

Spring
2022

Your Guide to Richmond's NHS, Care & Support

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

We've produced this guide to help you find what you need when you need it.

If you can't find the help you need or the contact details listed have changed, you can call us on 020 8099 5335.

Healthwatch Richmond

Healthwatch Richmond is the independent champion for people who use the NHS or social care. We use your experiences to help make care better and help you find answers to your questions.

Share your experiences with us to make care better or ask us your questions about the NHS or social care:

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

Primary care

Minor illness can generally be self-managed by accessing NHS resources. Visit your practice website or: www.nhs.uk

GPs

GPs should be your first point of call if you need a referral for urgent and specialist treatment, or advice about managing chronic medical conditions. Most practices offer an online consultation service which can direct you efficiently to the care provider you are likely to need.

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 & Diabetic checks
- Lifestyle advice including diet, alcohol use and help with stopping smoking including free nicotine replacement
- Family planning and child and adult immunisations

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.**

You can now get a GP consultation in Richmond from 8am-8pm, 7 days per week. Call your GP practice who can organise a daytime or evening appointment.



You can also use GP Online Services to book routine appointments, renew prescriptions and access parts of your medical record online.

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

Your local pharmacist is highly qualified and can offer expert advice on caring for minor illnesses that could save you a trip to your GP or hospital. Pharmacies provide a range of services including:

At the first sign of an illness, see your pharmacist. Don't wait until it gets worse.



- NHS Health Check – blood pressure, cholesterol or blood glucose testing
- Stop smoking service (select pharmacies)
- Emergency contraception (select pharmacies)
- 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 – £23.80

- Examination, diagnosis & advice
- Scale & Polish
- X-rays
- Emergency care

Band 2 – £65.20

- All Band 1 plus:
- Fillings
- Root canal treatment
- Teeth extractions

Band 3 – £282.80

- All Bands 1 & 2 plus:
- Crowns
- Dentures
- Bridges

Charges correct at March 2022

Finding a dentist

- Call: **NHS 111 if you need emergency or urgent** out-of-hours dentistry.
- Visit: www.nhs.uk to see and compare local dental practices.
- Visit: dentalchoices.org to find a dentist taking on NHS patients
- Call: **NHS England on 0300 311 22 33.**

You do not register with a dentist in the same way as with a GP and you can go to any dentist with NHS appointments available.

People often struggle to find an NHS dentist and we can help, so if you're struggling to find a dentist who can take you on, call Healthwatch Richmond on **0208 099 5335.**



Urgent Care

Most urgent care requests are not accidents or emergencies. 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

If you need urgent, but not life-threatening care you should call NHS 111 before turning up to an emergency department. 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. This will:



- help you get to the most appropriate service such as a GP or Urgent Treatment Centre appointment – when you may not have to attend the emergency department;
- minimise the risk of contracting COVID-19 by helping patients with non-emergency conditions avoid having to wait for hours in waiting rooms.
- give you a shorter waiting time

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

Call: **020 8714 4004**

Opening hours: **8am–8pm**

Queen Mary's Hospital

Roehampton
Roehampton Lane SW15 5PN

Call: **020 8487 6999**

Opening hours: **8am–7pm**

Emergency Care

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, pre-register your mobile phone to contact emergency services:

- **Text the word '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.

The closest A&E departments to Richmond are:

Kingston Hospital

Galsworthy Road
Kingston-Upon-Thames
Surrey KT2 7QB

Call: **020 8546 7711**

West Middlesex Hospital

Twickenham Road
Isleworth
Middlesex TW7 6AF

Call: **020 8560 2121**

**If it's not life-threatening
call NHS 111**



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

Sexual Health

Sexual health clinics, some GP surgeries and pharmacies offer free:

- Contraception (including emergency), free condoms and lube
- Advice on sexual health, relationships and safer sex
- Testing & treatment for sexually transmitted infections
- HIV testing, advice and counselling

How do I get help?

Please note that some services have been suspended due to Covid-19 lockdown restrictions.

- Call: **0333 300 2100**
(Mon-Fri, 8am-7pm)
- Visit: **www.shswl.nhs.uk**
for up to date times.

Mental Health

NHS Richmond Wellbeing Service

Aged 18+ Anxious, low or stressed?

NHS Richmond Wellbeing Service offers a range of free confidential talking therapies and specialist support to help you feel better, including depression, trauma, OCD or worry. The service also provides specialist mental health assessments, medication reviews and treatment.

How do I get help, more information or to self-refer?

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



Secondary Mental Health Services

Crisis Care

Mental health crises often mean 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 your GP practice and ask for an emergency appointment with the first available doctor

Call the Mental Health Crisis Line 0800 028 8000 if you (or someone you are with) is having an acute episode of mental ill-health. Ask for the Coral Crisis Assessment Team, who can come and see you in person in the community within 24hrs, if not sooner. Open to all adults.

Call the Police by dialling 999 if someone is a danger to themselves or others.

Children & young people or parents & carers concerned about a young person's mental health can contact the **CAMHS Crisis Line** on **0203 228 5980**, Mon-Fri, 5-11pm - Sat, Sun or Bank Holidays, 9am-11pm.

If you are calling urgently from a partner agency and require support and direction then please contact the Mental Health Crisis Line on **0800 028 8000**. It is staffed 24/7.



Recovery Hubs

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

How do I get help?

- **Twickenham hub:** 32 Hampton Road, Twickenham, TW2 5QB
Open: Tue-Fri, 6-10pm;
Sun, 2-8pm
- Drop-in may not always be possible **to pre-book email: recoveryhub@rbmind.org** or call: **020 3137 9755**
- Visit: www.rbmind.org/our-services/recoveryhub/

Richmond Borough Mind



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

- Helpline for emotional support (inc. evenings & weekends)
- Low cost counselling and befriending
- Recovery and resilience activities in their Wellbeing Centre
- Peer led support groups across the borough
- Carers support and information (inc. parents and young people)
- Support for Young people

How do I get help?

- Call: **020 3137 9590**
- Email: info@rbmind.org / helpline@rbmind.org
- Visit: www.rbmind.org

Richmond Community Drug & Alcohol Service (RCDAS)

RCDAS provides 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, more information and self-refer?

- Call: **020 3228 3020**
- Email: RCDAS.Referrals@slam.nhs.uk or visit: www.RCDAS.co.uk
- Visit: RCDAS, Ilex House, 94 Holly Rd, TW1 4HF.

Other Support:

If you are experiencing suicidal thoughts, feeling down or desperate call:

Samaritans 116 123

**Under 35s can call:
Papyrus 0800 068 4141**

**Under 19s can call:
Childline 0800 1111**

Children & Young People's Services

Child & Adolescent Mental Health Service (CAMHS)

Richmond CAMHS offers assessment and treatment for people under 18 for a range of moderate to severe mental health problems. Assessment and treatment for those with mild to moderate mental health concerns are delivered by the Emotional Health Service.

How do I get help?

Referrals to CAMHS are made through the Council's single point of access team.

- Call: **020 8547 5008**

Kooth

Online counselling and an emotional wellbeing service for children & young people aged 11-22. Access through: www.kooth.com



Richmond CRUSE

Emotional support for children and adults after a death.



- Call: **0808 808 1677** or leave a voicemail at **0749 5777 401**.
- Email: referrals@cruse-richmonduponthames.org.uk.
- Visit: www.cruse.org.uk

London South West Relate

Free counselling for young people in Richmond.



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

Youth Zone

A wellbeing drop-in service for 12-25 year olds who want to chat, chill, take part in groups and classes or get 1-to-1 support, information or advice. Tue, Wed and Fri 3-7pm.

- Visit: www.rbmind.org/youth-zone

Young carers - support is provided by The Richmond Carers Centre and Richmond Crossroads

Youth services The range of youth services available, including youth clubs: www.richmond.gov.uk/youth

Sexual Health Off The Record Twickenham



Free, confidential **counselling for people aged 11-24**, a walk-in information service and a walk-in **sexual health clinic on Mondays**.

- Visit: otrwickenham.com
- Call: **020 8744 1644** or
- Email: info@otrwickenham.com

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 or healthy lifestyle choices.

Get It

A free and confidential service for young people under 25, to access condoms, lubricant and chlamydia tests.



- Visit: www.getit.org.uk

Achieving for Children

Achieving for Children provides



Council children's services for residents of Richmond. The single point of access team should be your first point of contact if your family needs help with:

- 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
- Visit: 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 six 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 with a child under 5, including mums-to-be, families of children with disabilities or developmental delays, or parents 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 and 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

Skylarks

Offer a wide range of therapies, activities and services for children with additional needs, their parents/carers, and their siblings.

- Call: **07946 646033**
- Email: info@skylarks.charity

TAG Youth Club

A local charity based at Ham Youth Centre for Disabled Young People which provides a fantastic range of activity for disabled children and young people aged 8-25.

- Call: **07557 397934**,
- Email: info@tagyouthclub.org
- Visit: www.tagyouthclub.org

Crossroads Care

Crossroads Care provides high-quality, bespoke and flexible home and community respite care and support services to Parent Carers, caring for children and young people of all ages and disability, including behavioural, emotional and/or medical needs. Their community-based projects include a Saturday Club for children and young people (aged 8-18) with special educational needs and disability, which runs every Saturday during term time.



- Call: **020 8943 9421**
- Email: info@crossroadscarerk.org.uk
- Visit: www.crossroadscarerk.org

Help and Complaints

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 treatment, including information on complaints
- Provide contact details for support groups outside the NHS

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

Local PALS numbers

**Hounslow & Richmond
Community Health Trust**
0800 953 0363
pals.hrch@nhs.net

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

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

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



NHS Complaints Advocacy

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

How do I get help?

- Call: **0300 7900 559**
(Mon-Fri 9am-5pm)
- Email:
wandradvocacy@rethink.org

Healthwatch Richmond

We can help you find up to date



information about how services are working as they adapt to changes resulting from Covid-19. We're also working to improve the things that matter to you. Call us with your questions or to share your experiences with us in confidence:

- Call: **0208 099 5335**
- Email: info@healthwatchrichmond.co.uk
- Visit: www.healthwatchrichmond.co.uk

Social Care

Adult Social Care

Adult care and support comes 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
- Exploring technological solutions, such as devices and apps to help with daily living
- Short-term intensive support after a hospital stay or health problem
- Long term care and support for people aged 65+ or with additional physical, sensory or mental health needs

How do I get help?

Contact Adult Social Care, Mon-Fri, from 9am-5pm.

- Call: **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

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:

Call: **020 8891 7971**
(In an emergency call 999)

Visit: **www.richmond.gov.uk/safeguarding_adults**

Learning Disabilities, Autism and ADHD

MENCAP provide support, advice and services to children, young people and adults aged 8 to 80+ and their family carers.



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

Support in the Community

Community Independent Living Service (CILS)

CILS Health and well-being



is a partnership of 20 local charities led by Age UK supporting adults to live independently, improve their wellbeing and help them stay connected

CILS Information Navigation is delivered by Richmond AID and provides advice and information on a range of areas including housing, health and social care, travel and transport, activities and support in the community, etc.

CILS supports older or disabled people and carers, people with dementia, mental health conditions, learning difficulties, neurological and long term health conditions.

How do I get support?

- 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, family issues and EU citizens' rights



How do I get help?

- Freephone: **080 82 78 78 73**
(Mon-Fri, 10am-4pm)
- Visit:
www.citizensadvice-richmond.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
- Support to improve digital skills
- Handyperson, housekeeping and gardening service for small jobs

How do I get help?

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

Digital Support

When used safely and correctly, technology can make a huge difference to our quality of life, daily living and independence.

Assistive Technology Service

In partnership with Richmond Council, RUILS can:

- Help you identify the type of assistive technology that will support your needs and independence (i.e. a tablet or a voicecontrolled device to do online shopping or connect with friends and family)
- Give you confidence to use your devices and technical support
For info call: **020 8831 6088**
- Email: **dpsupport@ruils.co.uk**



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.



How do I get help?

Information about dementia support and services can be found through your GP. You can also get help from HRCH Community Dementia Practitioners who can assess and discuss your needs, provide Dementia screening, referral and liaison for further investigations and support services. They can also advocate to ensure your views are respected and help and support patients and carers to make future plans.

- Call: **020 8614 5429/5430**
- Email: hrch.dementia@nhs.net
- Website: www.hrch.nhs.uk

Alzheimer's Society

For Expert friendly local advice on all kinds of dementia call

0208 036 9570 or the **Dementia Connect Telephone Support 0333 150 3456**

(Mon-Wed 9am-8pm,
Thu-Fri 9am-5pm,
Sat-Sun 10am-4pm)



Email:

richmondservices@alzheimers.org.uk

- **Factsheets and more:**
alzheimers.org.uk
- **Chat forum:**
forum.alzheimers.org.uk

Crossroads Care Richmond and Kingston

Crossroads runs 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.



- Call: **020 8943 9421**
- Visit: www.crossroadscarerker.org

Carers Support

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.

For an assessment of your needs:

Call: 020 8891 7971 or

Visit: www.richmond.gov.uk/carers_self_assessment



Richmond Carers Centre

Richmond Carers Centre is a local charity providing free and confidential information, advice and support to unpaid carers living in or caring for someone living in Richmond.



- Call the Carers Support Line: **020 8867 2380**
- Visit: www.richmondcarers.org
- Email: support@richmondcarers.org

Carers Hub Service

Richmond Carers Hub Service is made up of local organisations, led by Richmond Carers Centre and contracted to provide services to unpaid carers living in or caring for someone living in the London Borough of Richmond upon Thames.

- Visit: www.richmondchs.org

Carers services are also provided by **RB Mind** (including young people, see page 8) **Alzheimer's Society** and **Crossroads Care** (see page 16).

More information about local carers' services available at:

www.careplace.org.uk

Support in the community

Crossroads Care provides a range of home and community respite care and support services to Carers and the people they care for, of all ages and disability, including behavioural, emotional and/or medical needs, as well as dementia care and palliative care, offering

- Respite Breaks
- Community Support and projects and Specialist Groups/Advice
- Signposting (information/advice)
- Call: **020 8943 9421**
- Email: info@crossroadscarerkerk.org.uk
- Visit: www.crossroadscarerkerk.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 to those helping someone who has an alcohol or drug addiction call: **020 8940 1160** or visit: **www.addictionsupport.co.uk**



Tell Your GP – if they know, they can help

If your GP knows you're a carer they can help you and the person you care for by offering flexible appointments or referring you for help.



Healthy Lifestyle Services

Move for a healthier borough

Find free bitesize exercise videos and curated local and national information, resources and ideas to get active at home and outdoors. For more information visit: **www.richmond.gov.uk** and search for Richmond Moves.

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NHS Health Checks

As we age, we develop a higher risk of conditions like heart or kidney disease and diabetes. If you are 40–74, you may be eligible for a free NHS Health Check. This can help prevent these conditions by spotting early signs, which means you'll be more likely to enjoy life for longer. Anyone aged 14 or over who has a learning disability can also have a free annual health check. **Speak to your GP or pharmacy**, or visit: **www.richmond.gov.uk**

Diabetes

Know Your Risk for Type-2 Diabetes

Type-2 Diabetes can be prevented or delayed. To check your risk of developing diabetes visit:

www.riskscore.diabetes.org.uk

If you're at risk, your GP can refer you for personalised support. If you have recent blood test results, you can self-refer:

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

Diabetes Book & Learn

Find education courses and support to manage your diabetes:

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

Smoking Cessation

Smoking is the single biggest cause of preventable death. Research shows that you are up to four times more likely to quit if you use a local stop smoking service, offering free nicotine replacement therapies and behavioural support to help you quit.

How do I get help?

- Freephone (24 hour): **0800 011 4558**
- Email: StopSmokingteam@richmond.gov.uk

DrinkChecker Richmond

The aim of the website is to support individuals to understand more about alcohol and its effects and to recognise if drinking is harming their health, signposting to advice, support and treatment if necessary.

- Visit: www.richmond.drinkchecker.org.uk/
- Email: info@alcoholhealthnetwork.org.uk

Kickstart your health

Healthy changes start with little changes. Whether you want to lose weight, get active or quit smoking, Better Health is here with lots of free tools and support.

Visit: www.nhs.uk/better-health/



COVID-19

COVID-19 Vaccinations

Vaccinations are our best protection against Covid-19. They are safe and effective and it's never too late to come forward for your first, second and booster vaccination.

To find out about which vaccine you will get visit:

www.nhs.uk/coronavirus-vaccine



To get your vaccination you can:

- Call: **119** (7am-11pm)

Come and Have a Chat: if you have questions about the vaccine, you can walk in to a local site and ask a clinician for more information - with no pressure to get the jab.

You can speak to someone from Healthwatch Richmond on **020 8099 5335**.



NHS Covid Pass

The NHS COVID Pass allows you to show others that you've had a full course of the COVID-19 vaccine when travelling abroad to some countries or territories or domestically.

Access your NHS COVID Pass:

- Download the **NHS app**
- Request a letter online: covid-status.service.nhs.uk
- Call: **119**

Long COVID

Most people who catch COVID-19 don't become severely ill and get better quickly. If you still have symptoms after 12 weeks, you could have Long Covid. The symptoms are wide-ranging and fluctuating, and can include breathlessness, fatigue, 'brain fog', anxiety and stress. Specialist help is available for those that need it. To find out more about these and local services that you can access yourself to help with the symptoms of Long Covid, visit: www.swlondon.nhs.uk/long-covid-recovery