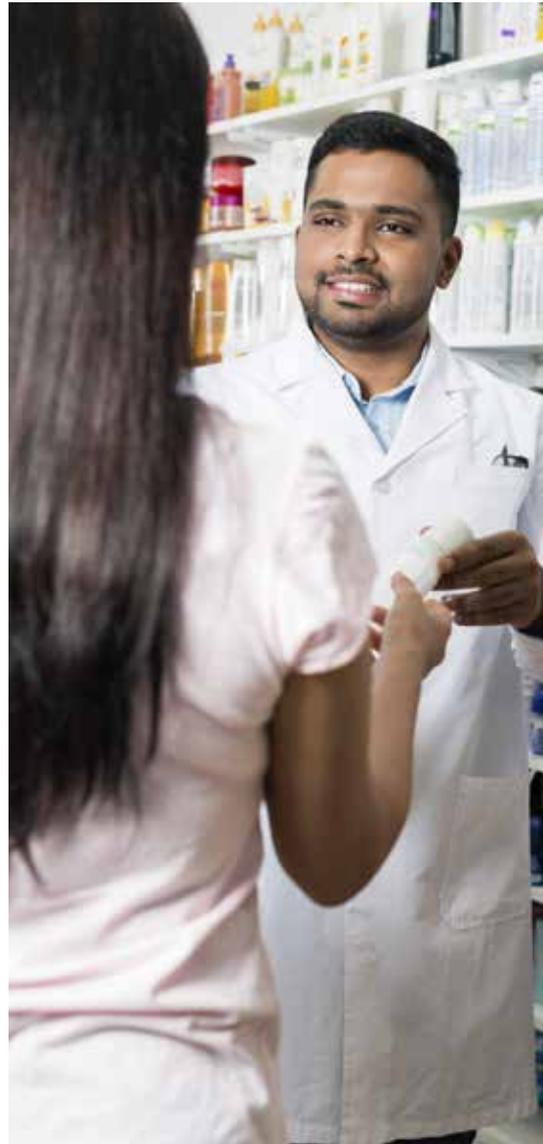
All pharmacies will provide the following services:

- ▶ Repeat prescriptions
- ▶ Dispensing
- ▶ Disposal of unwanted or out-of-date medicines
- ▶ Advice on treatment of minor conditions and healthy living.

Other services available from your local pharmacist include:

- ▶ Emergency contraception, pregnancy testing, and other sexual health services
- ▶ Pregnancy testing
- ▶ Chlamydia screening and treatment
- ▶ Flu vaccine
- ▶ Stop smoking services
- ▶ Supervised drug administration and needle exchange.

To find your nearest pharmacist, call 111 or visit [www.nhs.uk](http://www.nhs.uk)



# Cancer screening

**There are three types of cancer screening for adults in England, and they save thousands of lives each year. It is your choice whether to have a screening test or not.**

## Cervical screening

Cervical screening is offered to women aged 25 to 64 to check the health of cells in the cervix. It is offered every three years between the ages of 25 and 49, and every five years between the ages of 50 and 64.

Most women's test results show that everything is normal, but for around 1 in 20 women the test will show some abnormal changes in the cells of the cervix.

## What are the benefits of cervical screening?

Cervical screening helps prevent cervical cancer. It stops about 1 woman getting cervical cancer for every 100 women who have screening. Since the NHS Cervical Screening Programme was introduced in 1988, the number of women getting cervical cancer in England has gone down from over 4,100 a year to 2,300 a year in 2010. Cervical screening saves as many as 5,000 lives from cervical cancer a year in the UK.

You should be invited to attend your screening. If you have not, please contact your GP for details.

For more information about cervical screening ask your GP or visit the following websites:  
[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/598278/cervical\\_screening\\_leaflet.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/598278/cervical_screening_leaflet.pdf)  
[www.nhs.uk/Conditions/Cervical-screening-test](http://www.nhs.uk/Conditions/Cervical-screening-test)

# Cancer screening

## Breast cancer screening

**Breast cancer screening is offered to women aged 50 to 70 to detect early signs of breast cancer. Women aged 70 and over can self-refer.**

All women aged 50 to 70 are invited for breast screening every 3 years. Some older and younger women are also being invited as part of a study of screening in different age groups. If you are over 70, you are still at risk of breast cancer. Although you will no longer automatically get screening invitations after you are 70, you can still have breast screening every three years. You will need to ask your local breast screening unit for an appointment.

Breast cancer screening uses an X-ray test called a mammogram that can spot cancers when they are too small to see or feel. There's a good chance of recovery if the cancer is detected in its early stages.

**A review of the breast cancer screening programme estimated that it saves around 1300 lives a year in England.**

Please speak to your GP if you have not received an invite.

In the meantime, if you are worried about breast cancer symptoms, such as a lump, area of thickened tissue in a breast, a change in the nipple, pain or discomfort, or swelling or lump in the breast or armpit, don't wait to be offered screening – see your GP

**For more information about breast screening visit:  
[www.nhs.uk/conditions/breast-cancer-screening](http://www.nhs.uk/conditions/breast-cancer-screening)**

# Cancer screening

## Bowel cancer screening

**If bowel cancer is detected at an early stage, before symptoms appear, it's easier to treat and there's a better chance of surviving it.**

To detect cases of bowel cancer sooner, the NHS offers two types of bowel cancer screening to adults registered with a GP in England:

- ▶ All men and women aged 60-74 are invited to carry out a faecal occult blood (FOB) test. Every two years, they're sent a home test kit, which is used to collect a stool sample. If you're 65 or over, you can ask for this test by calling the freephone helpline on **0800 707 60 60**.
- ▶ An additional one-off test called bowel scope screening is gradually being introduced in England. This is offered to men and women at the age of 55. It involves a doctor or nurse using a thin, flexible tube with a camera at the end of it to look inside the lower part of the bowel.

Taking part in bowel cancer screening reduces your chances of dying from bowel cancer, and removing polyps in bowel scope screening can prevent cancer. However, all screening involves a balance of potential harms, as well as benefits. It's up to you to decide if you want to have it.

### Your results

You'll receive the results of your FOB test within two weeks of sending in the test kit. **There are three types of result:**

- ▶ **Most people will have a normal result** – no further tests are needed and you'll be invited to take part in screening again in two years (if you're still aged 60-74).
- ▶ **A few people will have an unclear result** – you'll be asked to repeat the FOB test up to twice more.
- ▶ **A few people will have an abnormal result** – you'll be offered an appointment to discuss colonoscopy at a local screening centre.

# Cancer screening

## If you're outside the age range

People aged 75 and older can still be screened for bowel cancer. They can request an FOB screening kit by calling the freephone helpline on **0800 707 60 60**. People younger than 60 aren't eligible for the FOB screening test, but can have bowel scope screening up to age 60 if you haven't had one before (see below). If you have symptoms, are worried about a family history of bowel cancer, or worried about your bowel health in any way, speak to your GP.

## Bowel screening helpline

Call the bowel screening helpline on **0800 707 60 60**:

- ▶ to request a home test kit if you're 75 or over
- ▶ if your home test kit hasn't arrived when you expected it
- ▶ to find out if bowel scope screening is available in your area
- ▶ if you want more information about bowel cancer screening

You can also talk to your GP for more information or visit the NHS website: [www.nhs.uk/Conditions/bowel-cancer-screening](http://www.nhs.uk/Conditions/bowel-cancer-screening)





- ✓ **Sprain and strains**
- ✓ **Minor burns**
- ✓ **Cuts**
- ✓ **Ear and throat infections**
- ✓ **Minor broken bones**
- ✓ **Minor head injuries**
- ✓ **Minor illnesses**
- ✓ **Minor infections**

**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 UCCs for:

- ▶ Sprain 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.

**This will allow A&E staff to concentrate on people with serious, life-threatening conditions and it will also save you a potentially longer wait.**

## **West Middlesex University Hospital**

Twickenham Road  
Isleworth

Middlesex TW7 6AF

Switchboard: **020 8560 2121**

From outside the UK

call **+44 20 8560 2121**



# Mental health services

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, or it be a more complex condition such as schizophrenia.

GPs don't just prescribe medicines for mental health conditions; they can also help you to access talking therapies and point you towards specialist help.

24 hour helpline: **0300 1234 244**

## **Hounslow IAPT (Improving Access to Psychological Therapies)**

Hounslow IAPT provides free talking therapy and employment support for people aged 18 years and older who are registered with a GP in the London Borough of Hounslow. The main therapy provided for anxiety disorders, in line with guidance from the National Institute for Health and Care Excellence (NICE), is Cognitive Behavioural Therapy (CBT). For depression, Hounslow IAPT provides CBT, Counselling and Dynamic Interpersonal Therapy (DIT). The service offers therapy in a range of different formats. Most people attend one of their CBT workshops or groups, or receive guided self-help.

There is a rolling programme of workshops and groups within the service, including an Introduction to CBT workshop, a Wellbeing Workshop and an Improving Self-Confidence group.



# Mental health services

If you ask your GP to refer you to the service, he or she will be able to complete their referral form and thereafter refer you to their service.

Alternatively, you may prefer to self-refer by completing the self-referral form on [www.hounslowiapt.nhs.uk](http://www.hounslowiapt.nhs.uk).

Where they are not able to provide you with a therapist who speaks your language, they will organise for an interpreter to be present for the therapy sessions.

For more information visit [www.hounslowiapt.nhs.uk](http://www.hounslowiapt.nhs.uk) or call **0300 123 0739**.

## West London Mental Health Trust

**They offer care, treatment and support for a range of conditions or illnesses affecting people's psychological wellbeing. If you need more specialist support, your GP may refer you to them in order to employ their mental health services.**

Some of the services they offer include:

- ▶ **Art therapies service**  
(Hounslow) – the arts therapies service uses the creative arts to help people express their thoughts and feelings, and to communicate with others.
- ▶ **Eating disorders service** – the west London community eating disorders service is a specialist outpatient service which offers assessment, treatment and monitoring for adults with conditions such as anorexia nervosa, bulimia nervosa and binge eating disorder.



# Mental health services

- ▶ **Hounslow Wellbeing Network** – the Hounslow Wellbeing Network aims to help reduce stigma and encourage conversation around mental illness. They concentrate on people's strengths and help them to map their real life social networks. By putting people at the heart of their own recovery, they hope to combat social isolation and loneliness and improve the overall health and wellbeing of local residents.

For more information on their services, visit [www.wlmht.nhs.uk/services/find-services/?search=Hounslow](http://www.wlmht.nhs.uk/services/find-services/?search=Hounslow)



## What to do in an emergency

If you are already using the trust services and your condition gets worse or you have any concerns, contact your care co-ordinator or the person you normally speak to. You can also call their **24/7 patient and carer support line on 0300 1234 244** for advice and support from trained advisers. GPs and other health professionals can also call this number, known as a single point of access.



# Mental health services

## **CAMHS (Child and Adolescent Mental Health Service)**

The child and adolescent mental health service provides mental health assessment and treatment for children, young people and their families, who are living within the borough of Hounslow, up to the time that they turn 18 years old.

CAMHS service telephone number for Hounslow residents is **020 8630 3237**.

For more information, visit **[www.westlondoncamhs.nhs.uk](http://www.westlondoncamhs.nhs.uk)**

## **Other**

The **Samaritans** team is available 24 hours a day. They provide confidential and non-judgemental emotional support whenever you need someone to talk to. You can call them on **08457 90 90 90**.

**FRANK helpline** is available 24 hours a day. They provide information and advice about drugs and information on local services. The service can take calls in over 120 languages via a three way call with a translator. You can call them on **0800 77 6600**.





# Dementia

**The early signs of dementia can seem very much like ordinary behaviour at first, as they can be 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 19 degrees Celsius
- ▶ 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](http://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](http://www.nhs.uk/actfast/Pages/stroke.aspx)



Large print version  
Search 'Act Fast'





**NHS Hounslow Clinical Commissioning Group (CCG) is the GP-led organisation responsible for planning and buying (commissioning) health services for the people living in Hounslow.**

We are made up of 48 GP surgeries serving a registered patient population of 305,626. We are committed to improving the care provided to patients, reducing health inequalities and raising the quality and standards of GP surgeries whilst achieving a financial balance.

The CCG is overseen by NHS England which makes sure we have the capacity and capability to commission services successfully and to meet our financial responsibilities.

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

Contact us on:

020 8538 2400

[www.hounslowccg.nhs.uk](http://www.hounslowccg.nhs.uk)

NHS Hounslow Clinical Commissioning Group

Green Zone (Pavilion CG)

Ground Floor

Civic Centre

Lampton Road

Hounslow

TW3 4DN