



Spring
2020

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

Primary Care

GPs

GPs assess and treat a range of health conditions. They should be your first point of call if you need a referral for urgent and 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:

- NHS Health Check - blood pressure, cholesterol test and lifestyle assessment
- Family planning and child and adult immunisations
- Lifestyle advice including diet, alcohol use and help with stopping smoking including free Nicotine Replacement
- Diabetic checks

How to get the best from your GP appointment

- Is your issue urgent?
- Do you need to see a specific GP or could you see a nurse?
- Take clear notes to help you
- Several issues? Ask to book 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

GP online services are available now in the borough of Richmond

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



In the borough of Richmond seeing a GP is now easier.

Appointments are available **8am to 8pm**.
To book, call your GP practice during opening hours or call NHS 111 at any other time.

RUILS Social Prescribing link workers based in GP surgeries, will be able to help people and their families to access services and activities to help improve their health and wellbeing including: gardening, volunteering, making new friends, walking groups, exercise classes, information and finding specialist advice e.g. money management.

For help ask your GP, visit www.ruils.co.uk or call **0208 831 6083**.

Pharmacies - What services are offered?

Your local pharmacist dispenses medication and can offer expert advice on caring for minor illnesses 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 including free nicotine replacement Therapy (select Pharmacies)
- Emergency contraception (select Pharmacies)
- New medicine service
- Minor ailment service
- Flu vaccination
- Travel clinic
- Chlamydia screening and treatment (select pharmacies)
- Substance misuse service

Visit www.nhs.uk or search 'NHS - find a pharmacy' for pharmacies near you and services available.

Dentistry

NHS dental treatments are charged in three bands:

Band 1 - £22.70	Band 2 - £62.10	Band 3 - £269.30
<ul style="list-style-type: none"> ● Examination, diagnosis & advice ● Scale & Polish ● X-rays 	All Band 1+ <ul style="list-style-type: none"> ● Fillings ● Root canal treatment ● Teeth extractions 	All Band 1 and 2+ <ul style="list-style-type: none"> ● Crowns ● Dentures ● Bridges

Charges may change in April 2020.

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.



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

Urgent Care

Not all medical emergencies require A&E. Urgent care should be the first port of call for children and adults with minor injuries. Before you seek urgent care call **NHS 111** to help you choose the service that's right for you and get help in the quickest way.

NHS 111

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

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



NHS 111 helps you get the right advice and treatment for your physical or mental health, when you urgently need it.

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, arrange a face-to-face appointment or send an ambulance if they decide you need one.

Urgent Care & Treatment Centres

An Urgent Care or Treatment Centre may be an appropriate choice if you are able to travel and need care for:

- Cuts & bruises
- Minor burns
- Eye problems
- Strains, sprains and fractures
- 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

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

999

Only call 999 if you or someone else is seriously ill or injured and there is a risk to life.

If you have a communication impairment, you can register to contact emergency services by text message:

- Text: 'register' to 999 and follow the instructions.

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



A&E also provides urgent treatment and care (see previous page). The closest A&E departments to Richmond are:

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

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

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



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

NHS Richmond Wellbeing Service



People aged 18+ can get free NHS psychological therapy for conditions such as anxiety, depression and other common mental health conditions. This service also provides triage, psychiatric assessment, reviews and treatment.

How do I get help?

For more information or to self-refer:

- **Call:** 020 8548 5550
Mon-Thu 8.15am - 8pm, Fri 8.15am - 5.30pm
- **Visit:** www.richmondwellbeingservice.nhs.uk

Secondary Mental Health Services



People aged 18+ who are known to the service and require ongoing or high level support for their mental health can contact South West London & St George's Trust.

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 visit www.swlstg.nhs.uk or call 020 3513 5000.

Crisis Care

Mental health crisis often means that someone no longer feels able to cope or control their situation. They may feel great emotional distress or anxiety and need urgent help.

How do I get help?

- Contact the person's **GP Surgery** and ask for an emergency appointment with the first available doctor
- Visit your local **A&E department** or call 999 if it is an emergency
- Call the **police** if someone is a danger to themselves or to others
- For patients known to mental health services call the **mental health support line on 0800 028 8000** (Weekdays 5pm-9am, weekends & bank holidays 24 hours).

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

Recovery Hubs

People who feel they are approaching a mental health crisis can access out-of-hours support from Mind recovery.

How do I get help?

Twickenham hub: 32 Hampton Road, Twickenham, TW2 5QB.
(Tuesday-Friday 6-10pm, Sunday 2-8pm)

- Call: 020 3137 9755
- Email: recoveryhub@rbmind.org

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
- Recovery and resilience activities in their Wellbeing Centre
- Peer led support groups across the Borough
- Carers support and information
- Mental health and stress management training for schools and organisations.



How do I get help?

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

Richmond Community Drug & Alcohol Service (RCDAS)

From the 1st of April 2020, RCDAS will provide free and confidential services including:

- Alcohol & addiction workshops, group working and peer support
- Opiate substitution prescribing & access to detox (in/outpatient)
- Access to psychology and psycho-social key working
- Relapse prevention interventions and recovery activities
- Blood tests, harm reduction and needle exchange.



How do I get help?

For more information and to self-refer visit RCDAS at Ilex House, Holly Rd, TW1 4HF or their website: www.RCDAS.co.uk.

Other Support

If you are experiencing suicidal thoughts, feeling down or desperate call: Samaritans 116 123. Under 19s can call Childline 0800 1111. Under 35s can call Papyrus 0800 068 4141.

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**.



Counselling, Sexual Health and Other Support

Off The Record Twickenham provides free, confidential counselling for people aged 11-24, a walk-in information service and a walk-in sexual health clinic on Mondays.

Off The Record
Twickenham

How do I get help?

- Call: 020 8744 1644
- Email: info@otrtwickenham.com

London South West Relate are commissioned to offer free counselling for young people in Richmond.

How do I get help?

- Call: 0333 320 2206
- Email: appointments.londonsw@relate.org.uk

Getting It On. If you are 13-19 years old you can visit www.gettingiton.org.uk to get information & advice or find out about services helping with:

- Sexual health and Relationships
- Mental health and drugs & alcohol
- Healthy lifestyle choices



Chlamydia Screening: Chlamydia infection is the most commonly diagnosed sexually transmitted infection. It is most common in young people and it can cause infertility. If you are aged between 15 and 24 you can access chlamydia screening in select pharmacies across the Borough. The service is free and confidential.

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

Achieving for Children



Achieving for Children provides Council children's services for residents in 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.

Early Years: 0-5

There are five Children's Centres across Richmond, offering health, and early years development support. Find your nearest Children's Centre at www.richmond.gov.uk.

Home-Start

Being a parent is never easy and families can feel alone or isolated.



Home-Start offers compassionate, confidential support to struggling families who have at least one child

under 5, including mums-to-be in the third trimester of pregnancy, families where children have disabilities or developmental delays, or where parents are experiencing emotional or financial difficulties.

How do I get help?

- Call: 020 8478 8500
- Email: info@homestart-rkh.org.uk
- Visit: www.homestart-rkh.org.uk

Special educational needs and disabilities

Information on what support is available across education, health & care and how to access it can be found on the Council's central hub.

How do I access this information?

- Call: 020 8547 4722
- Visit: www.afcinfo.org.uk/local_offer

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 pals.hrch@nhs.net

West Middlesex Hospital
020 8321 6261 wmpals@chelwest.nhs.uk

Kingston Hospital
020 8934 3993 khft.pals@nhs.net

South West London & St George's NHS Trust
020 3513 6150 pals@swlstg.nhs.uk

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.

How do I get help?

- Call: 020 7358 7007
(Monday to Friday, 9am - 5pm)
- Email: Richmond@ch1889.org

As well as NHS Complaints Advocacy, **Cambridge House** are the first point of contact for all advocacy in Richmond.

Healthwatch Richmond

healthwatch
Richmond upon
Thames

Set up by an Act of Parliament, we help shape, challenge and improve local NHS and social care. We have powers to review services and recommend improvements. Share your experiences with us in confidence, to help us take action on the things that matter to you.

How do I get help?

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

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

Richmond Adult Social Care can help with:

- Providing information and advice, access to local services and support for people to stay active in their communities
- Identifying equipment and technology to help you to live independently at home
- Short term intensive support following a hospital stay or health problem to help regain independence
- Long term care and support for people aged 65+ or with additional physical, sensory or mental health needs to help residents stay independent and in their own homes.

How do I get help?

Contact Adult Social Care, Monday to Friday from 9am to 5pm.

- Phone: 020 8891 7971 Text: 07903 738043
- Out of Hours: 020 8744 2442
- Email: adultsocialservices@richmond.gov.uk
- Visit: www.richmond.gov.uk/adult_social_care
- Online Directory: www.careplace.org.uk

Safeguarding Adults and abuse

In an emergency call 999

Safeguarding adults means protecting a person's right to live safely and free from abuse or neglect. If you are suffering from abuse or neglect, or you suspect that someone else is.

How do I get help?

- Call: 020 8891 7971
- Visit: www.richmond.gov.uk/safeguarding_adults

Learning Disabilities, Autism and ADHD



MENCAP provide information & help for carers and people of all ages.

How do I get help?

- Call: 020 8744 1923
- Email: office@richmondmencap.org.uk
- Visit: www.richmondmencap.org.uk

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 partnership of 20 local charities supporting adults to live independently, improve their wellbeing and help them stay connected. CILS supports older or disabled people and carers, people with Alzheimer's, mental health conditions, learning difficulties, neurological conditions and long term health conditions.

CILS Information Navigation provides free and confidential information, advice and support on a range of topics.

CILS Health & Wellbeing provides a range of wellbeing, social & practical support.



How do I get help?

- Call: 020 8831 6464 Text: 07894 215 835
- Email: advice@richmondaid.org.uk
- Visit: www.richmondaid.org.uk

Citizens Advice Richmond

Citizens Advice Richmond provides free, impartial and confidential advice to anyone who lives, works or studies in Richmond. Get information and advice on any issue, including:

- Debt, personal finances and benefits advice e.g. Universal Credit
- Housing, employment and family issues
- EU citizens' rights



How can I get advice?

- Call: 0300 330 2114
(Monday-Thursday, 10am-3pm)
- Visit: www.citizensadvicerichmond.org

Age UK Richmond

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

- Information, advice and support with claiming welfare benefits
- Social & wellbeing support - social centres, exercise classes, IT & technology training, outings, courses & workshops
- Handyperson, housekeeping and gardening service for small jobs.
- Support at home after a hospital stay (requires a referral).



How do I get help?

- Call: 020 8878 3073
- Email: info@ageukrichmond.org.uk
- Visit: 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

Adult Social Care

If you look after someone who needs support because of an illness or disability, whether you or they are an adult or a child, you could be considered a carer. The Adult Social Care team can advise, guide and support you. If you care for a Richmond resident they can carry out an assessment of your needs. Call **020 8891 7971** or visit www.richmond.gov.uk/carers_self_assessment

Carers Hub Service

Richmond Council and the Clinical Commissioning Group also commission the Carers Hub Service through six local organisations, to support all carers, including those caring for someone living outside Richmond. For information call **020 8867 2380** or visit www.richmondchs.org

Richmond Carers Centre

Richmond Carers Centre manages the Carers Hub Service and provides free, confidential information, advice and support to unpaid carers:

- Help navigating services, counselling and wellbeing services
- Regular activities, trips, coffee mornings and social evenings
- Information workshops and learning programme

For help call the Carers Support Line **020 8867 2380**, visit www.richmondcarers.org or email: info@richmondcarers.org



Integrated Neurological Services (INS)

INS provides long-term, professional support for people with neurological conditions including Parkinson's, MS or stroke and their carers. For help call **020 8755 4000** or visit www.ins.org.uk



Addiction Support and Care Agency

For help, advice and support groups for those helping someone who has an or drug addiction call **020 8940 1160** or visit www.addictionsupport.co.uk



Tell Your GP - if they know, they can help you and the person you care for by offering flexible appointments or referring you for help.

Carers services are also provided by Mind (see page 7), Alzheimer's Society and Crossroads Care (see page 16). More information about local carers' services available at www.careplace.org.uk

NHS Health Checks



As we age, we have a higher risk of developing conditions. A free NHS Health Check can help prevent these happening to you by spotting early signs, which means you'll be more likely to enjoy life for longer.

How do I get help?

Speak to your GP or Pharmacist to get a free NHS Health Check.

Diabetes

Know Your Risk for Type 2 Diabetes

Type 2 Diabetes can be prevented or delayed.



How do I get help?

To quickly check your risk of developing Diabetes visit www.nhsdpp.diabetes.org.uk If you're at risk of developing Type 2 Diabetes, your GP can refer you for personalised support including education on healthy eating and lifestyle, help to lose weight and physical exercise. If you have your recent blood test results, you can self-refer:

- Visit: www.preventing-diabetes.co.uk
- Call: 0333 577 3010

Diabetes Book & Learn



In Diabetes Book & Learn you can find education courses, support and information to manage your diabetes well.

How do I get help?

- Visit: www.diabetesbooking.co.uk
- Call: 020 3474 5500
- Email: info@diabetesbooking.co.uk

Smoking Cessation



Smoking is the single biggest cause of preventable death, but research shows that you are up to four times more likely to quit successfully if you use a local stop smoking service.

How do I get help?

- Speak to your GP or pharmacist
- Visit: www.stopsmokinglondon.com
- Call: 0300 123 1044

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

Sexual Health

Sexual health clinics offer free:

- Contraception
- Advice on sexual health, relationships and safer sex
- Smear tests
- Testing & treatment for sexually transmitted infections
- HIV testing, advice and counselling

160 Falcon Road

In addition to general sexual health services they also provide PEP and PrEP monitoring, Chemsex support and walk-in clinics for young people and men who are gay, bisexual or have sex with men.

Connect

Connect is a dedicated sexual health service for people of all ages with learning difficulties or Autism Spectrum Disorder.



The Medical Centre on Holly Road

How do I get help?

- **Call:** 0333 300 2100 (Monday-Friday, 8am-7pm)
- **Visit:** www.shswl.nhs.uk
- **Address:** The Medical Centre, 29-35 Holly Road, Twickenham, TW1 4EA - Walk-in Wednesdays Only

How do I get help?

- **Call:** 0333 300 2100 (Monday-Friday, 8am-7pm)
- **Visit:** www.shswl.nhs.uk
- **Address:** 160 Falcon Road, Wandsworth, SW11 2LN

How do I get help?

- **Address:** Wolverton Centre, Kingston Hospital, Galsworthy Road, Kingston, KT2 7QB (Wednesdays 2-4pm)
- **Call:** 020 8934 3399
- **Email:** khn-tr.wolvertoncentre@nhs.net

SPECTRA



Rapid HIV Test & STI Screening, 1-2-1 Support, Counselling and Mentoring, Social and Therapeutic Groups, Trans Counselling, groups and Peer Mentoring.

How do I get help?

- **Call:** 0800 587 8302
- **Email:** info@spectra-london.org.uk
- **Visit:** www.spectra-london.org.uk/hiv-events

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

Living Well with Dementia

If you have a concern about someone's memory please speak to your GP. They may refer you to the memory clinic at Barnes Hospital.



Dementia is more than just memory loss

It can also affect your concentration, planning, language and mood.

People can still live well with dementia

Although at the moment there is no cure, there are activities that can help with symptoms or slow the progression of dementia, such as puzzles, dancing, music, board games and attending regular social activities. There are also medical treatments and support services.

Reducing risk of dementia

You can reduce the risk of dementia by eating a healthy diet, staying a healthy weight, keeping alcohol to a minimum, stopping smoking, keeping your blood pressure healthy, and being physically active.

How do I get help?

Information about dementia support and services, can be found through your GP or HRCH Community Dementia Practitioners:

- Call: 0208 614 5429/5430
- Email: hrch.dementia@nhs.net
- Website: www.hrch.nhs.uk

Alzheimer's Society

You can find out about all aspects of dementia including the different types; managing behaviours; emotional changes and reducing risk. They also provide 24h support for people with dementia and their carers, to keep independence and improve wellbeing.



How do I get help?

- Call: 0208 036 9570
- 24-hour Talking Point: 0300 222 1122
- Email: richmondscare@alzheimers.org.uk
- Visit: www.alzheimers.org.uk
- Chat: www.forum.alzheimers.org.uk

Crossroads Care Richmond and Kingston

Crossroads run the Caring Café for people living with dementia and their carers to enjoy entertainment or activity in a friendly and welcoming environment on the 1st and 3rd Saturday of every month.



How do I get help?

- Call: 020 8943 9421
- Visit: www.crossroadscareruk.org

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