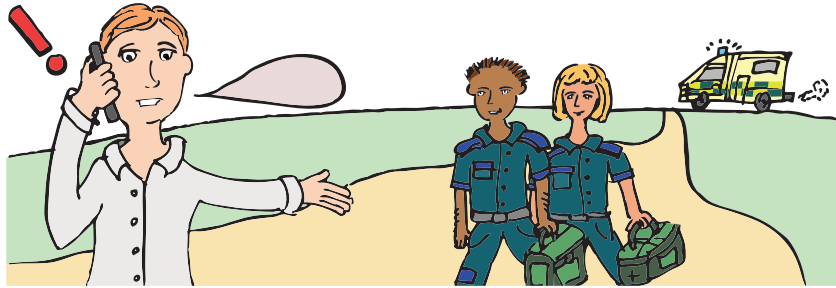




## 999 – When it is a genuine emergency



Always call 999 if someone is seriously ill or injured, and their life is at risk.

**Examples of medical emergencies include (but are not limited to):**

- Chest pain
- Difficulty when breathing
- Unconsciousness
- Heavy bleeding
- Choking
- Having fits or blackouts
- Broken bones

Once you are connected to a 999 operator, you will be asked some questions to find out what is wrong.

Patients will always be taken to hospital when there is a medical need for this. However, ambulance staff now carry out more diagnostic tests and do basic procedures at the scene.

## Comments and Complaints about a service

NHS Hillingdon Clinical Commissioning Group recognises that every person's experience counts and that suggestions and complaints provide valuable insight into services.

If you have a comment or complaint about a GP, dentist, pharmacist or optician, which you feel cannot be resolved locally with the service provider you can contact NHS England using the following details:

NHS England, PO Box 16738, Redditch, B97 9PT

Phone: 0300 311 22 33 Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you have a comment or complaint about a hospital, mental health or community trust, you should contact the service providers' complaints team directly.

If you have a comment or complaint about any other health service provided by Hillingdon Clinical Commissioning Group, please send an email to [behh.complaints@nhs.net](mailto:behh.complaints@nhs.net) or call 020 8966 1059/1065 Monday-Friday 9am-5pm.

**healthwatch**  
Hillingdon

Alternatively you can contact Hillingdon Healthwatch Monday to Friday 9am–7pm on 01895 272 997 or by email at [office@hillingsdonhealthwatch.co.uk](mailto:office@hillingsdonhealthwatch.co.uk).

Hillingdon Healthwatch monitor the boroughs health and social care services you use. They also provide, or can tell you how to obtain information that will help you make choices about health and care services.

# About Hillingdon Clinical Commissioning Group (CCG)

Hillingdon Clinical Commissioning Group (CCG) is made up of all the GP practices in Hillingdon. We are responsible for the planning and design of many of the health services you use in Hillingdon, this includes planned hospital care; urgent and emergency care; rehabilitation care; community health services; and mental health and learning disability services.

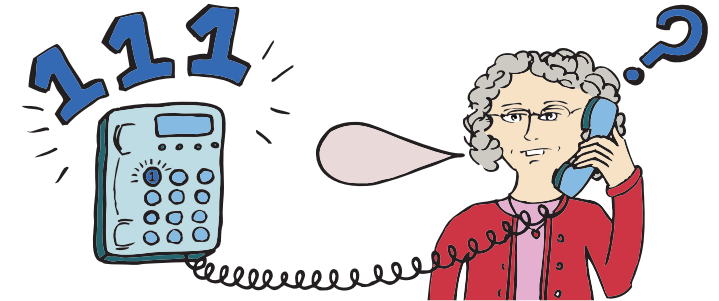
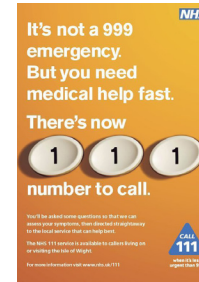
We work closely with Hillingdon Council, The Hillingdon Hospital Foundation Trust, Central and North West London Community Foundation Trust and many community and voluntary organisations, to ensure our patients and carers are always accessing the right care, in the right place and for the right amount of time.



### Get involved:

There are many ways that you can get involved with the work of NHS Hillingdon CCG. You can share your views, volunteer and/or attend our public events which take place four times a year. To learn more about the CCG and the opportunities for getting involved visit [www.hillingdonccg.nhs.uk](http://www.hillingdonccg.nhs.uk) or call 01895 488 188.

# 111 – When it is not a 999 emergency but you need medical help fast



Call NHS 111. It is a free call from your mobile or landline and it's a 24 hour service, open 365 days a year.

You should call the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

### Call NHS 111 if:

- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or advice about what to do next
- You need access to emergency dental care
- You have an emergency or crisis about your mental health

If NHS 111 advisers think you need an ambulance, they will send one to you.

NHS 111 are able to provide telephone translations.

## Your local GP



### Don't wait to be ill, register today with a local GP surgery

If your GP surgery believes you need urgent treatment, a GP (not always your regular GP) will do their best to see you as soon as possible. If your condition is less urgent you can book an appointment for a later date.

#### Why visit your GP?

GPs have access to your medical records giving them a better picture of your on-going needs. They also provide diagnosis, treatment and care for long term conditions such as asthma, diabetes and heart disease as well as:

- Medical tests and prescriptions
- Referrals to hospital specialists and community based services (e.g. mental health, podiatry, physiotherapy, district nursing, rapid response, social and voluntary care)
- GPs will also give priority to children

You will not always need to see your GP face to face and to make things easier for you, where appropriate, will be offered the option of discussing your condition over the phone with your GP.

## Information and Support for carers

If you are a carer of a child, with a disability, who is under the age of 18 you can obtain information through the London Borough of Hillingdon Children with Disabilities Team: call 01895 277880.

If you are under 18 and looking after someone, you can contact the Young Carers Project at Hillingdon Carers: call 01895 811206 or take a look at: [www.hillingdoncarers.org.uk](http://www.hillingdoncarers.org.uk) and click on 'Young Carers'.

If you are caring for an older person you can access help and support through Hillingdon Social Care Direct (see Voluntary Care and Social Care for details) and/or take a look at: [www.hillingdoncarers.org.uk](http://www.hillingdoncarers.org.uk) and click on 'Carers'.

If you have a relative or friend in residential care, you will not be entitled to carer's services from the London Borough of Hillingdon, but there are still organisations that can provide support and information to you such as:

Age UK Hillingdon: call 01895 231841  
Hillingdon Carers: call 01895 811206

There is also information for carers on the London Borough of Hillingdon's website: [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

For help and advice on a range of services and activities, free of charge and means tested, the London Borough of Hillingdon is able to help you find what you are looking for:

The Hillingdon Social Care Direct contact centre support social care needs for adults (including 16-18 years old) you can contact the centre on 01895 556633, by email: [socialcaredirect@hillington.gov.uk](mailto:socialcaredirect@hillington.gov.uk) or visit in person:

2 West 11 at the Civic Centre. Opening hours are 8am-6pm.

For Childcare, Early Years and Family Services call 01895 556644. Opening hours are 9am-5pm.

Adoption and Fostering enquiries can be made by calling 0800 783 1298. Opening hours are 8am-6pm.



# CarePlace

CarePlace is a free directory, providing detailed information and advice about a wide range of local organisations, activities and services across Hillingdon and the neighbouring boroughs.

CarePlace allows you to search for the contact details and description of the organisation or activity you need.

You can search CarePlace by the name of the organisation, the name of the activity, even the day of the week you wish to participate.

Visit CarePlace today at [www.careplace.org.uk](http://www.careplace.org.uk)

### **Making an appointment:**

Don't wait to be ill, familiarise yourself with your GP surgery's appointment system. This will allow you, where possible, to plan in advance. You can also use the space at the back of this booklet to note down your surgeries appointment system, opening times and out of hours instructions.

If you have a complicated problem, ask for a longer appointment when you book.

### **Make the most of your appointment:**

Doctors spend an average of 8-10 minutes with each patient. Once you have an appointment, plan ahead to make sure that you cover everything you want to discuss. Below are some tips on how to make the most of your appointment:

- Before you see the doctor, write a list of your symptoms so that you don't forget them. Write down when they started and what makes them better or worse during a 24-hour period.
- Bring a carer, friend or relative with you. Research shows that we forget half of what we're told by the doctor when we're stressed, so having a friend with you can help.
- Ask your doctor to repeat and explain anything you don't understand. If there are words you don't understand, ask what they mean or get the doctor to write them down so that you can look them up later.

You can usually register with a GP directly with the surgery. For help registering and/or finding your nearest surgery call Healthwatch on 01895 272997 or visit the NHS Choices website: [www.nhs.uk](http://www.nhs.uk)



## When your GP is closed



### When medical attention is needed but your local GP surgery is closed:

**GP Out of Hours:** Call your GP practice and follow the instructions to get in touch with your GPs out of hours service.

**Local Pharmacy:** Your local pharmacy can offer advice and treatment for common problems such as coughs, colds, aches and pains, as well as healthy eating and stopping smoking.

**NHS 111:** Call NHS 111 free from a landline or mobile phone, 24 hours a day, 365 days a year.

**Urgent Care Centre (UCC):**

The UCC is located at the entrance of the Hillingdon Hospital A&E department. Open: 24 hours a day, 7 days a week.  
Call: 01895 279939.

**Mount Vernon Hospital Minor Injuries Unit (MIU):**

Open: 9am to 8pm daily (Closed Christmas Day)  
Call: 01923 844201.

## Urgent Care Centre

The Urgent Care Centre provides a walk-in service for patients attending the A&E department with non-life threatening minor illnesses and injuries that require immediate attention. For less urgent cases, the UCC will help patients access services closer to home. It is staffed by GPs and experienced nurses. If they think you need to see your own GP they will redirect you back to your practice. If you are not registered with a local GP, they will help you find one.

**Hillingdon UCC, Hillingdon Hospital NHS Foundation Trust, Pield Heath Road, Hillingdon, UB8 3NN. Call: 01895 279939**

## Minor Injuries Unit

The Minor Injuries Unit is for patients with less serious injuries (see examples below). You will be treated by experienced nurses who are specially trained in treating people with minor injuries quickly and efficiently. They will contact a senior doctor when necessary. Please note the MIU does not treat children under the age of 4. Also, the unit can only X-ray from shoulder to finger and from knee to toe. Children under the age of 4 and all other X-rays must be attended to at the A&E department at the Hillingdon hospital. No appointment is necessary.

**Mount Vernon Hospital, Minor Injuries Unit, Rickmansworth Road, Northwood, HA6 2RN. Call: 01923 844201**

**Examples of conditions treated at the UCC and MIU are:**

- Cuts, grazes, bruising, burns, scalds, wounds
- Mild head and body injuries
- Removal of foreign bodies from eyes, nose or ears
- Fractures and sprains
- Insect bites or other animal bites