

**A to Z of
health services
in your area
2010-2011**



Use your NHS well

Your local NHS is here to see you healthy and support you to use your NHS well.

At NHS Kensington and Chelsea our health charter sets out your rights as a resident to expect world class healthcare, and equally, your mutual responsibility to use your NHS well.

Our commitment to you:

You have the right to:

- Be treated with dignity and respect
- Be offered a choice of doctors, dentists and hospitals
- Receive advice to support your healthcare choices
- An NHS service which promotes everybody's health and wellbeing as well as treating illness
- Access information, whether it be your medical records or information about the performance and decisions of your NHS

In return, it is your responsibility to:

- Keep appointments or cancel within a reasonable time
- Make healthier lifestyle choices
- Provide feedback both positive and negative
- Agree with your doctor what medicines you need and then take them, following your pharmacist's advice
- Take up health services which help protect and improve your health

How to use your NHS well

This A-Z guide is here to help you use your NHS well. It is your personal directory to local health services in Kensington and Chelsea. You can also find information about local health services in Kensington and Chelsea by visiting www.kensingtonandchelsea.nhs.uk

If you are a resident living in Kensington and Chelsea or Westminster you can now call 020 8969 7777 if you need help fast, but it isn't a 999 emergency.

This phone number does not replace your GP. You should call **020 8969 7777** if you need help quickly and your GP is not open or do not know who to call. The team of fully-trained advisers supported by GPs and nurses, will assess your symptoms and put you in touch with the right NHS service.

You may be referred to out of hours and in hours GPs; community nursing, rapid response nursing and district nursing (confirm); urgent care and walk-in centres; accident & emergency and London Ambulance service to ensure you get the right NHS treatment, first time.

The **020 8969 7777** service is available 24 hours a day, 365 days a year across Kensington and Chelsea and Westminster. The number is not a replacement for 999 – if you think you have a life threatening emergency call 999.

NHS Choices

For the most up to date information on health and health services, including contacts for GPs, hospitals and dentists always check out www.nhs.uk

The website also provides health and lifestyle advice and patient experiences of using NHS services throughout the country.



NHS Direct

Need medical advice but not sure who to call? Try NHS direct, a free and confidential 24-hour health advice hotline staffed by experienced nurses.

● **Tel: 0845 4647** or visit the website www.nhsdirect.nhs.uk



Your local NHS is here to see you healthy and to support you to use your NHS well.

Kensington and Chelsea is home to:

- 43 GP practices
- 18 dental practices providing NHS dentistry
- 39 community pharmacies
- More than 30 optician services

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Accident & Emergency (A&E) and local hospitals

(Also see **Urgent Care Centres** on page 26 and **Walk-in centres** on page 27)

A&E departments provide free, 24-hour emergency care, to people with **serious injuries** or **illnesses**. For **EMERGENCY** medical attention, there are A&E departments at:

Charing Cross Hospital, Fulham Palace Road, Hammersmith, London, W6 8RF

● **Tel: 020 8383 0000** or visit www.imperial.nhs.uk

Chelsea and Westminster Hospital, 369 Fulham Road, London, SW10 9NH

● **Tel: 020 8746 8000** or visit www.chelwest.nhs.uk

St Mary's Hospital, Praed Street, London, W2 1NY

● **Tel: 020 7886 6666** or visit www.imperial.nhs.uk

If you are unsure, you can also phone NHS Direct for advice or contact your GP for an emergency appointment.

Ambulance services (London Ambulance)

Ambulances should only be used for the most serious medical emergencies. Please think before you call 999. If in doubt phone your GP or NHS Direct ● **Tel: 0845 4647**

Breast screening service – West London

Provides a breast screening services across Kensington, Chelsea and Westminster at St Mary's Hospital and Charing Cross Hospital. All women between the ages of 47 years and 73 years who are registered with a GP are eligible for this service, and should be screened every 3 years. Please ask your GP for more information.

St Mary's Hospital, 3rd Floor QEQM, Norfolk Place, Praed St, London W2 1NY

● **Tel: 020 7886 6528**

Charing Cross Hospital, 1st Floor, Fulham Palace Road, London W68 RF

Open 9:00am-5:00pm ● **Tel: 020 8383 6644**

Did you know?

Your local NHS has a single telephone number you can call, whatever your queries or comments. From changing your doctor, to finding out what treatments you're entitled to, or just letting us know if you had a good or bad experience. All your questions are answered and feedback acted on with one quick phone call. Call PALS (Patient Advice and Liaison Service) ● **Tel: 020 8962 4547**

C

Carers support

'Looking after Me' A course for informal carers

This course is for people who are looking after someone who is living with a long-term health condition or disability. The course encourages carers to look after their own health needs and is also an opportunity to meet others who share similar experiences ● **Tel: 020 8962 4861**

Central London Community Healthcare (CLCH)

Central London Community Healthcare provides community services (such as community nursing, therapy, urgent care) across Kensington and Chelsea, Westminster, Hammersmith and Fulham. For more information about the services we provide in Kensington and Chelsea visit **www.clch.nhs.uk**

Cervical screening

All women between 25 and 64 years have access to this service, you must be registered with a GP, the surgery will then send a letter inviting you for a smear test. If you are not registered with a GP ● **Tel: 020 7150 8074**, see page 28 or visit **www.nhs.uk** for details of local surgeries.

Children's community nursing team

Providing specialist nurses with specific skills to care for sick children in settings including home, school, nursery and respite care facilities. Home visits mean hospital visits can be avoided or shortened. Worlds End Health Centre, 529 Kings Road, SW10 0UD ● **Tel: 020 7349 3258**

Comments, compliments, complaints, concerns and Patient Advice and Liaison Service

We want to hear from you. We need to know whether our services are meeting your needs and are being delivered effectively. Your comments, compliments, complaints and concerns are welcomed. They will help us improve our services and will let us know if we are getting things right.

Get in touch with the Patient Advice and Liaison Service (PALS)

● **Tel: 020 8962 4547** or email **pals@kc-pct.nhs.uk**

Contact the Complaints Team ● **Tel: 020 8962 5507/5508**

or email **complaints@kc-pct.nhs.uk**

Alternatively you can write to the Chief Executive, NHS Kensington and Chelsea, St Charles' Centre for Health and Wellbeing, Courtfield House, Exmoor St, London, W10 6DZ.

Community engagement team

Have your say – Tell us your ideas for improvements to local NHS services by getting in touch with the Community Engagement Team ● **Tel: 020 8962 4228** or email **community.engagement@kc-pct.nhs.uk**

Continence promotion service

Providing clinical advice for both male and female adults with bladder or bowel dysfunction and their carers.

Referrals are accepted from any agency, including self referral, patients are seen by appointment at the clinic. Clinics are held at St Charles' Centre for Health and Wellbeing, St Mary's Hospital, Violet Melchett Clinic, Worlds End Health Centre, Foreland Road Medical Centre and Colville Health Centre ● **Tel: 020 8962 4546**

Contraceptive services

See **Sexual health services** on page 22.

Dementia services

See **Older peoples services** on page 17.

Dentists

There is an NHS dentist for everyone. All you need to do is register with your local NHS to find the right one for you. Whether you're looking for a child/family friendly dentist, a dentist who understands your faith requirements, or a practice who is open outside of normal working hours, we can help find the right dentist to suit you.

To register just phone ● **020 8962 4547** or visit **www.biggersmiles.org**. Alternatively feel free to contact a practice directly, for a full list of NHS dentists available in the borough see page 34.

If you require **urgent dental services** our Dental Emergency number is ● **020 3402 1312**. Please note that all people will be assessed prior to appointment booking or advice. Operating Times: Mon-Fri 6:00pm-10:00pm. Weekends and Bank Holidays: 9:00am-10:00pm.

Community Dental Services (CDS)

The CDS provides dental services for special care patients, including people with severe dental anxiety, children with a high number of dental caries and poor cooperation with general dental services, frail older people, people with medically compromising conditions or complex medical history. The service is provided at St Charles' Centre for Health and Wellbeing and the Violet Melchett Clinic, appointments are on a referral only basis.

Violet Melchett Dental clinic ● **Tel: 020 7349 2821**
St Charles' Centre for Health and Wellbeing ● **Tel: 020 8962 4470/4471**

D

Dermatology

Kensington and Chelsea – Community Dermatology Service (CDS)

The Community Dermatology Service (CDS) offers a Consultant Dermatologist led multidisciplinary service for a range of dermatological conditions such as mild acne, eczema, rashes, psoriasis, warts, Bowens disease, alopecia, and hirsutism among others. The service is provided at St Charles' Centre for Health and Wellbeing and appointments are on a GP referral only basis.

Diabetes – community diabetes service

People with diabetes can see a Specialist Diabetes Nurse and/or Specialist Diabetes Dietitian to help find the best treatment and to manage their diabetes effectively. Clinics are held at the Colville Health Centre, Walmer Road Health Centre, Violet Melchett Clinic and Abingdon Health Centre and St Charles' Centre for Health and Wellbeing. Referral is by your GP or Healthcare Professional.

The service also provides support and education to people with type 2 diabetes and their carers or family. The service raises awareness of diabetes within the community with a Specialist Diabetes Nurse and Dietitian available to give health promotion talks to groups and charities.

Diabetes group education programme (X-PERT)

X-PERT is a structured education programme for people with Type 2 diabetes and their carers or family. The six-week programme is delivered by a Specialist Diabetes Nurse and Dietitian, giving people with diabetes the knowledge, skills and confidence to self manage their diabetes. Programmes are held at the Colville Health Centre and Chelsea Theatre. Referral is by your GP or Health Care Professional or through self-referral.

For more information on diabetes services contact:

Colville Health Centre, 51 Kensington Park Road, W11 1PA

● **Tel: 020 7792 7779** (preferably between 10:00am-12:00pm)

Fax: 020 7792 7754 or email diabetes.service@kc-pct.nhs.uk



Diagnosics (x-ray, blood tests, ECG, echocardiography)

The London NHS Diagnostic Service provides Ultrasound and Echocardiogram clinics at the St Charles' Centre for Health and Wellbeing. Access to these services is by referral only. Non-urgent patients are seen within 13 days. Patients referred by the Urgent Care Centre do not require a pre-booked appointment.

Phlebotomy/blood tests

Provided at St Charles' Centre for Health and Wellbeing. Access to this service is by referral only.

Disability services

St Quintin Centre for Disabled Children and Young People, 2a Wallingford Avenue, London, W10 6QB ● **Tel: 020 8968 2570** or email tracy.beard@rbkc.gov.uk

District nursing service

Providing a 24-hour comprehensive nursing service to patients in their own homes.

North Kensington

St Charles' District Nurses – Family Health Centre, Exmoor Street, W10 6DZ

● **Tel: 020 8962 4468** Fax: 020 8962 4489

Colville Health Centre, 51 Kensington Park Road, W11 1PA

● **Tel: 020 7792 7740** Fax: 020 7792 7770

South Kensington

73 Holland Park, W11 3SL ● **Tel: 020 8846 6222** Fax: 020 8846 6259

Abingdon Health Centre, 88-92 Earls Court Road, W8 6EG ● **Tel: 020 7795 8423**

Emperor's Gate Centre for Health, 49 Emperors Gate Road, SW7 4HG

● **Tel: 020 7244 5638** Fax: 020 7244 5640

Chelsea

Worlds End Health Centre, 529 Kings Road, SW10 0UD

● **Tel: 020 7349 386** Fax: 020 7751 4146

Violet Melchett Clinic, Flood Walk, SW3 5RR ● **Tel: 020 7349 2862**

Drug and alcohol services

Do you or someone you know need help with drug and or alcohol misuse?

You can contact the Drug and Alcohol Action Team who can direct you to the wide range of services in the borough.

Services include assessment and referral into treatment for drug and alcohol misuse, advice and information, specialist prescribing, treatment for drug/alcohol misusers who have been in trouble with the law, as well as treatment packages for families and friends regarding substance misuse ● **Tel: 020 7361 3768**

Early Years Children's Centre

Working with parents, carers, and children under five, to promote children's physical, emotional and social development. 4 Maxilla Walk, Maxilla Children's Centre, W10 6NQ ● **Tel: 020 8962 3070**

End of life care

Talking about how and where one wants to be cared for when ill or dying is not always easy, however it's important we provide everyone with the opportunity to discuss how and where they would like to be cared for and ensure that the best possible care is accessible to everyone at the end of life.

The End of Life Care programme aims to ensure the right care and support is available to people in Kensington and Chelsea diagnosed with progressive and advanced illnesses, ensuring that they can be cared for and if it is their wish, die in their homes. It also ensures that families and carers receive support during and after the death of their loved one. For more information, please contact the End of Life Care Programme **EOLC@kc-pct.nhs.uk**

Expert patients programme

The Expert Patients Programme is a self-management course which aims to improve the quality of life for anyone living with a long-term condition. It is a free 6-week course (2 ½ hours per week). Weekly sessions provide information on topics such as managing symptoms, relaxation techniques, diet, appropriate exercise and how to communicate effectively with healthcare practitioners. For more information and details of courses in your area please call the Expert Patients Programme Co-ordinator ● **Tel: 020 8962 4861**

Falls prevention service

If you are aged over 65 years and find yourself tripping or falling, or you know someone at risk, contact the Falls Service ● **Tel: 020 7349 3259** (See also **Older peoples services** on page 17).

Family planning service

For more information ● **Tel: 0845 122 8690** (See also **Sexual health services** on page 22).

Full of Life's information service

Full of Life provides information and support for parents and carers of children with disabilities or special educational needs in Kensington and Chelsea. You can get support via a telephone and email advice line, web service and more. For more information and advice ● **Tel: 05601 535446** or email **info@fulloflifekc.com** or visit **www.fulloflifekc.com**

GPs (General Practitioners/family doctors)

As well as keeping the NHS Direct number at hand (● **Tel: 0845 4647**), one of the most important pieces of advice we can offer is to register with a GP practice near your home, before you become ill.

GPs provide a wide range of free services. As well as prescribing medication, giving immunisations and performing diagnostic tests, they can refer you to other health professionals to ensure you get the right treatment. For information on practices near you ● **Tel: 020 7150 8000** Mon-Fri 9:30am-5:00pm, or search for a GP on www.nhs.uk. If you are having problems registering with a practice, please phone PALS ● **Tel: 020 8962 4547**. Same gender GPs can also be requested if preferred.

If you need to contact a GP out of hours, call your GP surgery's answer phone which will have details of how to do so or phone ● **Tel: 020 8969 7777**

If you cannot make your scheduled appointment, please ring and let the practice know as soon as possible. People who don't turn up for their appointment stop other people being seen and make waiting times longer.

For a list of GPs in Kensington and Chelsea see page 28.

GP out-of-hours

Providing GP services to patients in Kensington and Chelsea when their own surgery is closed. Access to this service is initially by phone where the GP will advise whether or not patients need to come in/receive a home visit ● **Tel: 020 8969 7777**

Did you know?

If you become unwell or injured, a range of NHS services exist to help you get well. Choosing the right one will ensure you get the best possible treatment, allowing in-demand services such as A&E to help those most in need. For help in choosing the right NHS service for you or your family, visit www.nhs.uk or phone NHS Direct on ● **0845 4647**



H

Health checks

Everyone is at risk of developing vascular disease which includes heart disease, stroke, diabetes or kidney disease. The good news is these conditions can often be prevented – even if you have a history of them in your family.

To help residents maintain and improve their health, NHS Kensington and Chelsea are offering free Health Checks for residents between the ages of 40 and 74 who have not already been diagnosed with a vascular disease, for example, heart disease, stroke, diabetes or kidney disease.

Did you know?

If you are between the ages of 40-74 you can book your free NHS Health Check by contacting our central booking centre on ● 0800 232 1531 or 0330 123 9128 from a mobile phone or email healthchecks@kc-pct.nhs.uk and one of our team will find the best time and location for you. The booking centre is open from 8:00am to 8:00pm everyday.

Health visitors

Health visitors work closely with children and families to promote healthy lifestyles. Visits normally start during pregnancy and can continue until a child starts school. Access to the service is by open referral, with referrals taken from families, GPs, carers, voluntary/statutory organisations and other health professionals.

● Tel: 020 7792 7526 or 020 7795 8457

Heart support service

Staffed by Cardiac nurses this community service provides support, care, information and advice to people living with a heart condition. Access to this service is by GP or Consultant referral.

HIV community service

Providing care, support, advice, education and information for HIV positive people and their families living in Kensington and Chelsea. Access is by open referral. St Charles' Centre for Health and Wellbeing, Exmoor St, W10 6DZ ● Tel: 020 8962 4565



Independent Complaints and Advocacy Service (ICAS)

ICAS is independent of the NHS and provides support to patients who want to make a complaint.

The ICAS service is confidential and information can only be released with the permission of the patient or service user ● **Tel: 0845 337 3061** or visit **www.pohwer.net**

Interpreting and translation services

If you don't speak English as your first language, you have a right to ask for an interpreter. Reception staff, a doctor or nurse can arrange this for you and there is no charge for this service. You should let the practice know in advance of your appointment if you require this service. If you are having trouble accessing interpreting services ● **Tel: 020 8962 4547**

Kensington and Chelsea Social Council

Kensington and Chelsea has a large, diverse and active voluntary sector. For more information on voluntary groups contact the Kensington and Chelsea Social Council, 111-117 Lancaster Road, London W11 1QT ● **Tel: 020 7243 9800** email **info@kcsc.org.uk** or visit **www.kcsc.org.uk**

Learning disabilities service

For adults with learning disabilities who may also have complex needs, including challenging behaviours, autistic spectrum disorder and/or mental health needs. 20 Kingsbridge Road, W10 6PU ● **Tel: 020 8962 7848**

Local Authority – Royal Borough of Kensington and Chelsea Social Council

The Council is made up of five groups. The business groups are: housing and social services, planning and conservation, environmental services, education and libraries, policy and resources. Elected councillors work closely with senior management under a cabinet system. The Town Hall, Hornton Street, W8 7NX. For more information ● **Tel: 020 7361 3000** or visit **www.rbkc.gov.uk**

M

Medical Day Unit

Providing comprehensive medical assessment, treatment and rehabilitation to people over 65 registered with a Kensington and Chelsea GP who have complex medical conditions and changes in their general mobility which adversely affect their quality of life and independence. Access to this service is by referral from a healthcare professional.

- **Chronic Disease Management** – Ongoing monitoring/review of long term conditions involving carers, the multidisciplinary team and community services.
- **Falls Prevention Service** – Specialist medical screening, risk assessment, rehabilitative therapy and health education for people who have already fallen or are at high risk of falls.
- **Parkinson's and Movement Disorder Clinic** – Led by a Consultant Physician with expertise in Movement Disorders and a Parkinson's Disease Nurse Specialist. Provides diagnosis, treatment, review and education/support for patients and their carers.
- **Diabetic Health Education** – Diabetes Specialist Nurse to provide health education and practical support for newly diagnosed and existing Diabetics and their carers, ensuring the appropriate service is in place for follow up care.
- **Chronic Wound Care** – Specialist assessment and continuity of care for slow and non healing wounds.
- **Day Unit Ambulance** transport is available within a certain radius if required for more information contact us on the number below.

Access to this service is via referral by a Health Professional. St Charles' Centre for Health and Wellbeing, Exmoor St, London W10 6DZ ● **Tel: 020 8962 4893**

Medicines information helpline

Providing information about medicines for mental health patients and carers. Mon-Fri 9:00am-5:15pm ● **Tel: 020 8206 7270**

Mental health services

Mental health services are available in hospitals and the community. Your GP can refer you to these services, or if you would like more information on local services, please contact Central and North West London Foundation Trust 2nd Floor, Greater London House, Hampstead Road London NW1 7QY

● **Tel: 020 3214 5700** or for advice contact NHS Direct ● **Tel: 0845 4647**

Primary Care Psychological Health services

Primary Care Psychological Health provides psychological therapy and mental health services for people with mild to moderate mental health problems within primary care. Our focus is to work with people with depression and/or anxiety and other mental health problems as well as related feelings about change, such as bereavement, relationship /family difficulties, financial/employment problems. Access to this service is via your GP.

North Hub, St Charles' Centre for Health and Wellbeing, Exmoor Street
London W10 6DZ ● **Tel: 020 8962 4748** or email adminnorthhub@nhs.net

South Hub, 15 Gertrude Street, London SW10 0JN ● **Tel: 020 7349 2400**
or email adminsouthhub@nhs.net

Migrant and refugee communities forum

2 Thorpe Close, W10 5XL. Mon-Fri 9:30am-5:00pm ● **Tel: 020 8964 4815**

Musculoskeletal triage service

Staffed by specialist physiotherapists this service is designed to support GPs to assess the most appropriate treatment for musculoskeletal conditions (ie. those involving muscles, tendons, ligaments, bones, joints and associated tissues that move the body and maintain its form). Access to this service is by GP referral.

Musculoskeletal outpatient physiotherapy

Providing specialist and routine physiotherapy for patients with musculoskeletal problems. This service is provided by Imperial College Healthcare NHS Trust and is based at St Charles' Centre for Health and Wellbeing. Access to this service is by GP or Hospital Consultant referral ● **Tel: 020 8962 4109**



N

NHS Direct

24-hour nurse-led telephone health advice and information service

● Tel: 0845 4647

Night district nursing service

Providing district nursing services between 8:00pm-8:00am ● Tel: 020 8969 7777

Nutrition and dietetic service

For people who are under or overweight, who have diet related conditions such as diabetes, obesity, coronary heart disease, and those requiring nutritional support.

Clinical services are provided in health centres, GP surgeries, nursing homes, and patient homes. Access to this service is through referral by a GP or healthcare professional ● Tel: 020 7313 3060

Health and Wellbeing Programme

Lose weight and keep it off with the adult weight management group programme. This programme is for people referred to the Nutrition and Dietetic Service by their GP or Health Professional. Self referrals are also accepted. ● Tel: 020 7313 3060

Specialist weight management service

A specialist weight management service providing more frequent and intensive treatment for severe and morbidly obese patients. This service is delivered in the community and brings together a variety of healthcare professionals to deliver a holistic package of care tailored to the individual. Referral to this service is by a GP or healthcare professional ● Tel: 020 7313 3061

MEND programme

MEND: Mind, Exercise, Nutrition and Do it! is a family based 9 week programme designed for 7-13 year olds who are above their ideal weight. The programme teaches children and their parents or carers about eating well and being more active. There is no need for a GP referral as self referrals are accepted. ● Tel: 020 7313 3060

Public health nutrition services

The Nutrition and Dietetic Service works with a range of organisations, such as schools and family centres, to improve health through good nutrition.

For all service enquiries ● Tel: 020 7313 3060



Older peoples services

Age concern KC – sixty plus

Supports older people in the Borough and its surrounding areas to maintain their independence. 1 Thorpe Close, London, W10 5XL ● **Tel: 020 8969 9105**
email administration@ackc.org.uk or visit www.ackc.org.uk
High Street Kensington Office ● **Tel: 020 7471 5555**

Dementia services

Providing advice on services and support for people who have, or care for people with dementia, in Kensington and Chelsea. The Westway Centre – EPICS, 2-4 Malton Road, London, W10 5UP ● **Tel: 020 8962 5720**

Falls prevention service

The service can give advice on trip hazards, suggest exercises and techniques for helping you avoid losing your balance, or refer you on to falls prevention classes, as appropriate. Your doctor, district nurse or social worker can refer you to this service.

If you are aged over 65 and find yourself tripping or falling, or you know someone at risk, contact the Falls Prevention Service ● **Tel: 020 7349 3239**

New Horizons Drop-in Centre

New Horizons Centre is set up for local people aged over 50. It offers a range of activities including yoga, counselling, advice and tips on improving and maintaining a healthy lifestyle.

New Horizons Centre, open Mon-Fri 9:30am-4:00pm Guinness Trust Estate, Cadogan Street, London ● **Tel: 020 7590 8970**

Princess Louise Nursing Home

Offering residential care for older people with physical and mental frailty. The care is provided in a homely environment with most patients accommodated in a single en-suite room.

There are two floors, one catering for patients with physical frailty and the other for advanced dementia. The nursing home also houses a nine bed inpatient rehabilitation unit. Princess Louise Nursing Home, Pangbourne Avenue, London, W10 6DH
● **Tel: 020 8962 6101**





Opticians

You should have an eye test every two years. Your optician will tell you if you are eligible for a free NHS sight test. If the test shows that you do need glasses, you may also be eligible for help with the cost of glasses. If you need help finding an optician in your area, please see the directory at the back of this guide or phone PALS on ● **020 8962 4547**

Osteopathy

Treating patients with musculoskeletal conditions, such as back pain. All patients are referred to the service by their GP. Access to these services is through referral by a GP or healthcare professional. Clinics are provided across the Royal Borough of Kensington and Chelsea.

Central Booking Administrative Office for Osteopathy Worlds End Health Centre, 529 Kings Road, Chelsea SW10 0UD ● **Tel: 020 7349 3222** (direct osteopathy line) or email **osteopathy.enquiries@kc-pct.nhs.uk**

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Patient Advice and Liaison Service (PALS)

NHS Kensington and Chelsea has a single telephone number you can call, whatever your queries or comments. From changing your doctor, to finding an NHS dentist, what treatments you're entitled to, or just letting us know if you've had a good or bad experience of health services. You can have your questions answered, seek advice, support, and information in one quick phone call. Get in touch with the Patient Advice and Liaison Service (PALS) on ● **020 8962 4547** or email **pals@kc-pct.nhs.uk**

Pembridge Palliative Care Centre (end of life care)

Pembridge Palliative Care Centre provides an inpatient and daycare service for patients and families facing advanced life threatening illnesses. Referral to the service is via health or social care professionals. St Charles' Centre for Health and Wellbeing, Exmoor St, W10 6DZ Mon-Fri 9:00am-5:00pm

● **Tel: 020 8962 4406** Inpatient Unit (24hr service) ● **Tel: 020 8962 4410/11**

The Specialist Community Nursing Team is also based at the Pembridge Palliative Care Centre provides care to patients in the community, who are registered with a GP in Kensington and Chelsea, Hammersmith and Fulham, South Brent and some areas of Westminster ● **Tel: 020 8962 4443**

Pharmacies

Your high street pharmacist can advise you on a range of medicines and remedies for everyday illnesses. Advice from a pharmacist is free and you don't need to make an appointment. If your pharmacy is closed details of the nearest alternative will be shown in the window. If you need help finding an out-of-hours pharmacy phone NHS Direct on ● **0845 4647** or visit **www.nhs.uk**

Physiotherapy

See **Musculoskeletal services** on page 15.

Podiatry

Providing foot healthcare and treatment across Kensington and Chelsea. Patients are referred by GPs, other health professionals and also by self-referral. For further information ask your GP or contact your local health centre.

The Podiatry Department have clinics in The Abingdon Health Centre, Violet Melchett Clinic, Worlds End Health Centre, Emperors Gate Clinic, Colville Health Centre, Walmer Road Clinic and St Charles' Centre for Health and Wellbeing. Alternatively, call the Podiatry Department referrals office ● **Tel: 020 8962 4473**

P

Pregnancy

If you think you are pregnant, it is important that you contact a healthcare professional straight away. You can choose to contact a midwife directly or a GP to make a free appointment.

Your midwife or GP will talk with you about your pregnancy and give you a check up. They will also discuss your choices around care throughout your pregnancy and ensure you are booked in for your first antenatal appointment. If you need further information you can phone PALS ● **Tel: 020 8962 4547**

If you are unhappy to be pregnant or wish to discuss your situation further, free and confidential advice is available from your GP, local Family Planning Association or Sexual Health services. Family Planning Association Helpline ● **Tel: 0845 122 8690** Westside Contraceptive Services ● **Tel: 020 8962 4450** John Hunter Sexual Health Clinic ● **Tel: 020 3315 6699**

Princess Louise Nursing Home

See **Older peoples services** on page 17.

Did you know?

Regular cervical screening is the best way to detect changes to the cervix early. Early detection and treatment can prevent cervical cancer developing. If you're a woman between the ages of 25-49 you should have a smear test every 3 years and every 5 years if you are between the ages of 50-64. To book your smear test, contact your GP surgery or sexual health clinic. The test only takes a few minutes and could save your life.

Refugees and asylum seekers – access to health services

Some refugees and asylum seekers may not be familiar with local healthcare services and have special needs. Help and assistance in getting access is available, please phone PALS on ● **020 8962 4547**. See also **Migrant and refugee communities forum** on page 15.

Rehabilitation services

Kensington and Chelsea rehabilitation services provide services to adults, both in the community and inpatient rehabilitation settings.

Neuro-rehabilitation service

Providing community based assessment, rehabilitation and prevention services for adults with physical or neurological disabilities. The team is made up of occupational therapists, physiotherapists, speech and language therapists, dietitians, podiatrists, psychologists and rehabilitation assistants ● **Tel: 020 7349 3239**

Falls Prevention Service

The Falls Prevention Service provides advice, support and treatment for people who have fallen or are at risk of falling ● **Tel: 020 7349 3239**

Injury prevention for informal carers

This service works to promote the health of unpaid carers by giving help and advice around back, neck and shoulder problems ● **Tel: 020 7349 3239**

Inpatient rehabilitation services

Inpatient rehabilitation facilities, including general elderly and neuro-rehabilitation, aimed at preventing hospital admissions and assisting those who need further help before going home from hospital, are available in both the north and south of the borough. ● **Tel: 020 7349 3239**

Palliative Care Therapy (end of life care)

Providing therapy services to people with a terminal illness in order to help them maintain as much independence and function as possible either in an inpatient/day clinic or community setting ● **Tel: 020 7349 3239**

Renal services

St Charles' Renal Centre and Hammersmith Dialysis Centre

Providing world class haemodialysis therapy services for patients from Kensington and Chelsea, Hammersmith and Fulham and Westminster in brand new facilities at the St Charles' Centre for Health and Wellbeing. Access to this service is by hospital Consultant referral. For more information ● **Tel: 020 8962 4810**

Respiratory service

A specialist service which manages patients with Chronic Obstructive Pulmonary Disease (COPD) in the community. This includes community based spirometry clinics where GP's can refer patients for lung function testing, COPD clinics and a home visit service.

Referrals are accepted from GP's, consultants and other healthcare professionals (please note the Spirometry clinic only accepts GP referrals).

To request further information or to book an appointment if you have been referred to us ● **Tel: 020 8962 4200**

Did you know?

You are four times more likely to successfully stop smoking with our support – so why not take the first step now and give us a call? Call us FREE on ● **0800 085 9147** or email stop.smoking@kc-pct.nhs.uk

School health

Providing a comprehensive school nursing service in Kensington and Chelsea. The service is available to pupils attending all borough schools. Access is via the school or by referral from other health professionals or agencies. The HPV vaccination (for protection against cervical cancer) programme is delivered by the school health team for all girls in year 8, in both state and independent schools. Contact us on our dedicated immunisation number ● **020 7349 2831** for an appointment or discussion with a nurse. Walmer Road Clinic, 266 Walmer Road, W11 4ET ● **Tel: 020 7313 3000**

Sexual health services

The Raymede Centre provides free and confidential contraceptive information, supplies and sexual health information to women and men of all ages.

Clinic sessions are: Mon-Thurs 9:30am-3:30pm (walk-in and appointment service), Mon, Tues, Thurs 5:30pm-7:15pm (appointment only), Wed 5:30pm-7:00pm (walk-in only), Fri 9:30am-1:30pm (walk-in or appointment), Sat and Sun closed.

For more info contact: Raymede Clinic, St Charles' Centre for Health and Wellbeing Exmoor St, W10 6DZ Tel: 020 8962 4450 or Milson Road Health Centre, 1-13 Milson Road, W14 0LJ ● **Tel: 020 7602 2723**

Chlamydia screening

We offer free confidential Chlamydia tests for 15-24 year olds in the Borough. Tests are available from Westside Contraceptive Services ● **Tel: 020 8962 4454**, local GPs or participating pharmacies, as well as Terrence Higgins Trust, which provides local outreach screening sessions throughout the borough. If you would like to find out when the next session is please call ● **020 7313 2964**. Screening is also available by logging onto www.check-kit.org.uk

Abortion services/pregnancy advisory clinics

Pregnancy advisory services or your GP can give you further advice if you decide you do not wish to continue with your pregnancy ● **Tel: 020 8962 4450** (clinics in North Kensington) ● **Tel: 020 8746 5721** (clinics in South Kensington and Chelsea).

Sexual health screening

There are open access sexual health clinics (GUM clinics) at Chelsea and Westminster hospital; John Hunter Clinic ● **Tel: 020 3315 6699** or visit www.chelwest.nhs.uk, St Mary's Hospital ● **Tel: 020 3312 6666** (NB: GUM services are open access which means people do not need to be referred by their GP and can attend any GUM service they choose).

Westside Contraceptive Services

● **Tel: 020 8962 4450** (clinics in North Kensington) ● **Tel: 020 7602 2723** (clinics in South Kensington and Chelsea).

Did you know?

1 in 10 sexually active young people, who are tested, have Chlamydia? Chlamydia is the most common sexually transmitted infection (STI) in the UK. The problem is that most people have no symptoms, so people often don't know they have it. Once detected, it is easily treated with antibiotic tablets.

Social Council

See **Kensington and Chelsea Social Council** on page 13.

Social services

Services include home care, home meals service, family centres, residential care, advice and information. For more information contact the Royal Borough of Kensington and Chelsea Social Services Department on ● **Tel: 020 7361 3013**, Mon-Fri 9:00am-5:00pm, or visit **www.rbkc.gov.uk**. For young people visit **www.rbkc.gov.uk/kccentral**

Speech and language therapy

Speech and language therapists offer assessments and treatments for people of all ages who find it difficult to communicate or have difficulties with eating, drinking or swallowing.

The service is organised into teams for schools, Child Development Service and Adults and has an open referral system. For enquiries call: Children's Services ● **Tel: 020 8846 7986**. Adult Services ● **Tel: 020 8962 4862**

St Charles' Centre for Health and Wellbeing

This new health centre in North Kensington offers a wide range of health and wellbeing services to residents, visitors and commuters which includes:

- An Urgent Care Centre open from 8:00am-9:00pm, 7 days a week, 365 days a year
- GP practices – new registrations welcome
- A community pharmacy
- Diagnostics including – x-ray, ultrasound, echocardiography, ECG and blood tests
- Community clinics including dentistry, psychological therapies, nutrition and dietetics, diabetes, neuro-rehabilitation, falls prevention, podiatry, physiotherapy, tissue viability (also known as wound care/leg ulcer), continence promotion, heart support, speech and language therapy, musculo-skeletal triage, osteopathy, respiratory, dermatology and consultant clinics
- Medical Day Unit for vulnerable elderly
- Renal services including dialysis

More detail about each service can be found under their individual service names in this A-Z listing or ● **Tel: 020 8969 2488**



Stop smoking service

Kensington and Chelsea Stop Smoking Service ● **Free call: 0800 085 9147**

The Kensington and Chelsea Stop Smoking Service can provide you with free specialist support and medication to help you become Smokefree. Our help is essential as you are up to four times more likely to quit with NHS assistance. The service is made up of borough-wide advisers based in pharmacies, GP surgeries, hospitals and community centres. Support can be accessed on one-to-one or on a group basis. We may even be able to do a home visit if you are house-bound. Contact us for more information about the service closest to you.

Stoma therapy

Stoma therapists provide information and support for people with gastro-intestinal, bowel, or urinary problems. Chelsea and Westminster Hospital ● **Tel: 020 8746 5911**

Stroke

The Stroke Association

If you or someone you know has been affected by a stroke in any way, you may have many questions about what has happened and what is likely to happen in the future. You may be looking for information about stroke, practical advice and support, or simply someone to talk to. The Stroke Helpline and Information Service is here to help. Stroke Information Service, Stroke House, 240 City Road, London EC1V 2PR ● **Tel: 0303 303 3100** Mon-Fri, 9:00am-5:00pm or email info@stroke.org.uk

Different Strokes

Providing information and support for young stroke survivors under retirement age ● **Tel: 0845 1307172** or visit www.differentstrokes.co.uk

When stroke strikes act F.A.S.T

- FACE.** Has their face fallen on one side? Can they smile?
- ARMS.** Can they raise both arms and keep them there?
- SPEECH.** Is their speech slurred?
- TIME.** Time to call 999, if you see any single one of these signs.

Tissue viability service

Providing care, treatment and education on all types of wounds, including complex wounds and leg ulcers. Access to the service is by referral from health professionals and patient self-referrals if they have already been seen by the team in previous months.

Please contact the main office at St Charles' Centre for Health and Wellbeing, Exmoor Street, W10 6DZ on ● **Tel: 020 8962 4467**

Clinics are also provided at: Worlds End Centre for Health, 529 Kings Road, W10 0UD ● **Tel: 020 7349 3208** Violet Melchett Clinic, 30 Flood Walk, SW3 5RR ● **Tel: 020 7349 2827**

There is also a Primary Care Dressing Clinic at Colville Health Centre ● **Tel: 020 7792 7780**. Please note nurses are only there when there is a clinical session scheduled.

Urgent Care Centres

If you have a minor injury (cuts, sprains, bruises) or mild illness (cough, ear infection, sore throat) you will be seen by a GP or emergency nurse practitioner in the Urgent Care Centre, these are walk in services and you do not need to make an appointment.

St Charles' Urgent Care Centre

Opening hours: 8:00am-9:00pm seven days a week

St Charles' Centre for Health and Wellbeing, Exmoor Street, London W10 6DZ

● **Tel: 020 8962 4262**

St Mary's Urgent Care Centre

Opening hours: 10:00am-7:00pm, seven days a week

South Wharf Road, QEQM building, Praed Street, London W2 1NY

● **Tel: 020 3312 6666**

Volunteering

For information on volunteering in your local health service contact

● **Tel: 020 8962 4209**

Walk-in centres

Soho NHS Walk-in Centre provides fast and convenient access to healthcare advice and treatment for minor injuries and illnesses. No appointment needed. Mon-Fri 8:00am-8:00pm, Sat & Sun 10:00am-8:00pm. Soho Centre for Health and Care, 1 Frith Street (off Soho Sq), London W1D 3QS ● Tel: 020 7534 6500

Wheelchair services

Health at the Stowe, 260 Harrow Road, Westbourne Green W2 5ES
● Tel: 020 7316 6910 Fax: 020 7316 6911

Wound care service

See **Tissue viability service** on page 26.

Did you know?

If you think you are pregnant, it is vital that you are assessed by a GP or midwife within 8-10 weeks of becoming pregnant. Unfortunately women who delay this appointment can have difficulty terminating a pregnancy, complications during their pregnancy and problems accessing maternity services and delivery hospitals. For more information visit www.kensingtonandchelsea.nhs.uk or call PALS on 020 8962 4547.



GP (family doctors) contact details

It's nice to know that over half the GPs in the borough are now open for longer than ever before. In fact six local practices are now open on Saturday's. This means it is easier to make an appointment at a time that suits you best. For more information phone PALS on 020 8962 4547

Disability Access - DA
Disabled Toilet - DT

North Kensington Locality

Barlby Road Surgery

Tahir & Qureshi (DA,DT)
St Charles' Centre for Health and Wellbeing,
Exmoor St,
London, W10 6DZ
Tel: 020 8962 5100
Fax: 020 8962 5101

Exmoor Surgery

Rahman (DA,DT)
St Charles' Centre for Health and Wellbeing,
Exmoor St,
London, W10 6DZ
Tel: 020 8962 5166
Fax: 020 8962 5167

Beacon Medical Centre

111-117 Lancaster Rd,
London, W11 1QT
Tel: 020 7985 9900
Fax: 027 034 0339

Foreland Medical Centre

Pearl & Cram (DA,DT)
188 Walmer Rd,
London, W11 4ES
Tel: 020 7727 2604
Fax: 020 7792 1261

The Golborne Medical Centre

Dathi (DA,DT)
12-16 Golborne Rd,
London, W10 5NT
Tel: 020 8964 4801
Fax: 020 8964 5702

The Meanwhile Gardens Medical Centre

Jasani & Kraemer (DA,DT)
Unit 5, 1-31 Elkstone Rd,
London, W10 5NT
Tel: 020 8960 5620
Fax: 020 8964 1964

Medical Centre

O'Rawe (DA)
80 Cambridge Gardens,
London, W10 6HS
Tel: 020 8969 5517
Fax: 020 8964 4766

North Kensington Medical Centre

Swade & Kelso (DA,DT)
St Quintin Ave,
London, W10 6NX
Tel: 020 8969 5151
Fax: 020 8960 6040

Notting Hill Medical Centre

Dr Garner (DA,DT)
14 Codrington Mews,
London, W11 2EH
Tel: 020 7727 5800
Fax: 020 7792 9044

The Pembridge Villas Surgery

Ramsden & Reid (DA)

45 Pembridge Villas,
London, W11 3EP**Tel:** 020 7727 2222**Fax:** 020 7792 2867**The Portland Road Practice**

Watson & Topham (DA,DT)

16 Portland Rd,
London, W11 4LA**Tel:** 020 7727 7711**Fax:** 020 7221 6755**Portobello Medical Centre**

Stride (DA,DT)

14 Codrington Mews,
London, W11 2EH**Tel:** 020 7727 2326**Fax:** 020 7985 0615**St Quintin Health Centre**

Densham (DA,DT)

St Quintin Ave,
London, W10 6NX**Tel:** 020 8960 5677**Fax:** 020 8968 5933**The Surgery, Colville Health Centre**

Chung (DA,DT)

51 Kensington Park Rd,
London, W11 1PA**Tel:** 020 7727 8212**Fax:** 020 7467 0915**The Surgery, Colville Health Centre**

Pettifer & Mok (DA,DT)

51 Kensington Park Rd,
London, W11 1PA**Tel:** 020 7727 4592**Fax:** 020 7221 4613**The Surgery**

Dias

112 Princedale Rd,
London, W11 4NH**Tel:** 020 7727 2022**Fax:** 020 7727 2022**The Surgery**

Ramasamy & Nannithamby (DA,DT)

12-16 Golborne Rd,
London, W10 5PG**Tel:** 020 8969 2058**Fax:** 020 8964 4156**The Surgery**

Wijaysinghe

96 Sirdar Rd,
London, W11 4EG**Tel:** 020 7727 9238**Fax:** 020 7460 7305**Westbourne Grove Medical Centre**

Cheng, O'Connor & Chin

241 Westbourne Grove,
London, W11 2SE**Tel:** 020 7229 5800**Fax:** 020 7243 2058

High Street Kensington Locality

Abingdon Medical Centre

Corbett, Kilduff, Chua & Raby (DA,DT)
88-92 Earls Court Rd,
London, W8 6EG
Tel: 020 7795 8470
Fax: 020 7795 8480

Emperor's Gate Centre for Health

King, Stott & Pankhurst (DA,DT)
49 Emperor's Gate,
London, SW7 4HJ
Tel: 020 7244 5670

Holland Park Surgery

Hooker, Bloom &
Dharmawardene (DA,DT)
73 Holland Park,
London, W11 3SL
Tel: 020 7221 4334
Fax: 020 7792 8517

Kensington Park Medical Centre

Dua (DA,DT)
75 Russell Rd,
London, W14 8HW
Tel: 0844 477 8580
Fax: 0844 477 8581

Kensington Place Surgery

Bronsdon
5 Kensington Place,
London, W8 7PT
Tel: 020 7229 7111
Fax: 020 7221 3069

Scarsdale Medical Centre

Kiernan (DA,DT)
2 Scarsdale Place,
London, W8 5SX
Tel: 020 7938 1887
Fax: 020 7376 2784

The Surgery

Malhas & Malhas (DA,DT)
2 Scarsdale Villas,
London, W8 6PR
Tel: 020 7937 3343
Fax: 020 7937 3949

The Surgery

Mckeown (DA)
7 Kynance Place,
London, SW7 4QS
Tel: 020 7581 3040
Fax: 020 7584 0506

Earls Court and Old Brompton Road Locality

Brompton Medical Centre

Ali (DA,DT)
237 Old Brompton Rd,
London, SW5 0EA
Tel: 020 7373 4102
Fax: 020 7835 0041

Courtfield Medical Centre

O' Brien & Ladbrooke (DA,DT)
73 Courtfield Gardens,
London, SW5 0NL
Tel: 020 7370 2453
Fax: 020 7244 0018

Earls Court Surgery

Parameswaran (DA,DT)
269 Old Brompton Rd,
London, SW5 9JA
Tel: 020 7370 2643
Fax: 020 7370 5970

Om Sai Medical Centre

Kathirgamanathan,
Periyasamy & Nayak (DA,DT)
248 Earls Court Rd,
London, SW5 9AD
Tel: 020 7835 1455
Fax: 020 7370 7497

Redcliffe Surgery

Farrar, Butler & Rees (DA,DT)
10 Redcliffe St,
London, SW10 9DT
Tel: 020 7460 2222
Fax: 020 7460 0116

Rosary Gardens Surgery

Joshi (DT)
45 Rosary Gardens,
London, SW7 4NQ
Tel: 020 7373 6557
Fax: 020 7373 6426

The Surgery

El-Borai & Adib
32 Eardley Crescent,
London, SW5 9JZ
Tel: 020 7373 0140
Fax: 020 7244 6617

The Surgery

Gillies, Steeden & Hussein (DA,DT)
7 Stanhope Mews West,
London, SW7 5RB
Tel: 020 7835 0400
Confidential Fax: 020 7835 0979
Fax: 020 7835 2617

**Chelsea and Worlds
End Locality****The Chelsea Practice**

Scudder (DA,DT)
Flood Walk,
London, SW3 5RR
Tel: 0844 4778 722
Fax: 0870 417 3984

The Good Practice

Sinclair (DA)
409 Kings Rd,
London, SW10 0LR
Tel: 020 7351 1766
Fax: 020 7352 2240

Kings Road Medical Centre

Dr Tahir, Dr Quraishi (DA,DT)
529 Kings Rd,
London, SW10 0UD
Tel: 0844 815 1870

Knightsbridge Medical Centre

Sweeney & Brunton (DA,DT)
71-75 Pavilion Rd,
London, SW1X 0ET
Tel: 020 8237 2600
Fax: 020 8237 2626

The Surgery

Boreham & Rowley
18 Thurloe St,
London, SW7 2SU
Tel: 020 7225 2424
Fax: 020 7225 1874

The Surgery

Maini (DA,DT)
57 Sydney St,
London, SW3 6PX
Tel: 020 7352 8031
Fax: 020 7351 3726

The Surgery

Rose
5 Sloane Avenue,
London, SW3 3JD
Tel: 020 7581 3187
Fax: 020 7225 0034

Community health facilities contact details

St Charles' Centre for Health and Wellbeing

Exmoor St,
London, W10 6DZ
Tel: 020 8969 2488

The Abingdon Health Centre

88-92 Earls Court Rd,
London, W8 6EG
Tel: 020 7795 8400

Colville Health Centre (DA,DT)

51 Kensington Park Rd,
London, W11 1PA
Tel: 020 7221 2650
Fax: 020 7792 8084

Emperors Gate Centre for Health

49 Emperors Gate,
London, SW7 4HJ
Tel: 020 7244 5600
Fax: 020 7244 5601

St Quintins Health Centre

St Quintins Avenue,
London, W10 6DX
Tel: 020 8960 5677
Fax: 020 8968 5933

Violet Melchett Clinic

30 Flood Walk,
London, SW3 5RR
Tel: 020 7349 2800
Fax: 020 7349 2801

Walmer Road Clinic

Eastry House, 266 Walmer Rd,
London, W11 4ET
Tel: 020 7313 3000
Fax: 020 7313 3002

Worlds End Health Centre

529 Kings Rd,
London, SW10 0UD
Tel: 020 7349 3200
Fax: 020 7349 3201

Kingsbridge Road – Learning Disabilities Team

20 Kingsbridge Rd,
London, W10 6PU
Tel: 020 8962 7858
Fax: 020 8962 7850

Princess Louise Nursing Home

Pangbourne Avenue,
London, W10 6DH
Tel: 020 8962 6101
Fax: 020 8962 6102

NHS Kensington and Chelsea Headquarters

Courtfield House

St Charles' Centre for
Health and Wellbeing,
Exmoor St,
London, W10 6DZ
Tel: 020 8969 2488



Opticians contact details

36 Opticians

36 Beauchamp Place, London, SW3 1NU

Tel: 020 7581 6336

Abbot Opticians

13 The Arcade, South Kensington Station, London, SW7 2NA

Tel: 020 7581 2330

Arthur Morrice Opticians

11 Beauchamp Place, London, SW3 1NQ

Tel: 020 7584 4661

Auerbach & Steele Opticians

129 Kings Rd, London, SW3 4PW

Tel: 020 7349 0001

Boots Opticians

127a Kensington High St, London, W8 5SF

Tel: 020 7938 1620

Bromptons Opticians

202a Kensington High St, London, W8 7RG

Tel: 020 7937 5500

Chatoo & Co Ltd

258 Kensington High St, London, W8 6ND

Tel: 020 7602 3065

Chelsea Eye Centre

176 Kings Rd, London, SW3 4UP

Tel: 020 7351 3847

David Clulow Opticians

185 Kings Rd, London, SW3 5EB

Tel: 020 7376 5733

David Faulder Opticians

218 Kensington High St, London, W8 7RG

Tel: 020 7937 8790

Dolland and Aitchinson

13 Kensington High St, London, W8 5NP

Tel: 020 7937 0666

Dolland and Aitchinson

70 Notting Hill Gate, London, W11 3HT

Tel: 020 7229 2681

Eye to Eye Opticians

3A Montpelier St, London, SW7 1EX

Tel: 020 7581 8828

Gloucester Road Opticians

44 Gloucester Rd, London, SW7 4QT

Tel: 020 7584 2697

Joy Opticians

8 Old Brompton Rd, London, SW7 3DL

Tel: 020 7584 4172

Kensington Eye Centre

37 Kensington Church St, London, W8 4LL

Tel: 020 7937 8282

Kensington Heights Opticians

22 Golborne Rd, London, W10 5PF

Tel: 020 8964 1080

Medirex Opticians

28-29 Wilcox Close, London, SW8 2UD

Tel: 020 7622 1893

Optical Express

179 Kensington High St, London, W8 6SH

Tel: 020 7376 1896

Shannon & Carton Ltd

102 Ladbroke Grove, London, W11 1PY

Tel: 020 7727 8430

Specs of Kensington

36 Earls Court Rd, London, W8 6EJ

Tel: 020 7938 1251

Thomas H Collison Ltd

Chelsea and Westminster Hospital, 369 Fulham Rd, London, SW10 9NH

Tel: 020 8746 8886

Dentists contact details

With 18 practices in the borough, there's an NHS dentist for everyone. Whether you're looking for a child and family-friendly dentist, a dentist who understands your faith requirements, or a practice with extended opening hours, register with us and we'll find a dentist to suit you. Visit www.biggersmiles.org for more information or feel free to contact a practice from the list below to make an appointment.

All Saints Dental Clinic (DA)

9 All Saints Rd,
London, W11 1HA
Tel: 020 7727 8328

A S Ghauri & Associates

247 Westbourne Grove,
London, W11 2SE
Tel: 020 7229 4813
or 020 7229 7071

Chelsea Dental Lounge

2nd Floor, 110-112 Kings Rd,
London, SW3 4TY
Tel: 020 7581 6161

80 Kensington Dental Clinic

80 High St Kensington,
London, W8 4SG
Tel: 020 7938 2833
or 020 7376 2833

Earls Court Dental Practice

121 Earls Court Rd,
London, SW5 9RL
Tel: 020 7373 4846

Golborne Dental Centre (DA)

59 Golborne Rd,
London, W10 5NR
Tel: 020 8964 0186

The Grove Dental Practice (DA)

351 Ladbroke Grove,
London, W10 6HA
Tel: 020 8969 0656

Hub Dental Rooms

Suite 123, Network Hub,
300 Kensal Rd,
London, W10 5BE
Tel: 020 8962 0000

JD Hull & Assoc – Fulham Rd Dental Care (DA)

242-244 Fulham Rd,
London, SW10 9NA
Tel: 020 7376 3330

Kensington Dental Practice

129 Kensington High St,
London, W8 6SU
Tel: 020 7937 9097

Kohan Dental Surgery

2 Russell Gardens,
London, W14 8EZ
Tel: 0207 603 6902

**Ladbroke Grove
Dental Practice (DA)**

118 Ladbroke Grove,
London, W10 5NE
Tel: 020 7727 9836

Moselhi Dental Surgery

22 Notting Hill Gate,
London, W11 3JE
Tel: 020 7727 8370

Dr Yeoh's Dental Surgery (DA)

4 Worlds End Place, Kings Rd,
London, SW10 0HE
Tel: 020 7352 0926

Notting Hill Dental Surgery

22 Pembridge Rd,
London, W11 3HL
Tel: 020 7727 4795

Shah Dental Surgery (DA)

407 Kings Rd,
London, SW10 0LR
Tel: 020 7352 7049

Westover Medical Ltd

13 Crescent Place,
Brompton Cross,
London, W3 3EA
Tel: 020 7052 0070

**Community Dental
Services (by referral)**

**Violet Melchett
Dental Clinic (DA)**

Community Dentists,
30 Flood Walk,
London, SW3 5RR
Tel: 020 7349 2821

**St Charles' Centre for
Health and Wellbeing**

Exmoor St,
London, W10 6DZ
Tel: 020 8962 4470/4471



Pharmacies contact details

ABC Pharmacy

12 Pembridge Rd

Tel: 020 7229 0958

Mon-Fri: 9:00am-6:30pm

Sat: Closed; Sun: Closed

ABC Pharmacy

196-198 Portobello Rd

Tel: 020 7727 5470

Mon-Fri: 9:00am-6:30pm

Sat: 9:00am-6:00pm;

Sun: 11:00am-3:00pm

Amoore & Co Ltd

25E Lowndes St

Tel: 020 7235 5887

Mon-Fri: 9:00am-6:00pm

Sat: 9:00am-1:30pm; Sun: Closed

Andrews Pharmacy

149B Sloane St

Tel: 020 7730 1018

Mon-Fri: 9:00am-6:00pm

Sat: 9:00am-6:00pm; Sun: Closed

Apex Pharmacy

73 Golborne Rd

Tel: 020 8968 5808

Mon-Fri: 9:00am-7:00pm

Sat: Closed; Sun: Closed

Astell Pharmacy

6 Elystan St

Tel: 020 7584 5424

Mon-Fri: 9:00am-6:00pm

Sat: 9:00am-1:00pm; Sun: Closed

Baywood Dispensing Chemists

239 Westbourne Grove

Tel: 020 7229 4553

Mon-Fri: 9:00am-6:30pm

except Wed: 9:00am-6:00pm

Sat: 9:00am-6:00pm; Sun: Closed

Boots the Chemist

148-150 Kings Rd

Tel: 020 7352 5259

Mon-Fri: 8:30am-8pm

Sat: 8:30am-7:00pm

Sun: 11:00am-6:00pm

Boots the Chemist

254 Earls Court Rd

Tel: 020 7370 2232

Mon-Fri: 8:30am-9:00pm

Sat: 9:00am-9:00pm

Sun: 12:00pm-6:00pm

Boots the Chemist

127 Kensington High St

Tel: 020 7937 9533

Mon-Fri: 8:00am-8:00pm

Sat: 9:00am-8:00pm

Sun: 12:00pm-6:00pm

Boots the Chemist

30-31 Gloucester Arcade,

Tel: 020 7835 1215

Mon-Fri: 8:00am-8:00pm

Sat: 9:00am-7:00pm

Sun: 10:00am-6:00pm

Boots the Chemist

60 Kings Rd

Tel: 020 7589 3234

Mon-Fri: 8:30am-7:30pm

Sat: 8:30am-7:30pm

Sun: 11:00am-5:00pm

Boots the Chemist

204-206 Kensington High St

Tel: 020 7376 9561

Mon-Fri: 8:00am-8:00pm

Sat: 9:00am-8:00pm

Sun: 12:00am-6:00pm



Boots the Chemist

96 Notting Hill Gate
Tel: 020 7727 4441
Mon-Fri: 8:00am-8:00pm
Sat: 9:00am-7:00pm
Sun: 10:00am-6:00pm

Boots the Chemist

203 Brompton Rd
Tel: 020 7584 5391
Mon-Fri: 9:00am-7:00pm
Sat: 9:00am-7:00pm
Sun: 10:00am-6:00pm

Boots the Chemist

228-230 Fulham Rd
Tel: 020 7823 3445
Mon-Fri: 8:30am-7pm
Sat: 9am-6pm; Sun: 10am-6pm

Bruntons Chemists

240 Earls Court Rd
Tel: 020 7373 5078
Mon-Fri: 8:00am-9:00pm
Sat: 9:00am-9:00pm;
Sun: 10:00am-6:00pm

Chemistree (Ladbroke Grove)

173 Ladbroke Grove
Tel: 020 8969 1483
Mon-Fri: 9:00am-6:30pm
Sat: 10:00am-4:00pm; Sun: Closed

Clifford Evans

114 Ladbroke Grove
Tel: 020 7727 5323
Mon-Fri: 9:00am-7:00pm
Sat: 9:00am-5:00pm; Sun: Closed

Dajani Pharmacy

92 Old Brompton Rd
Tel: 020 7589 8263
Mon-Fri: 9:00am-10:00pm
Sat: 9:00am-9:00pm
Sun: 10:00am-8:00pm

Dillons Pharmacy

24 Golborne Rd
Tel: 020 8969 1456
Mon-Fri: 9:00am-7:00pm
except Wed: 9:00am-6:00pm
Sat: Closed; Sun: Closed

D.R Evans Pharmacy

15 Elgin Crescent
Tel: 020 7727 6882
Mon-Fri: 9:00am-6:00pm
Sat: 9:00am-6:00pm; Sun: Closed

FJM Calder

55-57 Notting Hill Gate
Tel: 020 7727 3185
Mon-Fri: 9am-7pm
Sat: 9:00am-6:30pm; Sun: Closed

Golborne Pharmacy

106 Golborne Rd
Tel: 020 8969 8741
Mon-Fri: 9:00am-7:00pm
Sat: 9:00am-6:00pm; Sun: Closed

H Lloyd Chemist

382 Kensington High St
Tel: 020 7603 4761
Mon-Fri: 9:00am-6:30pm
Sat: 10:00am-5:00pm
Sun: Closed

Harley's Pharmacy

35-37 Old Brompton Rd

Tel: 020 7589 8788

Mon-Fri: 9:00am-8:00pm

Sat: 9:00am-7:00pm

Sun: 10:30am-6:30pm

Hillcrest Pharmacy

104-106 Holland Park Ave

Tel: 020 7727 6350

Mon-Fri: 9:00am-7:00pm

Sat: 9:00am-7:00pm

Sun: 9:00am-6:00pm

IT Lloyd Chemist

255 Kings Rd

Tel: 020 7352 5128

Mon-Fri: 9:30am-6:30pm

Sat: 9:30am-6:00pm; Sun: Closed

Lloyds Pharmacy

513 Kings Rd

Tel: 020 7352 9954

Mon-Fri: 8:30am-7:30pm

Sat: 9:00am-2:00pm; Sun: Closed

Medicine Chest

413-415 Kings Rd

Tel: 020 7352 2076

Mon-Fri: 9:00am-6:30pm

Sat: 9:00am-6:30pm

Sun: 10:00am-2:00pm

My Pharmacy

10 North Pole Rd

Tel: 020 8969 1465

Mon-Fri: 9:00am-7:00pm

Sat: 9:00am-6:00pm; Sun: Closed

Pestle & Mortar

213 Kensington High St

Tel: 020 7937 9154

Mon-Fri: 9:00am-7:00pm

Sat: 9:00am-7:00pm

Sun: 10:00am-5:00pm

Pharmaclinix

Unit 1, 132 Bramley Rd

Tel: 020 8969 0053

Mon-Fri: 9:00am-6:30pm

Sat: Closed; Sun: Closed

Sainsbury's Pharmacy

2 Canal Way, Ladbroke Grove

Tel: 020 8969 7013

Mon-Fri: 7:00am-11:00pm

Sat: 7:00am-10:00pm

Sun: 11:00am-5:00pm

Stickland Pharmacy

6 The Arcade, South Kensington Station

Tel: 020 7589 4186

Mon-Fri: 8:30am-7:00pm

Sat: 9:00am-6:00pm; Sun: Closed

Stratford Pharmacy

4 Stratford Rd

Tel: 020 7937 6178

Mon-Fri: 9:00am-6:30pm

Sat: 9:00am-5:30pm; Sun: Closed

World's End Pharmacy

469 Kings Rd

Tel: 020 7352 6617

Mon-Fri: 9:00am-7:00pm

Sat: 9:00am-6:30pm; Sun: Closed

Zafash Pharmacy

233-235 Old Brompton Rd

Tel: 020 7373 2798

24 Hours

Your NHS

Want to know more about NHS Kensington and Chelsea?

NHS Kensington and Chelsea is the organisation responsible for ensuring local residents have a full range of healthcare available to them.

NHS Kensington and Chelsea plans and funds (which we call 'commissioning' in the NHS) all the NHS care for people living in the Royal Borough of Kensington and Chelsea.

We work closely with GPs, dentists, opticians, pharmacies, the local authority, local hospitals, mental health trusts and voluntary organisations to ensure that we have the best healthcare and health services for the 170,000 residents of the Royal Borough.

How we spend your money

Around £357m is currently spent by NHS Kensington and Chelsea on health services for local people. In 2010/11 this amounts to around £1,871 per person and includes hospital and community care, GP visits, dentistry and pharmaceutical costs.

Our performance

NHS Kensington and Chelsea is rated as one of the top performing PCTs according to the NHS London Risk Ratings and in the past year have significantly improved our performance to meet the national targets for supporting more smokers to quit smoking, screening more 16-25 year olds for Chlamydia, and ensuring more 5 year olds receive their second MMR vaccination.

Further information can be found in our annual report at www.kensingtonandchelsea.nhs.uk

Your views

We want to hear your opinions and experiences as these help us shape our local health services. Feedback, both critical and complimentary, is essential in ensuring we deliver the best possible healthcare for you.

You can write to the Chief Executive at:

Courtfield House, St Charles' Centre for Health and Wellbeing, Exmoor St, London W10 6DZ

Email: chief.executive@kc-pct.nhs.uk or phone PALS **020 8962 4547**

For more information visit www.kensingtonandchelsea.nhs.uk



If you require this guide in another language or format (eg. larger print, audio cassette, Braille) please contact us on **020 8962 4598** and we will do our best to meet your needs.

Arabic

يمكن الحصول على هذه النشرة بحروف برايل (للمكفوفين)، أو على شريط صوتي، أو بحروف كبيرة، كما يمكن الحصول عليها بلغات أخرى وذلك بالاتصال
رقم الهاتف: 020 8962 4598

Bengali

এই প্রচারপত্র ব্রেইলে, অডিও টেপে, বড় হরফে এবং অন্যান্য ভাষায় পেতে
হলে 020 8962 4598 এই টেলিফোন নম্বরে যোগাযোগ করুন।

Kurdish

ئین نشریه ههمنان به چاپ مخصوص برای نابینایان، در کست تیپ، با حروف بزرگ و به زبان های دیگر موجود است. میتوانید به شماره
020 8962 4598 در تماس شوید.

Portuguese

Para receber este folheto em Braille, em cassete audio, ampliado ou noutras línguas, ligar ao telefone 020 8962 4598.

Spanish

Este folleto esta disponible en formato Brailey, o en cinta de cassette, o en letras de formato grande y en otros idiomas, llamando al 020 8962 4598.



NHS

Kensington and Chelsea

NHS Kensington and Chelsea
Courtfield House
St Charles' Centre for Health and Wellbeing
Exmoor Street
London W10 6DZ

www.kensingtonandchelsea.nhs.uk

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