This guide sets out useful telephone numbers and information for people needing health services in north London. In London every borough has its own Primary Care Trust (PCT). This guide covers the services provided by Haringey Teaching PCT.

**PRIMARY CARE**
Primary care is the first point of contact between you and the NHS and offers a range of healthcare options to suit you and your family. PCTs are the organisations that work with local hospitals to fund the care you need if you get ill. We also work with GPs (doctors), dentists, pharmacists and opticians. Our staff are based at GP surgeries and health centres – people like physiotherapists, podiatrists, health visitors or district nurses – people who look after your health in the community.

This guide contains information on how to access NHS services and information on the range of services available to help you get the right treatment.

**FEEDBACK**
We hope you find this guide useful. If you have comments about this guide, about healthcare in general, need advice, or have a problem with local health services, contact: Haringey PALS (Patient Advice & Liaison Service)
Haringey TPCT
Block B1, St Ann’s Hospital, Haringey, N15 3TH
☎ 020 8442 6859/6441
email pals@haringey.nhs.uk
The service is open Mon-Fri 9am-5pm, but has a 24-hour answer phone facility.

If you would like this information in another language, or in another format such as large print, please call:
☎ 020 8442 6322

All material in this guide was provided by the NHS.

If you have any queries about anything contained in the guide please contact:

- Haringey Teaching Primary Care Trust, St Ann’s Hospital, St Ann’s Road, London, N15 3TH.
- ☎ 020 8442 6000
- www.haringey.nhs.uk
YOUR GUIDE TO GETTING THE RIGHT TREATMENT

GP surgery
A GP looks after the health of local people and deals with a wide range of health issues like general advice, contraception, maternity services, vaccinations, etc. GPs can refer you to a hospital or specialist if you need further care.

To find your local GP contact Haringey Patient Services on 020 8370 8100, visit www.nhs.uk or look in the main section of this Yellow Pages directory under Doctors (medical).

Self-care
You can prepare for many illnesses by keeping a range of over-the-counter medicines at home. A well-stocked medicine cabinet will help you with many common illnesses and minor ailments; like colds and flu, coughs, sore throats, indigestion, toothache, headaches and constipation. If you have children, don’t forget to include appropriate medicines for them. If symptoms persist or worsen you should contact NHS Direct on 0845 4647 or your GP. Viral infections are much more common than bacterial infections. All colds and most coughs and sore throats are caused by viruses and therefore antibiotics will not cure them.

NHS Direct
NHS Direct provides 24 hour access to health advice and information. It is staffed by experienced nurses so contact NHS Direct if you are feeling unwell. If symptoms worsen, contact your GP. NHS Direct is available 24 hours. 0845 4647 visit www.nhsdirect.nhs.uk NHS Direct is also available on Digital TV.

NHS Walk-in Centres
You can visit NHS Walk-in Centres, without an appointment, to see an experienced nurse for health information, sexual health advice and treatment for a range of minor illnesses such as coughs, colds and infections, as well as minor injuries such as strains, sprains and cuts (not broken bones). Your local NHS walk-in centre can be found at North Middlesex University Hospital, Sterling Way, Edmonton. Call 020 8887 2680.

At the pharmacy
Community pharmacies are open longer than your GP. They are often open at weekends, and can be open late at night or on a bank holiday. Pharmacists are experts in the use of medicines and can give you advice about common symptoms, medicines and healthy living. They can help you stop smoking and give emergency hormonal contraception — sometimes known as the morning-after pill. NHS Direct can tell you where to find your nearest community pharmacy.

Out-of-hours care
If you are registered with a GP in Haringey and become ill outside of your normal doctor’s opening times, (6.30pm-8am weekdays and all day weekends and bank holidays), call Camidoc on 020 7398 5800. Your details will be taken and a GP will call you back to discuss your symptoms.

Camidoc should only be contacted for medical problems that cannot wait until your GP surgery is next open. If you require urgent dental care outside normal opening hours please call 020 7391 6366. This line is open 6.30pm-8am weekdays and all day weekends and bank holidays.

Accidents and emergencies
Accident and emergency (A&E) departments treat people with critical or life-threatening problems like head injuries, suspected heart attacks and serious illnesses or injuries. This includes severe breathing difficulties, suspected broken bones and heavy blood loss. Local A&E departments can be found at
- The Whittington Hospital NHS Trust, Magdala Avenue, N19 5NF. 020 7272 3070
- North Middlesex University Hospital NHS Trust, Sterling Way, N18 1QX 020 8887 2000
- Royal Free Hospital, Pond Street, NW3 2QG 020 7794 0500

- University College Hospital, 250 Euston Road, NW1 2PG. 0208 455 000

EYE CARE EMERGENCIES
- Moorfields Eye Hospital, 162 City Road, EC1V 2PD.
- Moorfields Direct 020 7566 2345, 9.30am-4.30pm, Monday-Friday.
- 020 7253 3411 out-of-hours.
- If you are unsure whether an illness or a very minor injury needs to be dealt with at A&E, call NHS Direct on 0845 4647 and ask for advice.

Appointments: Keep them or cancel them
Over one million people do not turn up for their hospital appointments every year. Even for the average GP practice over 100 patients a month fail to turn up, which is equivalent in lost time of one GP’s patients for a week.

If you are unable to attend your GP, dental or hospital appointment please ring to cancel as this appointment could be offered to someone else. 999 calls and Accident & Emergency services (A&E) are for serious health care problems. Using them responsibly will ensure they are able to respond quickly to those who are most in need of their help.
YOUR LOCAL HEALTH SERVICE

Haringey Teaching Primary Care Trust (TPCT) provides primary care for the people of Haringey. The TPCT serves a population of 224,000 people, and this year it has approximately £395 million to spend on local healthcare. This money will be used to plan and commission hospital, mental health and local community services. In order to provide a complete service to our patients we work very closely with GPs and our hospital colleagues, as well as our partners in social care, the voluntary sector and local boroughs.

END WAITING AND CHANGE LIVES

Waiting for treatment or an operation can be an anxious time, so we are working hard to provide prompt care and treatment for ‘routine’ and ‘non emergency care.’ By December 2008, the longest you will wait from being referred by your GP to starting your treatment will be 18 weeks.

Any hospital appointments, tests, scans, or other procedures that you may need before being treated will all happen within this time limit. Quicker referral and treatment times mean better care for you and in return we are asking you to remember to confirm or cancel your hospital appointment and make sure your GP has your correct contact details otherwise they may need to refer you again.

To find out more visit www.18weeks.nhs.uk

HOW WE MEASURE UP

Haringey TPCT is responsible for making sure people living in Haringey have all the health services they need. Each year all NHS organisations are assessed by the independent watchdog the Healthcare Commission. In 2007/08, Haringey TPCT was awarded an ‘excellent’ rating in use of resources and ‘fair’ for quality of services. Where some of our results were less impressive, such as patients feeling they are not able to see a GP within two working days, we have already begun working to improve this as part of our primary care strategy.

Each year a larger proportion of our performance is measured through surveys that you answer. To continue to improve on healthcare services that you receive we encourage you to reply to the surveys as much about things that go well as things that don’t go as well.

In 2007/08, Haringey TPCT spent £364.9 million:
- £124.2m on local hospitals.
- £36.4m on specialist hospitals.
- £10.6m on other hospitals.
- £56.6m on mental health services.
- £28.8m on community services.
- £17.4m on long-term care.
- £85m on independent contractors.
- £5.9m on other services.

For more information about our performance visit www.healthcarecommission.org.uk

OUR PLANS FOR THE FUTURE

In recent patient surveys you told us that you are very satisfied with the treatment that you receive from your GP. But 23 per cent also said that they are not happy with the opening hours of their GP surgeries.

We recognise that more needs to be done to improve primary care services. This is why reducing patient waiting times and access to all primary care services are among the key priorities set out in our primary care strategy which will see a range of services under one roof in neighbourhood health centres. This will allow GPs to work more collectively to extend services and see patients in the evenings and on weekends, giving you more access to services in one place.

To help improve your local healthcare services always take part in the patient surveys. To find out more visit our website www.haringey.nhs.uk

HOW TO GET INVOLVED

There are many ways for you to help improve local health services:

Call Peter Durrants at LINKs
on 020 8888 0579, email haringeylink@shaw-trust.org.uk

Call Your Views on 020 8442 5409, email your.views@haringey.nhs.uk

Join user groups. Take part in surveys and consultations. Complete and return comment cards or feedback forms, available at local hospitals and elsewhere.

YOUR GUIDE TO LOCAL HEALTH SERVICES FOR HARINGEY
**Useful contact numbers**

**GENERAL INFORMATION ABOUT THE NHS**
- www.nhs.uk
- www.nhsdirect.nhs.uk
- www.haringey.nhs.uk
- www.whittington.nhs.uk
- www.northmid.nhs.uk

**NHS DIRECT**
- If you are unwell, or have a health concern about yourself or your family, you can ring the 24-hour NHS Direct helpline and speak to a nurse. Call 0845 464 4647. The nurse can advise whether you need to see a doctor. Interpreters are available. You can also go online at www.nhsdirect.nhs.uk

**GP, DENTISTS, OPTICIANS AND PHARMACISTS**
- You can find lists of your nearest GPs, NHS dentists, opticians or pharmacists at www.nhs.uk or by calling 020 8370 8100

**ALCOHOL AND DRUGS**
- Haringey Advisory Group on Alcohol for advice about problems with alcohol 020 8800 6999
- TalkToFrank for advice on drugs 0800 776 600
- NHS Direct for information on local services 0845 4647
- Drug Advisory Service 020 8489 4011

**COUNCIL SERVICES**
- For more information about your local council or its services in Haringey, call 020 8489 0000

**COMMUNITY SERVICES**
- For information and to access community services for adults and older people such as dietetics, physiotherapy, foot health and continence services, call 020 8442 6000

**INFORMATION ON THE WEB**
- For more information about Haringey TPT visit www.haringey.nhs.uk

---

### HOW YOU CAN HELP YOURSELF

A healthy lifestyle is a way of living that lowers the risk of being seriously ill or dying early. A healthy lifestyle also allows you to enjoy more aspects of your life, and it is about physical, mental and social wellbeing as well.

#### SUPPORT TO STOP SMOKING
Call the stop smoking freephone number 0800 0856 258. Help is available if you want to quit, including free advice and access to nicotine replacement therapy on prescription (gums, patches, inhalators, etc.). Trained stop smoking advisors are based across Haringey, and stop smoking groups are available at venues throughout the borough.

#### HEALTHY EATING, PHYSICAL ACTIVITY AND SENSIBLE DRINKING
Eat at least 5 portions of fruit and vegetables each day. Cut down on fat, salt and added sugar. Drink 6-8 glasses of water or other fluids every day, but avoid soft and fizzy drinks that are high in added sugar. Drink no more than 2-3 units of alcohol a day (women) or 3-4 units a day (men). For information about healthy eating visit www.food.gov.uk.

Try to aim to be physically active for at least 30 minutes (e.g. brisk walking) 5 days a week and have a healthy diet to help you to achieve a healthy weight. For information about recreational opportunities in the borough call Haringey Council on 020 8489 0000.

#### SEXUAL HEALTH CLINICS
Sexual health clinics provide free, impartial and confidential sexual health services, including screening and treatment and free condoms to help you to practice safe sex.

St Ann’s Health Centre
020 8442 6536 (appointments and general enquiries) Monday to Friday.

4YP+ at Lordship Lane Primary Care Health Centre (for women aged under 20) (appointments) Thursday.

The mobile 4YP+ bus service visits a range of locations across Haringey offering free confidential advice, condoms, chlamydia screening, pregnancy tests and fast referral to sexual health and family planning.

020 8442 6536

Family Planning service in Haringey provides a range of community based clinics with all forms of contraceptive advice and methods available.

020 8442 6810

Sexual Health in Haringey website www.shharingey.co.uk

#### CHLAMYDIA SCREENING
Chlamydia is the most common sexually transmitted infection in the UK. It’s most common in men and women under 25 years of age. You don’t need to have had lots of sexual partners to be at risk. Most people with chlamydia have no symptoms, so they may not know they have the infection. If left untreated, chlamydia can spread to other parts of the body and this can lead to long-term health problems, such as infertility and pain, especially in the abdomen.

If you’re under 25 and have had sex, you can easily get access to testing in a range of places which are convenient to you. Chlamydia screening for under 25’s is available in all family planning clinics. The confidential test and any treatment you might need are FREE. For details of where you can get a screen in Haringey go to www.gettested.co.uk, call 020 8362 7637/8 or call/text 07939 827 222.

#### GET YOUR FLU JAB
Flu can cause serious illness in people over 65, or those with asthma, kidney problems, diabetes or heart disease at any age. Don’t be a victim of flu – make sure you contact your GP every autumn and arrange to get the free vaccine. The viruses which cause flu change every year and the vaccine changes to deal with the latest strains.

For more information call NHS Direct on 0845 4647

#### GET THE RELEVANT CANCER CHECK UPS
Regular screening is crucial as it can detect early changes that may lead to cancer if left untreated. If you receive a letter inviting you to attend one of the screening programmes, please attend the appointment or if the notice is not convenient call and re-arrange it for a more suitable time. Please do not miss out on the opportunity as the tests are free under the NHS.

There are three screening programmes: cervical screening for women 20-64 years old, breast screening for women 50-70 years old and bowel cancer screening for men and women 60-69 years old. There is no organised prostate cancer screening but an informed choice programme. For more information contact your GP practice or visit: www.cancerscreening.nhs.uk

#### ARM AGAINST CERVICAL CANCER
Girls are being offered the Human Papilloma Virus (HPV) vaccination as part of the ‘Arm Against Cervical Cancer’ national immunisation programme. This will help to protect against some of the viruses that can cause cervical cancer. All girls in Year 8 will be offered the vaccine. Older girls will also be offered the vaccine in a staggered programme over three years starting with girls who are, or would have been, in Year 13 in 2008/2009. By the end of 2011 all girls in year 8 and above born on or after 1 September 1990 will be invited for a course of vaccinations.

The vaccine, called Cervarix, is free and the course consists of three injections over six months to ensure girls are fully protected. Parents can discuss any aspect of the vaccination programme with their daughter’s school nurse, GP, practice nurse or phone NHS Direct’s special HPV helpline 0845 602 3303 or visit www.nhs.uk/hpv or www.cancerscreening.nhs.uk

#### LONG-TERM HEALTH CONDITION?
If you are living with a long-term health condition, help and support is available from the Expert Patients Programme. This is a free self management course for people with long-term conditions (i.e. heart disease, diabetes, arthritis, etc.) and will help you improve the way you care for yourself. Courses are available free throughout the year.

For further information call 020 8442 6846

#### PROTECT YOUR CHILDREN AGAINST MEASLES, MUMPS AND RUBELLA
Haringey has seen a significant rise in measles over the last three years and we are in danger of an epidemic. Measles is highly contagious and even life-threatening, yet many parents do not know this. At its worst it can lead to fits, meningitis, brain inflammation (encephalitis) and pneumonia.

MMR is a safe and effective vaccine and is the safest and best way to protect your children against measles, mumps and rubella. If you are a parent call your doctor or practice nurse to make sure that you and your family are fully protected against these diseases.

If you need more information, or are unsure whether your child needs to be immunised call NHS Direct on 0845 4647 or speak to your GP. You can find out more at www.immunisation.nhs.uk

#### MENTAL HEALTH AND WELLBEING
Many people can feel stressed, anxious or depressed and sometimes need help to manage this. In Haringey, we are providing more access to talking treatments through significant Government investment in the Improving Access to Psychological Therapies (IAPT) programme. If you suffer from mild to moderate anxiety or depression call 020 8275 4032, talk to a friend or loved one and speak to your GP if your depression gets worse.