

Queens Road Partnership
Local Care Navigator

Use the Right Service



Minor cuts and grazes
Bruises and minor sprains
Coughs and colds

Self Care

Stock your
medicine cabinet

Visit www.NHS.uk



Minor illnesses
Headache
Stomach upsets
Bites and stings

Pharmacy



Feeling unwell?
Unsure?
Anxious?
Need help?

NHS 111



Persistent symptoms
Chronic pain
Long term conditions

GP Advice

Out of Hours call 111



Choking
Chest pain
Blacking out
Serious blood loss

A&E or 999

Emergencies only

QRP Local Care services Navigator

Lewisham GP extended access service

You can book an appointment to see a GP here 7 days a week from 8am to 8pm including bank holidays through our reception team.

Lewisham Hospital, Lewisham High- Street – Follow signs to the Ambulatory Care Unit.

Urgent care centres (UCC) or SELDOC

If you need to be seen quickly and cannot wait for a next available appointment at the surgery, but you **do not** have life-threatening illnesses or accidents, you can ‘walk into’ these centres and see a GP. No appointment needed.

Guys UCC –

Guys Hospital Great Maze Pond London SE1 9RT. Ground floor, Tabard Annexe. Open 7 days a week all year 8am -8pm (Please note last patient booked in at 7pm depending on demand)

Lewisham UCC – Open 24 hours a day 7 days a week all year.

Kings College Hospital UCC –

Open 7 days a week all year 8am-1am.

Queen Elizabeth Hospital UCC –

Stadium Road Woolwich SE18 4QH. **Tel 0208 836 6846**. Open 24 hours a day 7 days a week all year

Seldoc Out of hours –

Seldoc offer out of hours GP services from 630pm to 8am 7 days a week all year. **Tel 0208 693 9066**. They offer telephone appointments , face to face appointments at Lewisham and Dulwich community hospitals in addition to a visiting service if required.

Eye Care

Domicilliary Eye care – If you are unable to access a local community optical practice due to a mental or physical disability there are a number of visiting opticians. Simply go to this address page <http://www.lslloc.org/> and click on 'local practices' tab on the right hand side to be able to select a visiting optician. Alternatively, you can call **Homesight - 0800 080 6095** and **Specsavers 0800 198 1132** for mobile services

Lambeth Lewisham and Southwark Minor Eye Conditions Scheme

– This self referral service allows patients to access NHS treatment for a range of eye conditions. Instead of having to visit hospital for treatment, you can now be seen by a highly trained optometrist based in a local optician's practice. The aim of the scheme is to allow all patients to be able to access treatment quickly, near where you live and work. Appointments are often available within two days, and many of the practices offer appointments at weekends.

For participating practices simply go to this address page <http://www.lslloc.org/> then click on the 'minor eye conditions scheme' tab on the right of the page selecting 'participating practices'.

If you have a red eye, a sticky eye (difficulty opening your eye or yellow discharge), a watery eye (excessive tears), pain or discomfort in or around the eyes, or recent onset or sudden increase of flashes of light or floating objects in your vision this service is suitable and you can self refer.

If you are unsure whether your eye problem requires medical attention, please call one of the participating practices who will be happy to advise you.

If you are suffering from significant pain, a sudden loss of vision in one or both eyes, chemical burns or a penetrating injury then you should seek Emergency eye care.

Emergency Eye care

Moorfields Hospital 162 City Rd, London EC1V 2PD. Tel 020 7566 2345 (in hours) 0207 253 3411 (out of hours) Walk-in casualty eye service. Open 9am to 4.30pm Monday to Friday. Otherwise attend directly out of these times to Moorfields A+E (open 24hrs). Please note Moorfields is an A+E unit for eyes only.

St Thomas Eye casualty - Eye department, South Wing, Stairwell C. Walk-in casualty eye service. Open 8.45am to 4pm Monday to Friday. Otherwise you can attend directly out of these times to St Thomas Hospital A+E or indeed any local A+E directly such as Kings College Hospital.

Pregnancy and Gynaecological care

St Thomas Early Pregnancy and Gynaecology Unit

St Thomas Hospital 8th floor North wing. Tel 0207 188 0864. Monday - Friday: 8.30am-6.30pm. Weekends and bank holidays: 9.30am - 3.15pm This is a nurse-led, specialist unit for women who need emergency care for a problem of early pregnancy (up to 18 weeks into), such as pain, bleeding or severe vomiting. They accept self referrals and provides a walk-in, so you do not need an appointment.

Antenatal day assessment unit

St Thomas Hospital 7th floor, North Wing Tel: 020 7188 1722 /1723 8am-8pm every day (except closed Christmas day)

For pregnant women who are 18 + weeks pregnant and booked into Guys and St Thomas. should attend the ADU if:

- your baby is less active than usual
- your blood pressure is raised or there is protein in your urine (the midwife or GP will spot this)
- you are having severe itching during pregnancy
- you think your waters may have broken
- you have an urgent problem such as vaginal bleeding or abdominal pain
- you are having labour pain (contractions).

Lewisham Hospital Early Pregnancy Assessment Unit (EPAU) Tel 0208 333 3000. Open 830am-12pm Mon-Fri (excluding Bank Holidays). For this service you can attend A+E directly who will send you to the Unit or if you call the surgery we can generate a referral form for you.

Lewisham Hospital Maternity Helpline -Dial 020 8836 4491 to speak to an experienced midwife every weekday from 10am-5pm. The helpline aims to provide information, advice or support in any of the following areas:

- pre-pregnancy (preconception)
- Pregnancy or antenatal care
- Birth, place of birth
- Breastfeeding
- Postnatal care
- Neonatal/baby care
- Becoming a new parent
- Information on local services
- Information on Trust service and facilities

Kings college Hospital Early Pregnancy Assessment Unit (EPAU)
Suite 8, Third Floor, Golden Jubilee Wing. Tel 0203 2993168 . Open 9am to 12pm Monday to Friday. This is a walk in service so you need no appointment, simply attend the unit.

Please note if you are pregnant with any antenatal concerns such as reduced baby movement, bleeding or abdominal cramps and your preferred service is not available to please attend your local A+E at your local hospital promptly as obstetric care is accessible via A+E.

New Pregnancy -

No need to wait for a GP appointment – Hospitals now offer self referrals.

Lewisham Hospital - You can self refer to the antenatal service in Lewisham Hospital. Call 02030493530 9am to 5pm Monday to Friday.

Kings College Hospital - Simply complete the following online form:

<https://www.kch.nhs.uk/forms/kchantenatal>

Guys St Thomas Hospital -

Complete the 'maternity referral form' available here:

<http://www.guysandstthomas.nhs.uk/our-services/maternity/overview.aspx>

Direct booking Abortion service -

Call directly on **0845 3459911**. 8am to 8pm Monday to Friday. The lines do get busy at times and you will have the option of leaving a message. Please do leave a message and a contact number. An answer-phone service is available 24 hours a day, 7 days a week. The answer phone service is confidential. A member of staff will get back to you as soon as possible; this may be the next working day if you ring after they close. They are happy to ring mobiles and they do not leave messages saying they have called.

Sexual Health

For quick contraception and general sexual and reproductive health advice and treatment for men and women of all ages, including young people under 16 you can visit the following centers. Most clinic sessions are walk-in clinics so no appointments are necessary. The Waldron clinic is the closest but there are others listed below.

Most pharmacies provide **Emergency Contraception** as well.

Waldron health Centre Clinic -

Suite 8, 2nd Floor, Amersham Vale SE14 6LD

Tel 0203 049 3500.

Monday: 10am-4pm for walk-in services and 5-7pm for appointments which can be booked from 10am on the day*

Tuesday: 10am-4pm for walk-in services and 5-7pm for appointments which can be booked from 10am on the day*

Wednesday: 2-4pm for walk-in services and 5-7pm or appointments which can be booked from 10am on the day*

Thursday: 10am - 1pm for appointments bookable in advance and 2pm - 4pm for walk-in services and 5pm-7pm for appointments bookable on that day*

Friday: 10am-5pm for walk-in appointments

Saturday: 10am-2pm for walk in appointments

* appointments can be made in person or by phone to the clinic
0203 049 3500

Brook Southwark (service for under 25's only) walk in service –

1 Amelia Street, London SE17 3PY Tel: 020 7703 9660 Web: <http://www.brook.org.uk/london> . Monday to Friday 1pm to 6pm. Saturday 1pm to 4pm.

Camberwell Sexual Health Clinic walk in service -

Ground floor, 94-104 Denmark Hill, London SE5 9RS Tel: 020 3299 5000 .

Monday to Tuesday 9am to 7.30pm. Wednesday 1pm to 7.30pm. Thursday to Friday 9.30am to 7.30pm. Saturday 9.30am to 10.30am appointment only.

Lloyd Clinic walk in service -

Guy's Hospital 2nd floor, Southwark Wing, Guy's Hospital, London SE1 9RT. Tel: 020 7188 6666

Monday 8am to 6pm. Tuesday 8am to 3pm. Wednesday 12.30pm to 6pm. Thursday 8am to 6pm. Friday 8am to 5pm.

Walworth Road Clinic walk in service -

157 -169 Walworth Road, London SE17 1RY Tel: 020 3049 4006

Monday 9.30am to 6pm. Tuesday 9.30am to 6pm. Wednesday 1pm to 6pm. Thursday 9.30am to 6pm. Friday 9.30am to 4pm.

Self test Chlamydia kits Young people between 16 and 24 years old can order a FREE NHS Home Chlamydia Test available on line at <https://www.checkyourself.org.uk/order-a-test-kit/>

Also a useful website for advice around topics such relating to sex, relationship and contraceptive services for young people in Lewisham is; <http://www.kisp.org.uk/>

Urgent Dental Care

Guys Dental Hospital Great Maze Pond SE1 9RT. Tel 0207 188 7188. Open 9am to 5pm Monday to Friday

Kings College Acute Dental Care. Tel 0203 299 9000. Open 8.30am to 12.30pm Monday to Friday. Registration starts at 8am. The clinic closes for new registrations when they are full. Closed on Bank and Public Holidays.

Please note if you have a regular NHS dentist and need urgent treatment do contact your dentist for advice first if possible otherwise if you do not have a regular NHS dentist, you can contact **NHS 111**. They can give you details of out-of-hours dental services in your area.

Mental Health Care

Lewisham IAPT (Improving Access to Psychological Therapy) self referral -

If you need someone to talk to, feel you need counselling or are low in mood and keen on psychological therapies the following link;

<https://slam-iapt.nhs.uk/lewisham/accessing-the-service/> is where you can complete an online self referral form OR simply call the team on 0203 049 2000 Monday to Friday 9am to 5pm.

Crisis Team -

The mental health emergency crisis teams reside in all A+E departments so attend you local A+E or you can call them on 08007312864.

The Samaritans helpline: 08457 909090. open 24 hours a day , 365 days a year. You can talk through your difficulties over the phone if you are feeling distressed.

Child and Adolescent Health

www.kooth.com provides free online support and counselling for young people in Lewisham and for vulnerable groups of young people in Lewisham.

<https://www.family-action.org.uk/> Family Action works to tackle some of the most complex and difficult issues facing families today – including financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol problems. Local focus groups are coordinated by this organisation.

Child line: 0800 1111. provides support to children and young people over the phone or through monitored internet messages.

www.youngminds.org.uk helpful website for young people experiencing mental health difficulties and their parents. They have a parent line open Monday – Friday 9.30 am – 4.00pm, 0808 8025544 free for mobiles and landlines as well as an e mail parents@youngminds.org.uk. They aim to respond within 3 days.

<http://www.psg.org.uk/> PARENT SUPPORT GROUP (PSG) works with parents, carers and young people. There is a Helpline and support and counselling and drop ins and residential workshops

Health visiting 020 30492269

Baby clinics	Day	Time
Waldron HC	- Tuesday	1300 -1445
Waldron HC	- Wednesday	1200-1330
Honor Oak HC	- Tuesday	1300 - 1515
St Johns MC	- Tuesday	1300 -1445
Rushey Green Group Practice	- Tuesday	1100-1300

School Nursing self referral service -

The department delivers a universal early intervention service for all children aged 5-16 years in the school and community setting including:

- Weight management run by Mytime Active

The School health Service offers a weight management programme to children aged 5 to 12 who are resident or attending any state school in London Borough of Lewisham. The weight management programme called MEND.

- Safeguarding: assessing and promoting the health needs of vulnerable children
- Early intervention: includes giving support and advice on issues that can impact on emotional health and well-being for example bullying & peer pressure
- Sexual health advice
- Enuresis (bedwetting) clinic aged 7-16 years
- Immunisations - HPV, Meningitis ACWY vaccination & teenage booster, flu vaccination for primary school years one and two as well as Human papilloma virus vaccine (HPV) for girls in year 8.

You can self refer into the above by simply calling the School nursing team on 020 3049 5083.

Health and Social Care

District Nursing and Social services Single Point of Access - If you need support for yourself as the patient or as a carer simply call 0208 314 7777 9am -5pm Monday to Friday to gain support. When they have discussed your situation with you they may be able to provide some services straight away, for example, equipment and minor adaptations at home, intensive short-term support at home or advice.

Safe and Independent Living (SAIL) – This service available to Lewisham and Southwark residents which aims to offer more help and support those over 60 years of age with problems such as social exclusion, financial problems, safety concerns and much more. It is a quick and simple way to access a wide range of local services to support older people in maintaining their independence, safety and wellbeing. Anyone can make a SAIL referral by simply emailing mailto:sailconnections@ageuklands.org.uk or calling 0207 358 4077 to speak to SAIL coordinator.

Just Older Youth (JOY) JOY provide a whole range of activities for older adults, including seated exercise, Tai Chi, Gentle circuits, Healthy walks and line dancing. For further information contact Coral on 0207 252 8660 or visit their website www.justolderyouth.org.uk

FOR OTHER LOCAL COMMUNITY ACTIVITIES SUCH AS SEWING AND GARDENING CLUBS OR SELF HELP DEPRESSION GROUPS PLEASE VISIT:

<http://www.nxgtrust.org.uk/services/community-activities/>

FOOT HEALTH

Podiatry – This service will help you with wound care, vascular assessment, diabetic foot assessment , nail surgery (an emergency nail clinic for in growing toenails), musculoskeletal assessment and gait analysis as well as a providing a home visiting service.

You can self refer to podiatry services by completing the foot health application form available here:

<https://www.lewishamandgreenwich.nhs.uk/foot-health>

There are numerous local podiatry centres but the closest one to the surgery is The Waldron Health Centre **Tel 020 3049 3402**

Alcohol and Drug abuse problems

The Blenheim drop in self referral service -

55 Dartmouth Road London SE23 3HN. Mon/Tues/ Thurs /Fri10-12.30pm or book an appointment on Tel: 020 8699 5263. Local buses are 185 and 122.Nearest Train Station is Forest Hill station.

New Direction -

provides a flexible and confidential treatment and support service for adults with substance misuse issues living in Lewisham. The service has a team that includes recovery workers, doctors, recovery nurses, complementary therapists, volunteers and peer mentors.

New Direction works with people over the age of 25 who would like to access support for their drug or alcohol misuse. This includes support for friends, families and carers (those under 25 should contact Lifeline – The Hub at www.thehub-lifeline.org.uk – see below).

New Directions Lewisham
410 Lewisham High Street
SE13 6LJ

Tel: 020 8314 5566

<http://www.changegrowlive.org>

Opening hours:

Mondays 9:30am–7pm

Tuesdays 1.30–5.30pm

Wednesdays 9:30am–7pm

Thursdays 9:30am–5.30pm

Fridays 9:30am–5.30pm

The Hub for under 25s -

38-39 Winslade Way, Catford, SE6 4JU. Tel 020 8690 3020 Email: thehub@lifeline.org.uk Website www.thehub-lifeline.org.uk .You can contact them yourself – either by telephone, email or you can just call in. Or you can ask someone you trust to call us for you. The building is in Catford shopping centre. You will find them underneath the cat!

Alcoholics Anonymous -

National Helpline FREE on 0800 9177 650 Email: help@aamail.org . They will be able to help you find local meetings.

Lifeline Drug and alcohol helpline -

Is the main provider for drug and alcohol issues in Southwark. Tel: 020 7358 7266 Website www.lifelinesouthwark.org

Narcotics Anonymous -

Helpline for the UK Tel 0300 999 1212

Stop Smoking

Smoking is one of the most significant contributing factors to premature death, all cancer, heart disease and lung disease. Around 1 in 5 deaths are caused by smoking-related illness and nationally the death toll is 84,000 deaths per year. 1 in every 5 people in Lewisham smoke!

Visit www.smokefreelewisham.co.uk OR call 0800 0820 388 for more information on the many different services available to help stop smoking. Remember almost all pharmacies offer stop smoking services too, so please enquire.

Domestic Abuse

If you are/ have been subject to domestic violence and are hesitant to see your GP the following websites can offer support:

<http://www.nationaldomesticviolencehelpline.org.uk/>

<http://www.domesticviolencelondon.nhs.uk/>

Lewisham Athena Service Tel 0800 112 4052 Email lewishamvawg@refuge.org.uk

<http://www.refuge.org.uk/what-we-do/our-services/athena-lewisham/>

The Havens are specialist centres in London for people who have been raped or sexually assaulted

View more information here at : <https://www.thehavens.org.uk/> or 020 3299 6900 for Urgent advice and appointments

Welfare and Benefits Advice

Advice lewisham -

For general Welfare benefits, debt, employment, housing, immigration and other generalist advice. Etc

Please visit

www.advicelewisham.org.uk/lewisham-citizens-advice-bureaux/

Or call freephone 08002315453 monday to friday 9am to 5pm

170 Community Project –

A quality free Welfare and benefits advice service open to all.

170 New Cross Road

Opening times:

Monday – appointment only

Tuesday – appointment only

Thursday – 9.30am - 12.00pm and 2.00pm - 4.00pm

Friday – 10.00am - 12.00pm and 2.00pm - 4.00pm

Call us on **0207 732 9716** for information on the services available or to make an appointment.

<http://www.nxgtrust.org.uk/170-community-project/>

No recourse to public funds helpline - Call us on 07963 509044

No recourse to public funds (NRPF) is a condition imposed on someone due to their immigration status. Section 115 Immigration and Asylum Act 1999 states that a person will have 'no recourse to public funds' if they are 'subject to immigration control' for example those who are on a student visa, visa overstayers or have an indefinite leave to remain as the adult dependant relative of a person with settled status etc.

Updated on 24/05/18