

Your guide to health services in Richmond upon Thames

**Choose the right form
of help for you . . .**

Keep this guide handy for future reference

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Introduction from Chairman of the Health and Wellbeing Board



Cllr Christine Percival

Dear Residents,

Richmond Council and Richmond Clinical Commissioning Group (CCG)* are working hard to make sure you and your family have access to a wide range of free health services across the borough.

You will have seen in the media reports that highlight the pressure on A&E services across the country. Whilst hospitals are working hard to address this, we all have a role in making sure that we make the right choices when it comes to our health. As winter is now here, this is particularly important.

This booklet is designed to guide you through all the local health options. It aims to be a simple, easy guide to the vital local health facilities and services.

There are a lot of options, ranging from GP practices, to pharmacies, to information available online. This will guide you through it. Sign posting you in the right direction quickly.

Together, your Council, doctors, nurses and other health professionals are working to provide flexible services right in the heart of your community.

I hope that this guide is useful.

A handwritten signature in black ink, appearing to read 'Christine Percival', written in a cursive style.

Cllr Christine Percival

*Clinical commissioning groups (CCGs) are groups of local GPs that work together to plan and buy (commission) NHS health services in England for their local population.

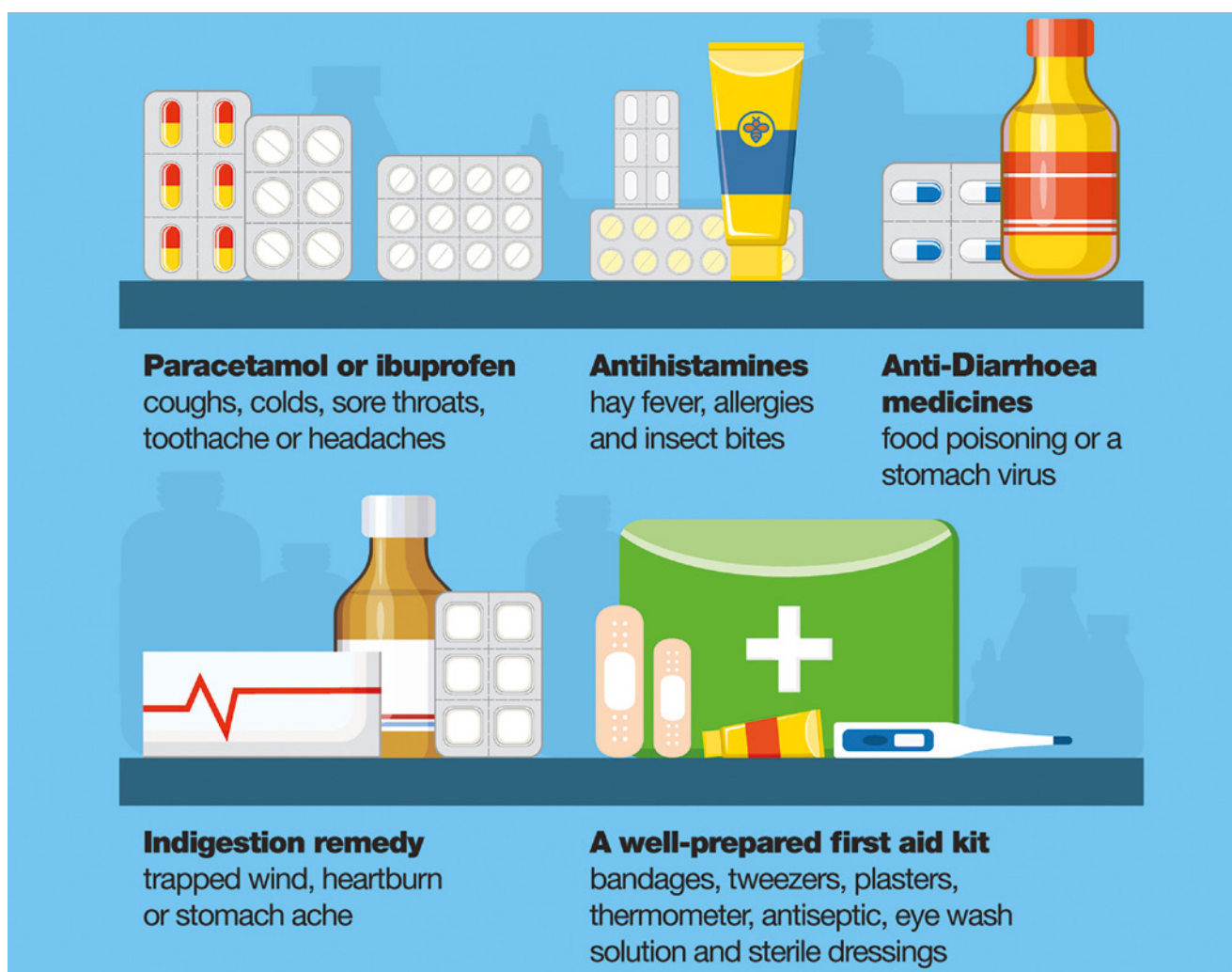
Clinical commissioning groups work with patients, health and social care partners to meet local health and social care needs.

NHS Richmond Clinical Commissioning Group is made of all 29 GP practices in Richmond upon Thames and is responsible for planning and buying health services for people living in the borough.

Choose Well

The Choose Well campaign is a national NHS initiative which was developed to give you more information, to help you make the right decision on which services to choose based on your symptoms. The images in this booklet will enable you to help yourself when it comes to common ailments e.g. coughs / colds / sore throats etc. All can be treated with a well-stocked medicine cabinet and plenty of rest.

Check box for your medicine cabinet



Paracetamol or ibuprofen
coughs, colds, sore throats,
toothache or headaches

Antihistamines
hay fever, allergies
and insect bites

**Anti-Diarrhoea
medicines**
food poisoning or a
stomach virus

Indigestion remedy
trapped wind, heartburn
or stomach ache

A well-prepared first aid kit
bandages, tweezers, plasters,
thermometer, antiseptic, eye wash
solution and sterile dressings

NHS 111

Did you know that NHS 111 is a telephone service that makes it easier for you to access local NHS healthcare services in Richmond.

You can call 111 when you need urgent medical help and if it's not a life-threatening, 999 emergency.

It is available 24 hours a day, 365 days a year. It is free from landlines and mobile phones.

111 is the NHS non-emergency number. How does it work?



Pharmacies by area

Every year, millions of us visit our GP with minor health problems that our local pharmacist could resolve.

It's estimated 50 million visits to the GP are made every year for minor ailments such as coughs and colds, mild eczema and athlete's foot. But by visiting your pharmacy instead, you could save yourself time and trouble. Instead of booking and waiting for a GP appointment, you can visit your local pharmacist any time – just walk in. Pharmacists are highly qualified graduate healthcare specialists who can offer expert advice without the need for an appointment. They can give advice, and where appropriate, medicines, that will help clear up the problem or direct you to a more appropriate healthcare professional or service. **If you have a common health problem, a trip to your local pharmacy should be your first port of call.**

What can community pharmacy do for you?

They can support people to:

- Look after themselves (self-care)
- Live healthier lives
- Make the best use of medicines
- Live more independently

How they can help

- Prescriptions
- Over-the-counter medicines
- Advice and support for healthy living
- Medicines use reviews
- New medicines service
- Flu vaccinations – NHS and private
- Home delivery of medicines
- Supply of aids
- Safe disposal of unwanted medicines
- Other services

PHARMACIES BY AREA: Richmond upon Thames

| Barnes | Address | Phone |
|--------------------------|--|---------------|
| Barnes Pharmacy | 5 Barnes High Street, London, SW13 9LB | 020 8876 5224 |
| Forward Pharmacy | 90 Church Road, Barnes, SW13 ODQ | 020 8748 1774 |
| Prime Pharmacy | 198 Castlenau, Barnes, SW13 9DW | 020 8748 3147 |
| Round the Clock Pharmacy | 69 Church Road, Barnes, SW13 9HH | 020 8748 9695 |
| East Sheen | Address | Phone |
| Boots | 381-383 Upper Richmond Road West, East Sheen, SW14 7NX | 020 8876 1227 |
| Dumlers Pharmacy | 495-497 Upper Richmond Road West, East Sheen, SW14 7PU | 020 8876 4603 |
| Round the Clock Pharmacy | 257 Upper Richmond Road West, East Sheen, SW14 8QS | 020 8876 4364 |
| Spatetree Pharmacy | 113 Sheen Lane, East Sheen, SW14 8AE | 020 8255 1717 |
| Superdrug | 262 Upper Richmond Road, West, East Sheen, SW14 7JE | 020 8876 1861 |
| Kew | Address | Phone |
| Boots | Unit 4 Kew Retail Park, Bessant Drive, Richmond, TW9 4AD | 020 8876 6192 |
| Kew Pharmacy | 3 Station Parade, Kew Gardens, Richmond, TW9 3DS | 020 8940 0698 |
| Richmond | Address | Phone |
| Boots | 61-64 George Street, Richmond upon Thames, TW9 1HF | 020 8940 1691 |
| Lloyds Pharmacy | 19-21 Station Parade, Kew Gardens, Richmond, TW9 3PS | 020 8940 5800 |
| Nima Chemist | 50 Friars Stile Road, Richmond upon Thames, TW10 6NQ | 020 8940 1861 |
| Pharmacare | 12 Back Lane, Ham, Richmond, TW10 7LF | 020 8940 7918 |
| Richmond Pharmacy | 213 Lower Mortlake Road, Richmond upon Thames, TW9 2LN | 020 8928 8811 |

PHARMACIES BY AREA: Richmond upon Thames continued

| | | |
|--------------------------------------|--|---------------|
| Richmond Pharmacy | 82-86 Sheen Road, Richmond upon Thames, TW9 1UF | 020 8940 3930 |
| Sainsbury's | Manor Road, Richmond, TW9 1YB | 020 8876 9554 |
| Springfield Pharmacy | 124 Sheen Road, Richmond, TW9 1UR | 020 8940 2304 |
| Whitton | Address | Phone |
| Boots | 100 High Street, Whitton, TW2 7LN | 020 8894 7858 |
| Herman Pharmacy | 133 Percy Road, Twickenham, TW2 6HT | 020 8894 2000 |
| Minal Pharmacy | 9 High Street, Whitton, TW2 7LA | 020 8894 7933 |
| Twickenham / St Margarets | Address | Phone |
| Boots | 3-5 King Street, Twickenham, TW1 3SD | 020 8892 3079 |
| C Goode Pharmacy | 22 London Road, Twickenham, TW1 3RR | 020 8892 1614 |
| Charles Harry Pharmacy | 366 Richmond Road, Twickenham, TW1 2DX | 020 8892 1846 |
| Crossroads Pharmacy | 334 Staines Road, Twickenham, TW2 5AT | 020 8755 1952 |
| Day Lewis Pharmacy | 1 Cross Deep Court, Heath Road, Twickenham, TW1 4AG | 020 8892 1526 |
| Maple Leaf Pharmacy | 20 The Green, Twickenham, TW2 5AB | 020 8898 5033 |
| St Margarets Pharmacy | 38 Crown Road, St Margarets, Twickenham, TW1 3EH | 020 8892 2434 |
| Strawberry Hill Pharmacy | 3 Wellesley Parade, Strawberry Hill, Twickenham, TW2 5SQ | 020 8894 3532 |
| Twickenham Pharmacy | 17 Richmond Road, Twickenham, TW1 3AB | 020 8892 1376 |
| Teddington | Address | Phone |
| Boots | 59 Broad Street, Teddington, TW11 8Q2 | 020 8977 2699 |
| Herbert and Shrive | 202 Kingston Road, Teddington, TW11 9JD | 020 8977 1967 |
| KC Pharmacy | 23 Broad Street, Teddington, TW11 8Q2 | 020 8977 1351 |

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| Kirby Chemist | 53 High Street, Teddington, TW11 8HD | 020 8977 5509 |
|-------------------------------|--|---------------|
| Lloyds Pharmacy | TMH Hampton Road, Teddington, TW11 0JL | 020 8977 0630 |
| Medco Pharmacy | 31-33 Park Road, Teddington, TW11 0AB | 020 8977 6140 |
| Teddington Pharmacy | 113 Stanley Road, Teddington, TW11 8UB | 020 8977 2391 |
| Hampton / Hampton Hill | | |
| | Address | Phone |
| Boots | 28b Prioory Road, Hampton, TW12 2NT | 020 8979 5275 |
| Boots | 29 Tangle Park Road, Hampton, TW12 3YH | 020 8941 5390 |
| Boots | 3 Station Approach Hampton, TW12 2H2 | 020 8979 5559 |
| Boots | 658 Hanworth Road, Hounslow, TW4 5NP | 020 8894 4980 |
| Hampton Hill Pharmacy | 173b High Street, Hampton Hill, TW12 1NL | 020 8979 9084 |
| Health on the Hill | 62 High Street, Hampton Hill, TW12 1PD | 020 8977 2539 |
| Ham | | |
| | Address | Phone |
| Kanset Pharmacy | 177 Ashburnham Road, Ham, TW10 7NR | 020 8948 0601 |



GP practices – registration and map

NEW: Trial of GP hubs

A number of GP practices in Richmond upon Thames are offering extended access to GP appointments 8am-8pm, seven days a week.

The hubs, located in practices in Barnes, Hampton Wick, Twickenham and East Twickenham, will deliver extra clinics and extended hours. Each will have integrated IT enabling access to full patient records, with their consent.

Patients will continue to contact their normal practice to make appointments. However, they will be offered a daytime, evening or weekend appointments at the most conveniently located hub to their home.

The hubs will initially operate as a trial until the 31 March 2016.

This has been made possible by one-off funding from the Prime Minister's GP Access Fund.

Registering with a GP

Whether you feel ill or not, it's essential that you register with a GP local to you. If you need help finding your nearest GP practice, call NHS England on **0300 311 22 33** or go to NHS Choices website **www.nhs.uk**

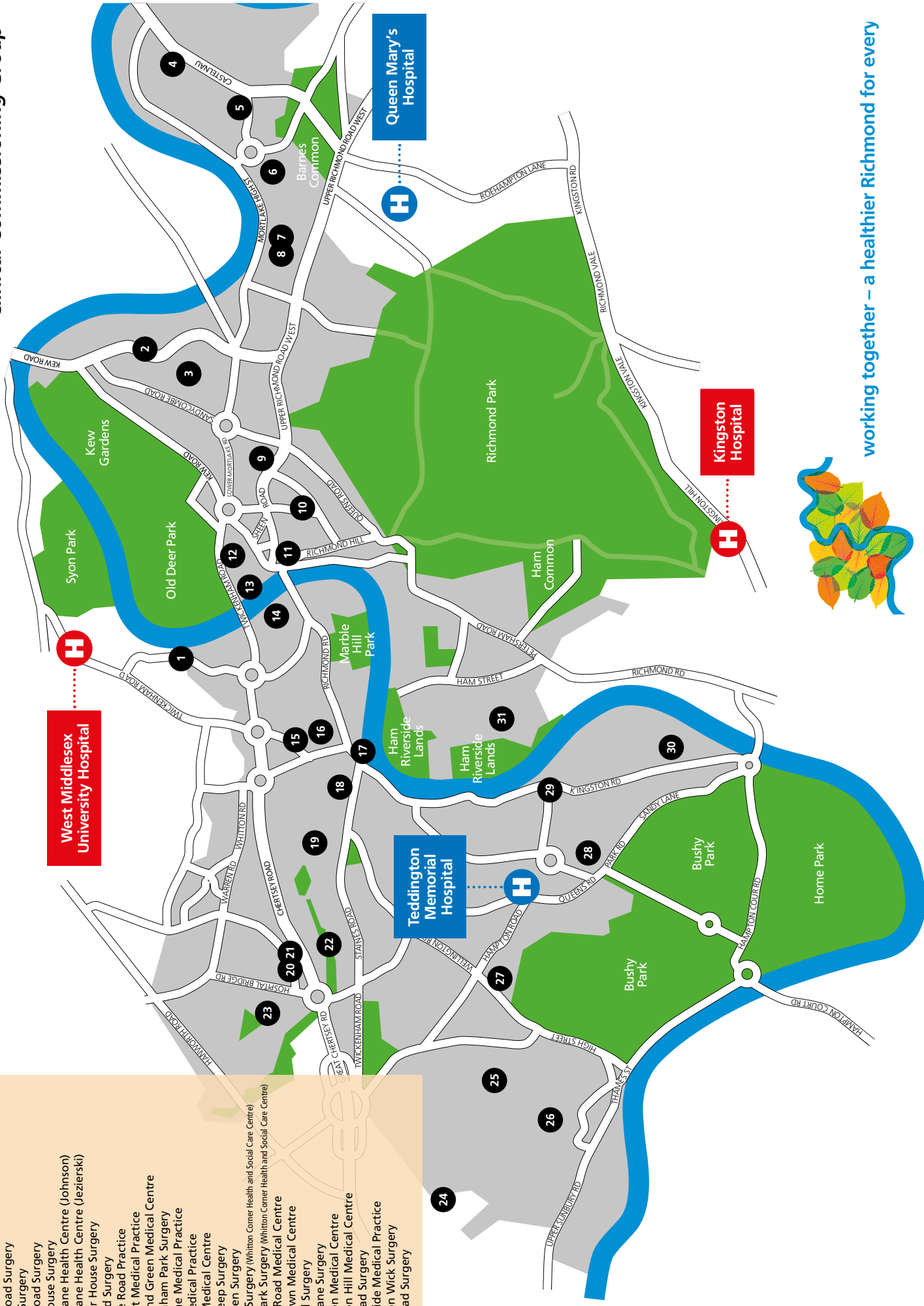
When your GP practice is closed

If you need to see a GP when your GP practice is closed, you should telephone your practice and you'll be directed to the practice's out-of-hours service. You can also contact NHS 111 at any time for urgent medical advice or you can go to a walk-in or minor injuries centre.

For more information go to: **www.richmondccg.nhs.uk**

GP practice locations in Richmond

- 1 Richmond Lock Surgery
- 2 Kew Medical Practice
- 3 North Road Surgery
- 4 Barnes Surgery
- 5 Glebe Road Surgery
- 6 Essex House Surgery
- 7 Sheen Lane Health Centre (Johnson)
- 8 Sheen Lane Health Centre (Jezierski)
- 9 Seymour House Surgery
- 10 Vineyard Surgery
- 11 Paradise Road Practice
- 12 Parkshot Medical Practice
- 13 Richmond Green Medical Centre
- 14 Twickenham Park Surgery
- 15 Oak Lane Medical Practice
- 16 York Medical Practice
- 17 Acorn Medical Centre
- 18 Cross Deep Surgery
- 19 The Green Surgery
- 20 Jubilee Surgery (Whitton Corner Health and Social Care Centre)
- 21 Crane Park Surgery (Whitton Corner Health and Social Care Centre)
- 22 Staines Road Medical Centre
- 23 Woodlawn Medical Centre
- 24 Fir Road Surgery
- 25 Broad Lane Surgery
- 26 Hampton Medical Centre
- 27 Hampton Hill Medical Centre
- 28 Park Road Surgery
- 29 Thameside Medical Practice
- 30 Hampton Wick Surgery
- 31 Lock Road Surgery



working together – a healthier Richmond for every

Minor Injury Unit and Walk-in Centres

Minor injuries units and urgent care centres can treat the below.

(for adults and children over 2 years of age)

- Sprains and strains
- Broken bones
- Wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor eye injuries
- Injuries to the back, shoulder and chest

Teddington Walk in Centre

Teddington Memorial Hospital
Hampton Road, Teddington
Middlesex, TW11 0JL
Phone: **020 8714 4004**

Queen Mary Hospital

Minor injuries unit
Roehampton Lane
Roehampton, SW15 5PN
Phone: **020 8487 6999**

Remember that you can also contact your local pharmacy for minor ailments.

Accident and Emergency information

Sometimes, you may be so unwell that you need to go to hospital. When self-care and NHS services in your area can't make things better, or when something is so serious that you need an ambulance, going to Accident and Emergency might be the best thing to do.

Local A&Es

Kingston Hospital NHS Trust

Galsworthy Road
Kingston Upon Thames
KT2 7QB
Phone: **020 8546 7711**

West Middlesex University Hospital

Twickenham Road
Isleworth
Middlesex
TW7 6AF
Phone: **020 8560 2121**

Maintaining health and wellbeing



Stay healthy this winter

Cold weather can lead to very serious health problems, especially if you have a long-term health condition, or are 65 and over. Help yourself to stay warm and healthy this winter by:

Having a Winter Warmth Home Assessment: If you are aged 65 or over, or have a long term health condition or disability, you can benefit from a free home visit where an assessment will be made on what can be done to make your home warm.

During the visit, we will either help take action immediately, or make referrals to help with:

- Grants for heating, insulation and boiler repairs
- Free water saving devices worth £50
- Free radiator reflector panels and draught proofing to keep heat in your home
- Advice on free walks and healthy lifestyle opportunities in the borough

To keep you and your home warm this winter arrange for a free home visit, call:

0800 118 2327.



Other tips for staying healthy this winter:

- **Get a free flu jab** - Contact your GP or pharmacist if you think you, or someone you care for, might qualify for a free flu jab.
- **Don't let the cold catch you out** - Sign-up to AirText for free text message and voice alerts on the weather at: www.airtext.info or contact Age UK for help on: 0800 587 06688
- Eat and drink well
- Heat your home effectively and safely - keep your sitting room at 21 and bedroom at 18 degrees.
- Financial support: There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills.

For more tips and advice – go to: www.gov.uk/phe/keep-warm

Healthy living services in Richmond upon Thames

There are a variety of free activities and support programmes, delivered by Richmond Council, the CCG and local organisations to help you stay fit and healthy.

‘Richmond Livewell Staywell’ has been commissioned by Richmond Council to offer a range of free healthy lifestyle services for local residents, who maybe at risk of developing long term conditions. For more information, go to: www.mytimeactive.co.uk/richmond or call: **0208 323 1722**

The below is a summary of the services and how you can contact them:

NHS Health Checks

Who? For anyone aged 40-74 years.

What? A 25-30 minute NHS Health Check supports identification and referral of at risk individuals to lifestyle services. The check comprises: height, weight, BMI (Body Mass Index), cholesterol and blood pressure.

Where? Speak to your local GP / Community Pharmacy or go online to check out your nearest community venue.

Find out more: www.richmond.gov.uk/nhs_health_checks



Exercise on Referral

Who? Adults aged 16+ who are inactive, with an existing health condition or are at risk of disease.

What? Individual assessment with a physical activity specialist, following by a tailored 12 week programme of supervised physical activity.

Where? Local venues e.g. Cambrian Centre and Vineyard.

Find out more: www.mytimeactive.co.uk/exercise-referral



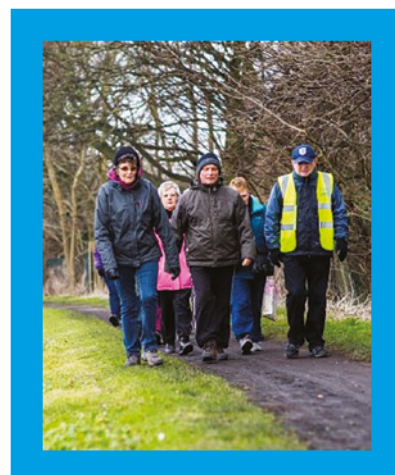
Health Walks

Who? Richmond residents and those registered with a Richmond GP.

What? Walks of varying length (10-90 minutes) and difficulty (Grade 1-3 and progression walks), including themed walks.

Where? Around the borough e.g. in Bushy Park.

Find out more: www.facebook.com/richmondwalks



Weight Management

Who? Adults aged over 16 with a BMI under 25 and an additional health issue, or with a BMI over 30.

What? Weekly group sessions lasting 60-90 minutes, for up to 12 weeks, including: Food optimising - encourages a healthy, balanced diet and body magic - build to 150 mins of activity each week.

Where? Various locations around the borough e.g. All Hallows and Hampton Wick Baptist Church.

Find out more: www.mytimeactive.co.uk/health/health-service/adult-weight-management



Walking Away from Diabetes

Who? Adults aged 16+ at high risk of diabetes.

What? A half day (3 hours) course providing practical information on how to reduce risk of diabetes, with a focus on healthy eating and physical activity.

Where? New venues currently being confirmed.



Emotional and mental wellbeing

Overall wellbeing is dependent on both physical and mental health. There are five main areas that are key to promoting and maintaining wellbeing:



Mental wellbeing

Mental health problems are more common than you think. Did you know that one in four of us will be affected by a mental health problem in any given year.

The Richmond Community Wellbeing Services offers confidential talking therapies and specialist support to local residents aged 18 years and over.

To find out more: www.richmondwellbeingservice.nhs.uk or call **020 8548 5550**.

School Nurses

The School Health Service helps children and young people to develop the skills they need to manage the challenges they face in school, at home, in their personal lives or online.

The service focuses on:

- Supporting children at risk
- Supporting those experiencing emotional difficulties or mental health problems
- Weight management and obesity prevention (includes the National Child Measurement Programme)
- Building strong, supportive relationships with local schools
- Close working with GPs and other health services, the Council, Achieving for Children and the voluntary sector

To find out more: www.richmond.gov.uk/school_health_service

Adult and Children Social Care Support

Adult social care support from Richmond Council

If you are having difficulty coping in your everyday life we may be able to help. We may be able to arrange the care and support you need for you, which could include financial help, depending on your circumstances.

For information on the Councils Adult Social Care services or to find out about your eligibility for free of cost/paid care, visit www.richmond.gov.uk/access_team or call **020 8891 7971** Monday to Thursday 9am to 5.15pm and Friday, 9am to 5pm..

Adults Telecare Home Service

Anyone living in the borough can have the Telecare Service, whether for reasons of home safety or personal security.

It can help many people, including:

- older people
- people with a disability
- people with an illness, for example HIV, Parkinson's disease or cancer
- victims of harassment, domestic violence and bogus callers.

Telecare equipment is linked to a telephone alarm unit which, when activated, automatically generates an emergency call. You wear a pendant around your neck or as a wrist band, or kept close at hand during the night, so you can call for help simply by pressing a button. This sends an alarm to the Careline control centre where staff can arrange for you to get the help you need immediately, whatever the time of day.

There is a cost for this service

Telephone: **020 8891 7413 (24 hours)**

Email: careline@richmond.gov.uk

Website: www.richmond.gov.uk/telecare



Getting help for children and young people

Protecting children and young people from harm is one of the most important things we do. Richmond Council and its partners are committed to ensuring that all children with additional needs are identified early, referred to appropriate services and monitored through effective information sharing between agencies and professionals.

If you want to talk about a child or young person, please contact: **020 8891 7969** between **9am and 5.15pm, Monday to Thursday**, and **9am and 5pm on Fridays**. If you think a child is in immediate danger you should call **999**.



Health Help Now

Patients with a smart phone or tablet with internet access can download a new 'Health Help Now' app

which will be available online and free to everyone who lives in the borough of Richmond. It functions like a mobile phone app and helps people check their symptoms, finds the best place for treatment at any time and advises when to go to A&E.

It also breaks down symptoms by age – baby, child, teenager, adult and older adult. This is to make it easier to find the right treatment in the quickest time. Health Help Now, which can also be accessed by desktop and laptop computers, provides helpful advice – such as where to buy children's medication when pharmacies are closed – and links to other useful websites.

Download the app now at: www.healthhelpnow-nhs.net

