

Section 5

Health Services

Local Health Services work closely with Adult Social Services, Housing, voluntary and other organisations to meet people's long-term health needs. There are many different health care services and support. For example:

- **NHS Choices** www.nhs.uk

A comprehensive information service that helps to put you in control of, and help you make choices about your health, from lifestyle decisions about things like smoking, drinking and exercise, through to the practical aspects of finding and using NHS services in England when you need them.

- **NHS Direct** www.nhsdirect.nhs.uk
Telephone: **0845 4647**

This 24 hour helpline provides health and social care information and advice. An NHS Direct Nurse will advise you on whether you need medical attention and, if you do, how quickly you should get help and where from.

- **Local General Practitioner (GP) Surgery**

This is where you and/or the person you care for will be able to access Primary Care Trust services, e.g. GP, Practice Nurse, attend any special clinics the surgery runs and be referred for hospital services if you need them. Most health care will be provided or arranged by your GP so it is important that you are registered with one.

Services provided or arranged by your GP include:

- Medical advice and treatment;
- Hospital in or outpatient treatment;
- Clinics, such as well-men/women;
- Advice & support if you want to stop smoking;
- Healthy eating;
- Counselling.

Your GP will also be able to direct you / the person you care for to other specific services if you need them:

- **District Nurse** who will assess and provide clinical care and support to the person you care for at home in addition to advising you as their carer;
- **Specialist Nurse** including the Continence Advisor, Stoma Care Nurse, Macmillan/Cancer Support Nurses, Marie Curie Nurses and the Community Matron HIV (Clinical Nurse Specialist);
- **Community Psychiatric Nurse** who will assess the mental health needs of the person you care for and try to meet those needs. They will also look at your needs and provide practical help and information to improve your understanding of mental illness;
- **Therapy Services** including Chiropody, Speech and Language Therapy, Clinical Psychology, Occupational Therapy, Physiotherapy and Rehabilitation;
- **Dental Treatment** can be arranged at home only if it is not possible for the person you care for to visit the dentist. Normal NHS charges apply;
- **Hospital Care** including Accident & Emergency, Minor Injury services, Outpatients Clinics, Day

Surgery, Inpatient Treatment, Falls Service, care and support when the person you care for leaves hospital.

Out of Hours Service—Phone your normal GP telephone number where you will be given details of how to get hold of the Out of Hours team. They will either advise you over the telephone, invite you to a clinic, visit you at home if absolutely necessary, or advise you to go to hospital.

Tell your GP Practice you are a carer

Many carers experience illness or poor health because they are run down, physically and / or mentally exhausted, not eating or sleeping properly.

Tell your GP you are a carer. This may help them work out whether your illness or condition is related to your caring role, or not, and the best way to treat you.

Your GP may also advise you of other support (such as having a **flu jab** or clinics being run that you might benefit from) or offer to refer you to social services for a Carers' Assessment—see section 4.

To register with a GP

Everyone is entitled to receive health care and treatment when they need it. If you are not registered with a doctor you should approach your local surgeries.

If you are not able to find a doctor able to take you on, please contact the Primary Care Support Services on **020 8335 1400**, or visit them at 187 Ewell Road, Surbiton, Surrey KT6 6AU.

Medical Emergencies

If you, or the person you care for, need urgent medical attention, something that can't wait for your GP to deal with, telephone **999** or **112** for an ambulance or, if you can and it's safe to do so, make your own way to the hospital.

Minor Injury Units provide medical treatment for people with minor injuries, such as arm and leg injuries, burns, bruising and grazes, sprains, minor broken bones, bites and stings, foreign bodies in ears and eyes and simple cuts. The units are staffed by specialist nurse practitioners and you will not have to wait for more serious cases to be dealt with first, so are **likely to be treated faster** than if you went to an Accident & Emergency Department.

Hospitals with Minor Injury Units

Queen Mary's Hospital

www.queenmarysroehampton.nhs.uk

020 8487 6999

Roehampton Lane, London SW15 5PN

8am - 7.30pm 7 days per week

Teddington Memorial Hospital

www.richmondandtwickenham.nhs.uk

020 8714 4004

Hampton Road, Teddington, Middlesex TW11 0LJ

8am - 10pm Mon - Fri

8am - 9pm Sat & Sun

Local Accident & Emergency Departments

Kingston Hospital 020 8546 7711

Galsworthy Road, Kingston KT2 7QB
Website: www.kingstonhospital.nhs.uk

St George's Hospital 020 8672 1255

Blackshaw Road, Tooting SW17 0QT
Website: www.stgeorges.nhs.uk

Epsom General Hospital 01372 735735

Dorking Road, Epsom KT18 7EG
Website: www.epsom-sthelier.nhs.uk

Hospital Discharge

If the person you care for is admitted to hospital they may need to have services arranged in order to come home safely. Ask the ward staff to make a referral to the hospital social work team, or contact the Care Manager if there is one already involved.

The charges you may be asked to pay

You and the person you care for will not be asked to pay for any medical treatment unless you choose to be treated as a private patient.

However, there are charges for prescriptions, dental treatment, sight tests, glasses and contact lenses, wigs and fabric support.

Help may be available with these charges, so ask your GP, optician, dentists, or pharmacist for leaflet HC11 'Help with health costs'.

Other general and useful health numbers

Patient Advice Liaison Service (PALS) **020 8547 5535**
Email: leigh.broggi@nhs.net
Website: www.kingstonpct.nhs.uk/pals

For information and advice on community based health services and support provided by Kingston Primary Care Trust.

Smoking Cessation Helpline **0800 085 2903**

For advice and information about support groups to help you quit smoking.

'Walk4Life' Organiser **020 8547 5929**
Website: www.kingston.gov.uk
Email: ccst@rbk.kingston.gov.uk

For information about organised local walks for people of all abilities.

'Bike4Life' Organiser **020 8547 55929**
Website: www.kingston.gov.uk
Email: ccst@rbk.kingston.gov.uk

This free course is led by qualified instructors over 6 weeks. It doesn't matter if you haven't ridden before or don't own a bike, we'll lend you one.

Your Healthcare Kingston **020 8339 8000**
Website: yourhealthcare.org
Email: contact@yourhealthcare.org

Responsible for improving the health of the local people and providing community based health services.