Your Guide to Richmond's NHS, Care & Support

The NHS, social care and local charities provide a huge range of help.

We've produced this leaflet to help you find the help you need when you need it.

Healthwatch Richmond

Healthwatch Richmond is the independent champion for people who use the NHS or social care.

Share your experiences with us to help make care better. If you have any questions about the NHS or social care and can't find what you need here or the contact details for services have changed:

- **Call:** 020 8099 5335
- **Email:** info@healthwatchrichmond.co.uk
- **Website:** www.healthwatchrichmond.co.uk

healthwatch
Richmond upon Thames

NHS
Richmond
Clinical Commissioning Group

LONDON BOROUGH OF RICHMOND UPON THAMES

Primary Care

GPs

GPs assess and treat a range of health conditions. They should be your first point of contact if you need a referral for urgent or specialist treatment, or advice about managing chronic medical conditions.

GPs also play an important role in health promotion and prevention and may offer the following services:

- Lifestyle advice on diet, smoking or alcohol use
- Family planning
- Child and adult immunisations
- Diabetic checks

How to get the best from your GP appointment?

- Is your issue urgent? Can you see a nurse instead?
- Take clear notes to help you
- Several issues? Ask for a double appointment

Choosing a GP

- Visit www.nhs.uk to see and compare local GP practices
- Call NHS England on 0300 311 22 33.

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GP online services are available now in the borough of Richmond

- Book appointments online
- Order repeat prescriptions
- Access your GP records

Ask your GP practice for more information.

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8 to 8

In the borough of Richmond seeing a GP is now easier

NHS

Appointments are available **8am to 8pm** every day
#8til8

HELP US HELP YOU
WHEN YOU NEED IT

If you have questions about NHS or social care but don't know who to ask call Healthwatch Richmond 0208 099 5335

Pharmacies – What services are offered?

As well as dispensing medication, your local pharmacist can offer expert advice on caring for minor illnesses and help with your general health in ways that could save you a trip to your GP or hospital. Here are some of the key services offered:

- NHS Health Check – blood pressure, cholesterol or blood glucose testing
- Stop smoking service
- Emergency contraception
- New Medicine Service
- Medicines Use Reviews
- Chlamydia screening and treatment
- Flu vaccination service
- Travel clinic

Search '**NHS - find a pharmacy**' for pharmacies near you and services available.

Dentistry

There are 3 bands of charges for NHS dental treatments:

Band 1 - £21.60	Band 2 - £59.10	Band 3 - £256.50
• Examination, diagnosis & advice • Scale & Polish • X-rays	All Band 1+ • Fillings • Root canal treatment • Teeth extractions	All Band 1 and 2+ • Crowns • Dentures • Bridges

Finding a dentist

- Visit www.nhs.uk to see and compare local dental practices.
- Call **NHS England** on **0300 311 22 33**.
- Call NHS 111 if you need emergency or urgent out-of-hours dentistry or if you don't have a dentist.

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Urgent Care

Not all medical emergencies require A&E. Choose the service that's right for you to ensure you get appropriate help in the quickest way.

NHS 111

Call **NHS 111** or visit **111.nhs.uk** if:

- You need immediate medical advice but its not life-threatening.
- You're not sure if you need A&E or another urgent care service.

NHS 111 is staffed by trained advisors 24 hours a day, 365 days a year.

As well as self-care advice, they can connect you to a GP, nurse or arrange a face-to-face appointment if they decide you need one.

Urgent Treatment Centres (UTC)

An urgent treatment centre may be an appropriate choice if you are able to travel and need treatment for:

- Removal of foreign bodies
- Strains, sprains and fractures
- Minor burns
- Eye problems
- Bites & stings
- Minor skin infections
- Minor head injuries
- Wounds that need stitches

The closest services in Richmond are:

Teddington Memorial Hospital
Hampton Road, Teddington TW11 0JL
Phone: 020 8714 4004
Opening hours: 8am – 8pm

Queen Mary's Hospital Roehampton
Roehampton Lane SW15 5PN
Phone: 020 8487 6999
Opening hours: 8am – 7pm

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999

Only call 999 if you or someone else is seriously ill or injured and there is a risk to life. If you have communication impairments, contact emergency services via text message on emergencysms.org.uk

A&E Departments

Go to A&E when it's a life-threatening emergency, including:

- Loss of consciousness
- Persistent, severe chest pain
- Breathing difficulties
- Severe allergic reactions
- Severe burns or scalds
- Fits that are not stopping
- Severe bleeding

The closest A&E departments to Richmond are:

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

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

Both hospitals have a separate paediatric A&E with specially trained staff to help with children's health issues.

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Richmond Wellbeing Service

People aged 18+ can get free NHS psychological therapy for conditions such as anxiety or depression or the psychological effects of a long term condition.

How do I get help?

For more information or to self-refer:

- **Call:** 020 8548 5550
- **Visit:** www.richmondwellbeingservice.nhs.uk

Secondary Mental Health Services

NHS
South West London and St George's Mental Health
NHS Trust

People aged 18 and over who require either ongoing or high level support for their mental health can get help through South West London & St George's NHS Trust's teams.

How do I get help?

- You or a family member can self-refer on 020 3513 1733.
- Your GP or social worker can also make a referral on your behalf.
- For information on local services, visit www.swlstg.nhs.uk or call 020 3513 5000.

Crisis Care

If you or someone you know has a severe mental health problem or crisis, contact their GP Surgery, A&E department or social services. Call the police if someone is a danger to themselves or to others.

How do I get help?

Call the mental health support line on **0800 028 8000** for emotional support (Weekdays 5pm-9am, weekends & bank holidays 24 hours).

Other local support –Richmond Mind

Richmond Mind can help if you're struggling with your mental health or care for someone with mental health problems. They provide:

- Low cost counselling
- Peer led support groups across the borough
- Carers support and information

How do I get help?

- **Call:** 020 8948 7652
- **Email:** info@richmondmind.org
- **Website:** www.rbmind.org

If you have questions about NHS or social care but don't know who to ask call Healthwatch Richmond 0208 099 5335

Drug & Alcohol Support

The Richmond Integrated Recovery Service provides free and confidential support including:

- Substitute prescriptions & access to detox (community & inpatient)
- Individual counselling & peer support groups
- Alcohol & addiction workshops

cgl
change,
grow,
live

How do I get help?

For more information and to self-refer:
- **Call:** 020 8891 0161
- **Email:** referrals.richmond@cgl.org.uk
- **Website:** www.changegrowlive.org

Mental Health & Wellbeing Support for Children & Young People

Counselling

Off The Record Twickenham

Off The Record Twickenham provides free and confidential appointment-based counselling for people (11-24) in the borough of Richmond including a walk-in information service run by experienced counsellors and a walk-in sexual health clinic on Mondays.
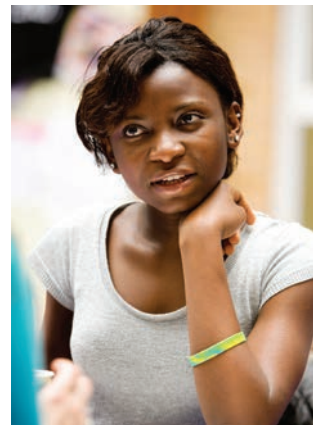
How do I get help?

For more information and to self-refer:
- **Call:** 020 8744 1644
- **Email:** info@otrtwickenham.com
- **Website:** www.otrtwickenham.com

Child & Adolescent Mental Health Service (CAMHS)

Richmond CAMHS offers assessment and treatment for people aged 18 and under for a range of moderate to severe mental health problems.

How do I get help?

Referrals to CAMHS are made through the Council's single point of access team on **020 8547 5008.**

If you have questions about NHS or social care but don't know who to ask call Healthwatch Richmond 0208 099 5335

PALS – Patient Advice & Liaison Service

Every NHS provider will have a PALS department which can:

- Provide guidance on what you should expect from your care.

- Help resolve questions or concerns you may have around your treatment, including information on complaints.

- Provide contact details for support groups outside the NHS.

Local PALS numbers

Hounslow & Richmond Community Health Trust - **0800 953 0363**

West Middlesex Hospital – **020 8321 6261**

Kingston Hospital – **020 8934 3993**

South West London & St George's NHS Trust - **020 3513 6150**

You can find the relevant PALS service using www.nhs.uk or by calling your GP surgery or local hospital.

NHS Complaints Advocacy

If you wish to make a complaint about your NHS care and need independent help, Cambridge House can provide advocacy to help you form your complaint and guide you through the different stages of the NHS complaints procedure.

Cambridge House can also provide support in the following areas:

- Independent Mental Capacity Advocacy

- Independent Mental Health Advocacy

- Advocacy under the Care Act

- Generic advocacy for social care

How do I get help?
- **Call:** 020 7358 7007 (Monday to Friday, 9am – 5pm)
- **Email:** Richmond@ch1889.org
- **Website:** www.ch1889.org/nhs-complaints

If you have questions about NHS or social care but don't know who to ask call Healthwatch Richmond 0208 099 5335

Adult Social Care

Adult care and support comes in many forms, which can include personal care such as washing, eating or getting dressed or simple equipment and adaptations for your home such as grab rails.

Richmond Adult Social Services can help with:

- Short term intensive support for people following a hospital stay or sudden health setback

- Long term care and support for people aged 65+, or for those with additional physical, sensory or mental health needs, to help residents stay independent and in their own homes

- Putting you in touch with local community and voluntary organisations that may be able to help with your care and support needs.

How do I get help?

Contact Adult Social Services, Monday to Friday from 9am to 5pm.
- **Phone:** 020 8891 7971
- **SMS Phone:** 07903 738043
- **Out of Hours:** 020 8744 2442
- **Email:** adultsocialservices@richmond.gov.uk
- **Website:** www.richmond.gov.uk/adult_social_care

Safeguarding Adults and abuse

Safeguarding adults means protecting a person's right to live safely and free from abuse or neglect. If you are suffering from a form of abuse or neglect, or you suspect that someone else is, then report your concerns either online or by calling Adult Social Services.

How do I get help?
- **Phone:** 020 8891 7971
- **Visit:** www.richmond.gov.uk/safeguarding_adults

In an emergency call 999

If you have questions about NHS or social care but don't know who to ask call Healthwatch Richmond 0208 099 5335

Support in the Community

Community Independent Living Service (CiLS)

CILS is a network of support groups, social and cultural events and activities, advice and information. CILS can help people in Richmond live independently and maintain their health and wellbeing.

Barnes, Mortlake, East Sheen, Twickenham & Whitton
Call: 020 8973 1877
Email: hello@golocal.org.uk
Website: www.golocal.org.uk

Teddington and the Hamptons, Richmond, Kew, Ham and Petersham
Call: 020 8831 6464
Email: advice@commpartnership.co.uk
Website: www.commpartnership.co.uk

Richmond Carers Centre

The Richmond Carers Centre's Hub Service is a central route to support and services for unpaid carers in Richmond including:

- 1-1 advice, information, signposting & referrals for carers
- Wellbeing Service (complementary therapies, counselling)
- Social groups
- Information workshops (Carer focussed benefit & legal advice)

How do I get help?

- Call: 020 8867 2380
- Email: info@richmondcarers.org
- Website: www.richmondcarers.org

If you have questions about NHS or social care but don't know who to ask call Healthwatch Richmond 0208 099 5335

Citizens Advice Richmond

Citizens Advice Richmond provides **free, impartial and confidential** advice to anyone who lives, works or studies in Richmond. You can get **help by visiting one of their offices** or by phone or email. You can access information and advice in a number of areas, including:

- Debt
- Housing
- Employment
- **Benefits**
- Family
- EU citizens' rights

How can I get advice?

- **Call**: 020 8712 7800
- **Email**: www.citizensadvicerichmond.org/get-advice/email-us
- **Website**: www.citizensadvicerichmond.org

Age UK Richmond

Age UK Richmond provides a range of support for older people including:

- Information & advice helpline, and support with claiming welfare **benefits, 020 8878 3073 (Monday -** Friday, 10am -4pm).

- Social & Wellbeing support – social centres, exercise classes, IT & technology training, outings, courses & workshops.

- A heavily subsidised handyperson/ home maintenance service for small jobs around the home.

- Housekeeping and gardening – charges apply.

- Nightingale home from hospital service to provide support at home after a hospital stay – requires a hospital/GP referral.

How do I get help?

- **Call**: 020 8878 3073
- **Email**: info@ageukrichmond.org.uk
- **Website**: www.ageuk.org.uk/ richmonduponthames

If you have questions about NHS or social care but don't know who to ask call Healthwatch Richmond 0208 099 5335

Children's Services

Achieving for Children

Achieving for Children provides children's services for residents in the borough of Richmond. The single point of access team should be your first point of contact if your family needs help in the following areas:

- Prevention and early help
- Education support services
- Social care & Safeguarding

How do I get help?

- **Call:** 020 8547 5008 or 020 8770 5000 (out of hours)
- **Email:** enquiries@achievingforchildren.org.uk
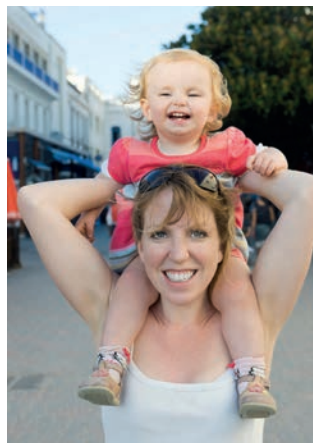- **Website:** www.afcinfo.org.uk

Children's Safeguarding

If you have concerns about a child's welfare, call the Council's single point of access team on 020 8547 5008. In an emergency call 999.

Help for children with special educational needs and disabilities

Information on what support is available across education, health and social care and how to access it can be found on the Council's central hub (formally known as the 'Local Offer').

How do I access this information?

- **Call:** 020 8547 4722
- **Email:** Via contact us button on website
- **Website:** www.afcinfo.org.uk/local_offer

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