



Need medical advice  
and not sure where to go  
**in Ealing?**



Translations of this leaflet are available in Arabic, Polish and Punjabi.  
Visit [www.healthiernorthwestlondon.nhs.uk](http://www.healthiernorthwestlondon.nhs.uk) to find out more.

# Seeing a doctor or a nurse

It is very important to be registered with a doctor. For information on how to register, please visit **[www.nhs.uk](http://www.nhs.uk)**.

If you need to see a doctor or a nurse during normal opening hours (8am - 6.30pm, Monday to Friday) call your doctor's surgery to check their availability or use their online service if you have registered for this at your practice.

If you need to see a doctor or nurse in the evening, at the weekend or on a bank holiday, appointments are available to book at three local practice hubs:

- The Sunrise Medical Centre
- The Elmbank Surgery
- The Florence Road Surgery

> See map on page six to see where the hubs are located.

## How to access:

Call your doctor's surgery or NHS 111 if your practice is closed

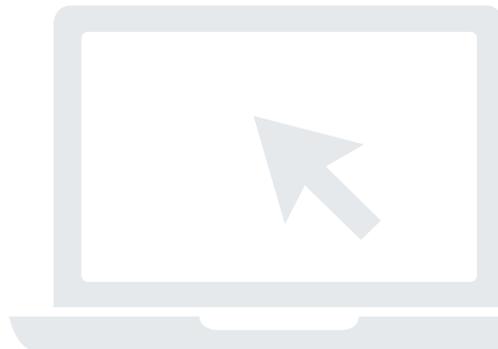
## Opening hours:

6.30pm – 8pm Monday to Friday

8am – 8pm on Saturday, Sunday and Bank Holidays

## Online consultations

You will soon be able to consult your doctor's surgery online. Keep an eye on your surgery's website for more details.



# NHS 111

**NHS 111** is the **free** NHS non-emergency number. You can speak to a **fully trained adviser**, supported by healthcare professionals. They will ask questions to assess your symptoms and direct you to the best medical care for you.

**How to access:** Call 111 or visit the website [111.nhs.uk](https://111.nhs.uk)

**Opening hours:** 24 hours a day, seven days a week

## Pharmacies

Your local pharmacist, or chemist, is a **highly trained healthcare professional**. They can offer **free** advice and suggest medicines or treatments for many common problems such as headaches, stomach problems, coughs, and colds. Some pharmacists can also give flu vaccinations.

Following national guidance from NHS England, doctors are being asked not to prescribe certain medicines that can be bought over the counter. This includes medication for conditions such as coughs, colds, headaches, pain killers, dry skin and dry eyes.

Find out more about these changes at: [nhs.uk/OTCmedicines](https://nhs.uk/OTCmedicines)

## Ealing community partners

Ealing Community Partners is a group of NHS, Ealing Council and voluntary organisations working together to deliver community health and care services for people in Ealing.

Services include: nursing for people in their own homes and community clinics and care for example people with long term conditions, such as diabetes, podiatry and psychotherapy.

Visit [www.westlondon.nhs.uk/ecp](https://www.westlondon.nhs.uk/ecp), call **0300 12345 44** or email [ealingcommunity.referrals@nhs.net](mailto:ealingcommunity.referrals@nhs.net) to find out more.

# Mental health crisis

For help in a mental health crisis, contact the West London NHS Trust 24/7 helpline.

## How to access:

Call 030 0123 4244

## Opening hours:

24 hours a day, seven days a week, 365 days a year

If you or somebody else is in immediate life-threatening danger you can ring **999**.

# Flu jab

The free flu vaccination is being offered to those who are at increased risk from the effects of flu – these include people aged 65 and over, pregnant women, those under 65 with certain long-term health conditions and children (aged 2-10). Ask your doctor, pharmacist or midwife about the free flu vaccine. It's an important and easy way to stay well this winter.

# Health Help Now

Health Help Now is an app which helps you find the right health services, medical advice and trusted information.

## How to access:

Download for free from the App Store (for Apple devices) or Google Play (for Android devices).

Please select the relevant app for your area.



HEALTH  
help NOW

# Urgent Treatment Centre (UTC)

Doctors and nurses at the UTC are able to treat children and adults with minor injuries or illnesses that are urgent but not life threatening. This includes sprains and strains, minor broken bones, minor burns to small areas, minor cuts, including those that need stitches and common infections such as chest, ear or throat. The UTCs in and around Ealing can be found at:

## Ealing Hospital:

**Opening hours:** 24 hours a day, seven days a week

## West Middlesex Hospital:

**Opening hours:** 24 hours a day, seven days a week

## Northwick Park Hospital:

**Opening hours:** 24 hours a day, seven days a week

## Charing Cross Hospital:

**Opening hours:** 24 hours a day, seven days a week

## St Mary's Hospital:

**Opening hours:** 24 hours a day, seven days a week

> See map on page seven to see where the UTCs are located.

# Accident and Emergency

In A&E you will be seen by specialist doctors and nurses ready to treat those with serious or **life-threatening** injuries and illnesses, which can include: loss of consciousness, severe chest pain, breathing difficulties and choking, severe bleeding that cannot be stopped, having fits, severe broken bones or burns.

**How to access:** Call 999

**Opening hours:** 24 hours a day, seven days a week

# Where to get help in Ealing

GP local practice hubs –  
evening, weekend and bank holiday appointments  
(bookable via your doctor's surgery/ NHS 111



## A. The Sunrise Medical Centre

9 -11 Abbotts Road,  
Southall, Middlesex UB1 1HS

**Mon – Fri 6.30pm – 8pm,  
Sat & Sun 8am – 8pm**

## B. The Elmbank Surgery

438 Greenford Avenue,  
Hanwell W7 3DD

**Mon – Fri 6.30pm – 8pm,  
Sat & Sun 8am – 8pm**

## C. The Florence Road Surgery

26 Florence Road, Ealing  
W5 3TX

**Mon – Fri 6.30pm – 8pm,  
Sat & Sun 8am – 8pm**

The location of your evening and weekend appointments may vary depending on which doctor's surgery you are registered with. Please contact your surgery for further details and to book an appointment.

# Where to get help in Ealing

## Urgent Treatment Centres



### 1. Northwick Park Hospital

Watford Road, Harrow,  
Middlesex HA1 3UJ

**24 hours a day, seven  
days a week**

### 2. Ealing Hospital

Uxbridge Road, Southall,  
Middlesex UB1 3HW

**24 hours a day, seven  
days a week**

### 3. West Middlesex Hospital

Twickenham Road, Isleworth,  
Middlesex TW7 6AF

**24 hours a day, seven  
days a week**

### 4. St Mary's Hospital

Praed Street, Paddington,  
London W2 1NY

**24 hours a day, seven  
days a week**

### 5. Charing Cross Hospital

Fulham Palace Road,  
London W6 8RF

**24 hours a day, seven  
days a week**

If you live on the boundary of two boroughs in North West London, please visit [www.healthiernorthwestlondon.nhs.uk](http://www.healthiernorthwestlondon.nhs.uk) for leaflets that detail services in Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea and Westminster.