



# Acton Lane Medical Centre

Supporting the Community

Practice Leaflet

Oct 2023

253 Acton Lane, Chiswick, London W4 5DG

T: 0208 8995 5706

## **OPENING HOURS**

8.00 am – 6.30 pm Monday – Friday

**253 Acton Lane, Chiswick, London W4 5DG**

**Telephone 020 8895 5706**

**111 (Out of Hours)**

**Website** [www.actonlanemedicalcentre.nhs.uk](http://www.actonlanemedicalcentre.nhs.uk)

**Please read & keep this leaflet.**

**It contains surgery times and other useful information.**

Acton Lane Medical Centre is a well-established patient-family practice that has operated in this locality since 1992. We are a General Medical Services (GMS) Practice.

Our GPs assess, diagnose, treat, and manage illness. They carry out screening for diseases and promote general health and well-being. Our GPs act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care.

Our GPs also provide the link to further health services and work closely with other healthcare professionals and colleagues. They may also arrange hospital admissions and referrals to other services and specialists and they link with secondary and community services about patient care, taking advice and sharing information where needed. They also collect and record important information from other healthcare professionals involved in the treatment of our patients.

### **Our Vision**

To enhance the health, well-being and lives of those we care for.

### **Our Mission**

Acton Lane Medical Centre aims to provide high-quality healthcare service in a responsive, supportive, and courteous manner. We also aim to provide easy access to a wide range of quality medical services and to treat all patients with dignity and respect, providing the same care irrespective of race, gender, religion, age or medical condition.

We aim to provide a high standard of Primary health care. This includes a multi-disciplinary approach to meet the needs of our community.

The members providing this care for you are:

Dr Akbar Khan, Lead GP

Dr Dahilia Mohamed, (Salaried GP) (female)

Dr Rosa Fernandez Prados, (Salaried GP) (female)

Dr Jaber Ahmed, Sessional GP (male)

Dr Chiu Dong, Sessional GP

Practice Business Manager

Rehana Jabeen

IT Manager

Kenny Odongo

Practice Nurses

Kia Stenberg

Natasha Kola (Nurse Associate)

Diabetes Specialist Nurse

Venetta Norgrove

Healthcare Assistants

Rebecca Nadeem

## ATTACHED STAFF

We also have the following staff that work with and form part of our Surgery's Clinical Team.

**Social Prescribing Link Worker**

We have the services of a Social Prescribing link worker at the practice every Monday/Friday. The main aim of her role is to help people to improve their health and wellbeing by connecting them to activities in the community. Link workers connect those feeling lonely, overwhelmed or in need of help to a range of local support, from community and activity groups to work, debt or housing advice. Please discuss with a GP or Nurse Practitioner if you would like a referral.

### **Rapid Intervention Service (paramedic)**

Our paramedic works alongside our GPs to carry out urgent home visits Monday - Friday.

The GPs will assess whether a visit by the paramedic is necessary on case-by-case basis.

### **Dietitian**

Clinics are held every other month – please discuss any referral with a GP or Nurse Practitioner. In addition, we hold monthly diabetic clinics where the dietitian is available to perform an annual review and provide support.

### **First Contact Physio (FCP)**

FCP's have advanced skills to assess, diagnose, treat and manage musculoskeletal (MSK) problems. This involves seeing patients, without prior contact with their GP, to establish a rapid and accurate diagnosis and management plan. Please contact reception if you would like to book an appointment.

### **Pharmacists**

Our team support those with long term conditions like asthma, diabetes, COPD and high blood pressure. They are also available to complete medication reviews. Please contact reception if you would like to book an appointment.

## **District Nurses**

District Nurses provide care to patients in their homes. They will only visit housebound patients.

## SESSION TIMES OUR OPENING TIMES

Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Saturday	Closed – Appointments can be booked at Extended hub
Sunday	Closed – Appointments can be booked at the Extended hub

We can only accept new patients who live in our practice area (W4, part of NW10, W5).

If you are living within our catchment area, you will be able to register via any of the following methods:

Via the practice website – please go to our website:

<https://actonlanemedicalcentre.nhs.uk/new-patients/>

Via the NHS website – you can also register for our practice directly via the NHS website:

<https://gp-registration.nhs.uk/E85687/gpregistration/landing>

At the practice in person – You can come and visit Acton Lane Medical Centre and fill out the paper GMS1 form and questionnaire; this will need to be submitted to reception for processing

Whichever method you choose; our administrative staff are happy to help with queries you may have regarding the registration process; please do not hesitate to contact the practice on 020 8995 5706 to discuss registration with one of our staff members.

When you register, if you are over the age of 18, we will also ask you to make an appointment to see either the practice nurse or healthcare assistant for a new patient health check. This is important for you as new patients. It gives us the opportunity to obtain important background medical information before your medical records arrive.



## MAKE AN APPOINTMENT?

You can visit the surgery or telephone 020 8895 5706. Our lines are open each weekday from 8.00am to 6.30pm. You may book to see a doctor or nurse of your choice up to 4 weeks in advance.

We keep a number of appointment slots for release on the day. In this way we can provide a service should you need to see a GP on the same day you make an appointment.

These slots tend to be taken very quickly, so it is advisable to book your appointment when we open our lines at 8.00 am. We do understand that it may be difficult to get through, but we are working very hard to answer your calls quickly. Should the telephone message advise you that you are held in a queue, please hold the line and your call will be answered, in order as soon as a receptionist is available.

We have a choice of telephone and face to face appointments available on the day and to pre-book. If you book a telephone consultation, the clinician will phone you and if they need to see you, they will make arrangements for you to come in at a mutually convenient time.

Evening and weekend appointments are available with the HUB. Please speak to reception for further details.

If you should make an appointment and then find that you do not need it, please telephone to cancel your appointment so that we can give it to someone else.

### **Online Applications / NHS App**

Acton Lane Medical Centre makes several appointments available for booking via applications, meaning that an appointment can be made without having to phone in to the practice

### **eConsult**

Contact your doctor online and get help by the end of next working day or sooner. Please visit our website and submit a eConsult form:

<https://actonlanemedicalcentre.nhs.uk/>

## **HOW DO I...**

### **REQUEST AN URGENT APPOINTMENT?**

If you need to see a doctor urgently, please let us know as soon as you can. It is almost always possible to speak to a doctor or nurse practitioner very quickly if it is urgent.

## **HOW DO I...**

### **OBTAIN A HOME VISIT?**

If you need a home visit, please telephone reception before 11 am so that the doctors can plan their visits. The receptionist will ask for brief details of the illness as this helps the doctor assess the urgency of the visit.

## **NURSE SESSIONS**

Our nurses (Kia and Venetta) are available for immunisations, travel vaccinations, chronic disease management, contraception, cervical smears, wound dressings, removal of sutures and lifestyle advice.

## **HEALTHCARE CLINIC**

Acton Lane Medical Centre runs a Healthcare Clinic which is provided by our healthcare assistant, Rebecca Nadeem. Please use this service if you require blood pressure checks, NHS Health Checks, ECG's, spirometry, support for weight management or new patient medicals.

## **OUT OF HOURS**

There will always be a doctor on call for emergencies. To contact a doctor out of hours please telephone NHS 111.

Please only use this service if your problem cannot wait until the surgery re-opens.

## TEST RESULTS

We ask that patients telephone between 11 am to 2 pm and 4.30 pm to 6.30 pm for test results.

All results are assessed by the doctor or nurse practitioner; a receptionist may give the results to the patient to whom it relates or indicate if there is a need to speak to the doctor or nurse. If you require more information than the receptionist is able to give, you will be asked to see or speak to the doctor or nurse.

## CHANGE OF PERSONAL DETAILS

Please inform reception if you change your name, status, address, home or mobile telephone number so that we can update our records.

## REPEAT PRESCRIPTIONS

Repeat Prescriptions must be requested in writing:

- Using the slip on the right-hand side of your prescription or via a letter to the surgery. You may drop this in by hand to the surgery, post it to us.
- Via our online facility (website, NHSApp, Email). Please visit the surgery with photographic proof of identity and a receptionist will be able to provide you with your personal username and password.

If you are on long term medication a doctor or nurse practitioner will need to review this at least once a year. The review date can be found on your repeat medication slip. Please help the clinicians keep a check on your condition by contacting the surgery when requested.

Please only request medication that you need. Wasted medication costs the NHS money that is needed for your care in other areas.

Repeat prescriptions take 48 hours to be issued.

We use the Electronic Prescription Service (EPS) at the surgery which means that all prescriptions are sent to the pharmacy of your choice. Please ask at reception or your local pharmacy for more information.

If you are on long-term medication a doctor or nurse practitioner will need to review this at least once a year. However, if you are taking several medications, you will need a review every six months. If you are taking the contraceptive pill you need to be seen every six months. We will supply one month's emergency prescription if you cannot come in, but you must make an appointment within that month. The review date can be found on your repeat medication slip. Please help the clinicians keep a check on your condition by contacting the surgery when requested.

#### TEXT MESSAGES

You can register to receive information by text message on your mobile phone regarding appointments and health care. If you wish to register for this free service, please fill out a consent form at reception or online at [www.hesamedicalcentre.co.uk](http://www.hesamedicalcentre.co.uk)

#### EDUCATION & TRAINING

Acton Lane Medical Centre is a training practice. We currently have Medical Students from Imperial College and Kings College and Brunel University.

#### CHAPERONE

Please ask at reception or inform the doctor or nurse if you require a chaperone.

#### ACCESS FOR DISABLED

The surgery has access ramps and toilet facilities for patients who use a wheelchair. The surgery has a disabled car park on the side road (Graham Road). Please note there are parking restrictions in the surrounding roads between 1pm and 2pm.

## HEARING LOOP

A hearing loop is available in reception.

## VISUALLY IMPAIRED PATIENTS

If any assistance is required, please make the receptionist aware. Guide dogs are welcome at the surgery.

# OTHER SERVICES AVAILABLE

## SEXUAL HEALTH AND PREGNANCY

### **Chlamydia Screening**

Sexual health screening is available to patients age 14 - 25 years who have no signs of infection. Common sexually transmitted infection can be screened for without the need for an examination. Please ask the practice nurse for further information.

### **Cervical Smears**

A cervical smear is recommended every 3 years for women from age 25 to 49 and every 5 years for women aged 50 - 64 who have ever been sexually active. Please make an appointment with a practice nurse or, if you prefer, with one of the doctors

## **Antenatal Care**

The midwife does her antenatal clinics at the Children's Centre attached to the Glenbrook School. Please make a doctor's appointment to receive a referral.

## **Post-natal Care**

All new mums will be invited to have a 6 weeks' post-natal check. Babies will have a developmental check at the same time. Please contact the surgery for a triple appointment for you and your baby.

## **HPV Vaccine**

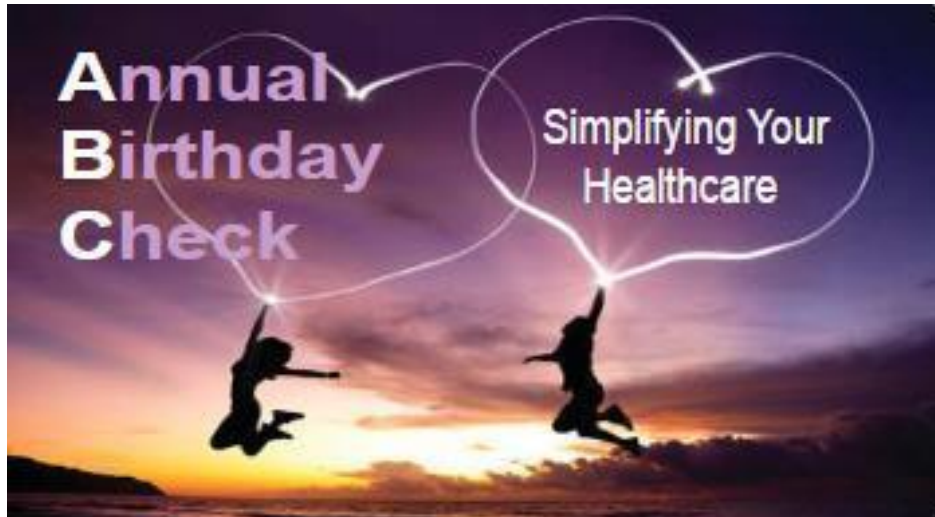
The HPV Vaccine is available to girls between the ages of 12 to 18years offering vital protection against cervical cancer. Girls between 12 and 13 will be vaccinated at school, older girls can book an appointment at the surgery with the nurse.

## **Contraception**

The HPV Vaccine is available to girls between the ages of 12 to 18years offering vital protection against cervical cancer. Girls between 12 and 13 will be vaccinated at school, older girls can book an appointment at the surgery with the nurse.

## **Emergency contraception**

Acton Lane Medical Centre offers a confidential emergency contraception service. This service is available on a daily basis. The 'Morning After' pill is effective if taken during the 72 hours after you have been at risk. You can speak to our receptionists in absolute confidence to make an urgent appointment.



If you have been diagnosed with:

- |  |  |
|--|--|
| <input type="checkbox"/> High Blood Pressure         | <input type="checkbox"/> Asthma                              |
| <input type="checkbox"/> Diabetes                    | <input type="checkbox"/> COPD (Smoking Related Lung Disease) |
| <input type="checkbox"/> Kidney Disease              | <input type="checkbox"/> Dementia or Alzheimer's Disease     |
| <input type="checkbox"/> Heart Disease Mental        | <input type="checkbox"/> Epilepsy                            |
| <input type="checkbox"/> Health Problems             | <input type="checkbox"/> Vascular Disease                    |
| <input type="checkbox"/> Stroke or Mini Stroke (TIA) | <input type="checkbox"/> Rheumatoid Arthritis                |

then we would like to offer you an annual comprehensive review of your condition(s) and medications in the month of your birthday. This will be mostly nurse-led. Most people will need to have a urine test and a blood test with the healthcare assistant a week before the review. Please speak to reception about booking your ABC appointment.

### **Patients with Thyroid Problems**

If you have no other ongoing medical issues you will only need to have an annual thyroid blood test with our health-care assistant in the month of your birthday. The doctor will contact you regarding any dosage changes to your medication.

### **Arranging Your Annual Check**

Please telephone after 11 am when we are less busy.

If you intend to discuss this at the reception desk please be patient, we may ask that you leave your contact details so we can contact you at a more convenient time

### **Child Health Surveillance**

The doctors carry out developmental checks by arrangement for infants' around 6-8 weeks of age. Routine childhood vaccinations are carried out by the practice nurse by prior appointment.

Parental permission is required for all vaccinations. If a parent or guardian is arranging for another responsible adult to bring the child for immunisation, this must be discussed with the nurse prior to the immunisation and consent must be provided in writing.

### **Chronic disease management**

The doctor or nurse carries out regular reviews of patients with chronic diseases such as asthma, diabetes, heart disease, COPD or cancer. You will be monitored regularly and be invited for a full review once a year.



## **Flu Vaccinations**

Influenza immunisation protects effectively against 'true' influenza. This vaccination is offered to all patients aged 65 and over and those less than 65 years with any long-term condition such as asthma, diabetes, and heart disease and COPD, as well as pregnant women and those on long term steroids or immunosuppressants.

This service is available from the beginning of October each year. Any patient fulfilling any of these criteria should contact the practice nurse to discuss having a routine vaccination each winter.

## **Pneumococcal Vaccinations**

Pneumococcal vaccination is offered to all children as part of the routine immunisation programme; however it is also offered to all patients aged 65 years and over and those less than 65 years with a long term condition. For most patients it is a single injection, but certain groups of patients may require a booster after 5 years.

## **Shingles Vaccination**

A Shingles vaccine is offered to adults aged 70 or 78 years old.

## **Travel Vaccinations**

These are available by appointment with the nurse. You will be required to complete a health questionnaire before your appointment in order to provide the nurse with as much information as possible. Please contact reception for further information at least 6 weeks before you intend to travel.

There are a number of travel vaccinations provided by the NHS, however vaccines such as Rabies, meningitis ACWY, Japanese, encephalitis and tick borne encephalitis are not provided under the NHS and therefore will incur a fee for the vaccine and administration.

Please discuss your requirements with the practice nurse or contact reception for a price list.

## **Smoking Cessation**

Please contact Stop Smoking London Team on 0300 123 1044 (Free) if you would like support to stop smoking.

## **Private Medicals and Forms**

All non-NHS work such as holiday cancellation forms, To Whom It May Concern letters, private medical examinations/certificates etc, will incur a fee.

If you require any of these services, please contact reception as you may need to book an appointment outside normal surgery hours.

## **Private Referrals and Prescriptions**

If you wish to see a consultant privately you must discuss the matter in advance with your GP who will provide a referral letter if appropriate.

Prescriptions from private consultants will not automatically be provided on an NHS prescription.

## **Fit Notes**

Self-certification forms for the first week of your illness are available from your employer or the surgery. If you remain unfit to work after this time a doctor's note may be required by your employer. Please make an appointment to see the doctor for this.

Private medical certificates for periods of time less than one week can be requested from the doctor. There is a fee payable for this certificate.

## **Dietitian**

The dietitian is here every other month and can be seen by appointment if referred by the doctor or practice nurse. The dietitian also attends our monthly diabetic clinic.

## **Family Planning**

Advice on all forms of contraception is given and coils are fitted at the surgery.

## **Young People Services**

While we prefer to see young people with their parents, we are willing to offer a confidential and sympathetic consultation to any young person if requested, to offer advice about emotional development, contraception, health education, or any health-related problem. Please make an appointment with the doctor or nurse.

## **HOW TO BENEFIT MOST FROM THE SERVICES WE OFFER**

### **Patient Participation Group**

Patient groups have been set up at a number of practices in our locality and are seen as a very effective way to involve local people in the decision-making of the services of their practice. They are made up of a small cross-section of the patients and staff within that practice. Our group has now been running since March 2014 and has a few volunteers but would like to hear from anybody who is interested in joining the group particularly for those families with young members. The meetings are currently held bi-annually, at the practice. For more information, you can contact the practice managers on the surgery number.

### **Suggestions or Complaints**

We are keen to hear your views about our services and welcome any suggestions you might have on how we can improve.

From time to time we distribute questionnaires to learn your views about the services offered by the practice. Please help by returning your completed questionnaires to reception promptly.

Please also complete the national survey if you receive one.

## **How to complain**

If you have a complaint or concern about the services that you have received from the doctors or staff working for this practice, you are entitled to ask for an explanation. We operate an internal complaints procedure to deal with your complaints. Your complaint should be in writing and addressed to our practice manager, who will ensure that it is investigated thoroughly and as speedily as possible.

We must ensure strict adherence to the rule of confidentiality and cannot provide confidential information without appropriate authority if you are not the patient in question.

We take all complaints seriously and following each incident, we consider the implications raised and may discuss them at practice meetings for training purposes and the application of lessons learned. All details of your complaint and actions taken to investigate and resolve it will be logged by the practice.

## **Access to Patient Records**

All our current records are held on computer. Patients can be assured of complete confidentiality. Your rights are also protected under the Data Protection Act and General Data Protection Regulations. Patients may request access to their medical records under this Act and all requests must be in writing. Please contact reception for further information.

## **Freedom of Information Act 2000**

Please see separate Freedom of Information Act 2000 leaflet that is available in the surgery for further information.

## **Summary Care Records**

If you require an information leaflet or decide not to have a Summary Care Record, please contact reception or visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk).

# PRACTICE CHARTER

## **What we will do for you**

always treat you with courtesy and respect; we value your tolerance and patience when we're working under pressure

discuss your care and treatment with you

refer you to a specialist acceptable to you (within the limits of the services available in this area) when your GP thinks that it's necessary

respect your right to confidentiality

provide our patients with an environment which is comfortable, relaxing and friendly

ensure that all staff have the competency to deliver the required standards of care

respond to feedback from our service users, their families, other health professionals and our staff

continuously seek ways in which our services can be improved.

## **What you can do for us**

treat us with respect and courtesy at all times. We know that sometimes if you are worried, this is not easy; however, we do have a policy of zero tolerance against violence and abusive or threatening behaviour

tell us if you are unsure about the treatment, we are offering you

keep your appointments at the surgery and let us know as early as possible if you are unable to do so – there are always other patients waiting for cancellations

only order repeat prescriptions for those medications that you need – many medicines are wasted

allow at least 48 hours for us to process your repeat prescriptions

inform us of any changes to your address and/or phone number so that we can keep your records up to date

tell us about complaints or misunderstandings as soon as possible to allow us to deal with them

We know that surgery waiting times are sometimes not acceptable to you and so we are constantly trying to find ways of improving our system. Occasionally the doctor on duty has to deal with an emergency during surgery and we will always tell you when this is the case and give you the opportunity to go away and arrange a time for you to come back.

We are grateful for your goodwill and thanks when you are pleased with our care and service.

### **Confidentiality**

As part of our commitment to patient care, we have to record personal information. This is to ensure that we have accurate historical and current information so that you receive the proper care and treatment.

Everyone working at the practice has a legal duty to keep information about you confidential.

### **Zero Tolerance against violence**

For the safety of staff and patients, this practice has a Zero Tolerance Policy in respect of violent, aggressive or threatening behaviour by patients or their relatives to practice personnel or other patients. In extreme cases we may summon the police to remove offenders from the practice premises. Any patient who abuses this policy may be removed from the practice list.

# SELF MANAGEMENT OF COMMON AILMENTS

Many conditions get better on their own and can be treated successfully at home. Your pharmacist may be able to help you with these and advise about medicines that you can buy over the counter.

## **Backache and Strains**

Many acute strains and backache will settle without medical intervention over a few days or weeks. Staying mobile improves recovery and using simple pain relieving measures such as ice, heat and over the counter pain relief medication. If the symptoms persist or get worse, please contact the doctor.

## **Burns and Scalds**

Taking the heat away from the skin as soon as possible is the most important factor. Apply large quantities of cold water immediately, for up to 15 minutes if necessary. If the skin is unbroken but blistered, apply a loose dry dressing after this cooling. If the skin is broken, or if the area of the burn is larger than 10-12 centimetres diameter, further advice should be sought.

## **Colds and Flu-like symptoms**

Colds usually start with a sore throat, temperature and aches, coughs and runny nose. They are caused by viruses and antibiotics are of no use in treating them. Treatment consists of drinking plenty of fluids and taking recommended doses of Paracetamol for temperatures and aches.

If symptoms are associated with shortness of breath, then further advice should be sought.

## **Diarrhoea & Vomiting**

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having nothing solid to eat for 24 hours. If the diarrhoea contains blood or there is a severe pain or high fever you should discuss it with your doctor. Diarrhoea and vomiting in small babies and

young children should be treated with caution and the doctor will be happy to advise you about this over the telephone and arrange to see you if necessary.

## **Head lice**

These creatures prefer clean hair and are not a sign of poor hygiene. Medical shampoos can be obtained from the chemist without a prescription. You can also buy a nit comb from your chemist which is particularly effective when used on hair which has been coated with conditioner.

Advice leaflets are available from pharmacists, school nurses or the surgery.

## **Insect Bites and Stings**

Most of these need no treatment. Antihistamine tablets can be obtained from the chemist without prescription and will relieve most symptoms.

## **Nose Bleeds**

Sit on a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about ten minutes by which time the bleeding usually stops. If the bleeding continues, consult your doctor.

## **Sprains**

First apply a cold compress containing ice for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until the discomfort has subsided.

## **Sunburn**

With sunburn, prevention is better than cure. Use 'High Factor' sun creams before exposure, especially on children. Short term over exposure to sun can cause burning. The skin becomes hot, red and painful. After a few days the burnt skin may peel. A cool shower or bath will help. Soothing creams such as aqueous cream will help and Paracetamol will help with the pain.

If vomiting, fever and headaches occur this may be due to sun stroke. If this occurs, please make sure you have plenty to drink to prevent



dehydration. Paracetamol or ibuprofen will help to ease headaches and fever. Please see your doctor if your symptoms are not settling.

# Which health service should you use?



For common ailments and illnesses such as <b>sore throat, grazed knee, diarrhoea or indigestion</b> . <b>Top tip:</b> Keep a medicine cabinet at home stocked with items like pain relief, plasters and cold medicines.	<b>SELF CARE AT HOME</b>	
For advice on conditions such as <b>headaches, aches and pains</b> or an <b>upset stomach</b> . <b>Top tip:</b> Pharmacists recommend over-the-counter treatments and advise if you need to contact your GP practice.	<b>PHARMACY</b>	
If you have symptoms that don't go away, such as <b>ear ache, back pain</b> or <b>ongoing health concerns</b> . <b>Top tip:</b> Use online or phone consultations if possible, to save surgery appointments for those who need them most.	<b>GP PRACTICE</b>	
For <b>urgent medical help that isn't an emergency</b> . 111 can direct you to the right service such as Urgent Treatment Centre. <b>Top tip:</b> You can access 111 online at <b>111.nhs.uk</b>	<b>111.NHS.UK OR CALL 111</b>	
For <b>minor conditions</b> such as <b>sprains, strains, broken bones, minor burns</b> and <b>wounds</b> . Attend an Urgent Treatment Centre at St. Mary's Community Health Campus in Portsmouth, Gosport War Memorial Hospital or Petersfield Hospital.	<b>URGENT TREATMENT CENTRE</b>	
For <b>life-threatening emergencies only</b> such as <b>loss of consciousness, severe chest pain, breathing difficulties, stroke</b> or <b>heavy bleeding</b> that cannot be stopped. Our nearest Emergency Department is at Queen Alexandra Hospital.	<b>EMERGENCY DEPARTMENT OR CALL 999</b>	

# USEFUL TELEPHONE NUMBERS

<b>Charing Cross Hospital A&amp;E</b>	<b>020 3311 1234</b>
Fulham Palace Rd, London W6 8RF	
<b>St Mary's Hospital A&amp;E</b>	<b>020 3312 6666</b>
Praed St, London W2 1NY	
<b>Northwick Park Hospital A&amp;E</b>	<b>020 8864 3232</b>
Watford Rd, Harrow HA1 3UJ	
<b>Social Services</b>	<b>020 8825 8000 (Adult and Children Services)</b>
<b>PALS</b>	<b>020 8967 5653</b>
(Patient Advice & Liaison Service)	
<b>Out of Hours number</b>	<b>111</b>
<b>(when surgery is closed)</b>	
<b>NHS Dentist (Lim Dental Practice)</b>	<b>020 8992 4208</b>

## NEAREST PAEDIATRIC A&E HOSPITALS

**St Mary's Hospital**

**020 3312 6666**

Praed St, London W2 1NY

**Northwick Park Hospital**

**020 8864 3232**

Watford Rd, Harrow HA1 3UJ

**Chelsea and Westminster  
Hospital**

**020 3315 8000**

369 Fulham Rd, London SW10 9NH

**Hillingdon Hospital**

**01895 238282**

Field Health Rd, Uxbridge UB8 3NN

## LOCAL PHARMACIES

**Alisha Pharmacy**

257 Acton Lane

Chiswick

London

W4 5dg

**T: 020 8994 5177**

**Zahra Pharmacy**

72 High St

London

W3 6le

**T: 020 8993 8499**

**Churchill's Pharmacy**

202 Chiswick High Rd

Chiswick

London

W4 1pd

**T: 020 8994 0229**