



Kingston
Clinical Commissioning Group

Stay well in Kingston



**Improving access
to Primary Care
in Kingston**

Kingston primary care extended hours

Kingston provides access to primary care services 8am to 8pm, 7 days a week. This includes:

Surbiton Health Centre

Extended appointments available between:

6:30pm - **8:00pm**

Monday to Friday

8:00am - **8:00pm**

Saturdays and Sundays



Kingston Health Centre

Extended appointments available between:

6:30pm - **8:00pm**

Monday to Friday

8:00am - **8:00pm**

Saturday

8:00am - **2:00pm**

Sunday

Merritt Health Centre

Extended appointments available between:

6:30pm - **8:00pm**

Monday to Friday

8:00am - **2:00pm**

Saturdays and Sundays



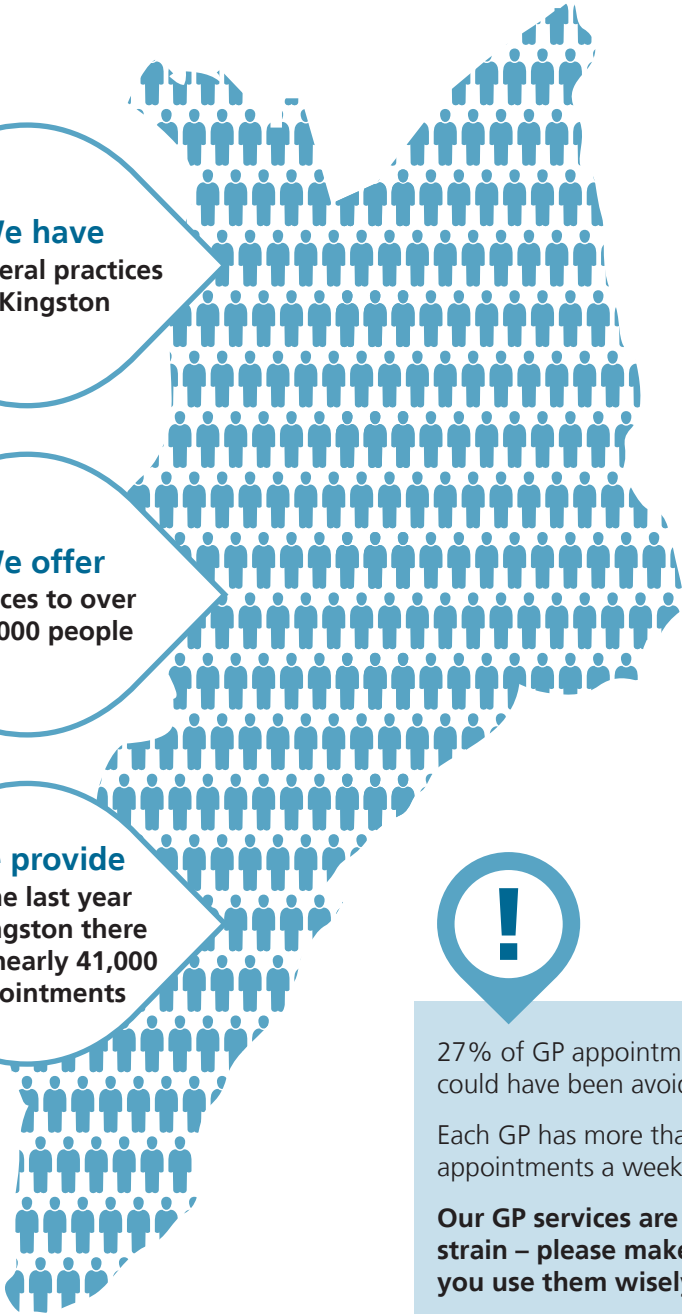
For evening appointments, please contact your own GP surgery before 5pm to make an appointment.

For a weekend appointment please call 020 3841 9942.

Children under 11 can now also access same day appointments. Please see if your GP practice is participating: www.kingstonccg.nhs.uk/local-health-services/extended-primary-care-services.htm



Please use your GP wisely..



We have
22 general practices
in Kingston

We offer
services to over
200,000 people

We provide
In the last year
in Kingston there
were nearly 41,000
appointments



27% of GP appointments
could have been avoided.

Each GP has more than 8
appointments a week missed.

**Our GP services are under
strain – please make sure
you use them wisely.**

	When?	Where?	Hints
Treat yourself	Minor illnesses, like headaches, diarrhoea, vomiting, coughs and colds.	Stay at home, keep warm and hydrated.	Keep some basic medicines like paracetamol and ibuprofen in your bathroom cabinet, just in case.
Pharmacy	Advice on minor illnesses like diarrhoea, allergies, coughs and colds, as well as advice on giving up smoking and emergency contraception.	Find your nearest pharmacy at www.nhs.uk	Pharmacists are trained medical professionals who can offer quick advice on a wide range of minor illnesses.
GP	Health advice for more serious conditions, diagnosis, prescriptions and things like ear infections.	Your local GP practice that you are registered with.	To make life easier, many GPs now offer appointments earlier or later in the day, or even at weekends, as well as telephone consultations.
Out of hours	When your GP is closed and you have an urgent medical problem that can't wait.	For weekday appointments call your normal GP practice and you will be connected to the Out of Hours service directly. For a weekend appointment please telephone 020 3841 9942. Extended primary care services are offered by Surbiton Health Centre, Kingston Health Centre and Merritt Health Centre.	Get expert medical advice on where you can get help quickly or a GP home visit if you need it.
Walk-in centres	For urgent treatment for an illness or injury that isn't life threatening, including infections and rashes, stomach upsets, cuts and bruises, burns and strains.	Teddington Memorial Hospital Walk-In Centre , Hampton Rd Teddington, TW11 0JL t. 020 8714 4004 Open Mon-Fri, 8am–10pm Sat/Sun/bank hol, 8am–9pm Queen Mary's Hospital Minor Injuries Unit , Roehampton, SW15 5PN t. 020 8487 6999 Open 8am–7.00pm 7 days a week, 364 days a year. Closed on Christmas Day	No appointment needed – just walk in to your nearest centre. Some even offer X-ray facilities – and waiting times could be shorter than A&E.
A&E or call 999	If you are seriously ill and need emergency care fast, including heavy bleeding, serious broken bones, choking, chest pain, difficulty breathing, blacking out or seizures.	Kingston Hospital, 1 Galsworthy Road, Kingston KT2 7BE Or dial 999.	In an emergency, don't wait. Go straight to A&E or call 999.

Be prepared with a well-stocked medicine cabinet

Be prepared for most common ailments by keeping a well-stocked medicine cabinet at home. This medicine cabinet checklist is not exhaustive, but it will help you deal with most minor illnesses and ailments.



Pain relief

Painkillers such as aspirin, paracetamol and ibuprofen are highly effective at relieving most minor aches and pains, such as headaches and menstrual pain.



Antihistamines

These are useful for dealing with hay fever, allergies and insect bites.



Oral rehydration salts

Following fever, diarrhoea or vomiting, it may be difficult to restart your normal diet. Oral rehydration salts can help to restore your body's natural balance of minerals and fluid.



Anti-diarrhoea tablets

Diarrhoea is caused by a range of things, such as food poisoning or a stomach virus, and can happen without warning. It's a good idea to keep an anti-diarrhoea medicine at home.



Indigestion treatment

If you have stomach ache, heartburn or trapped wind, a simple antacid will reduce stomach acidity and bring relief.



Sunscreen

Keep a lotion of at least factor 15. Ensure that your sunscreen provides UVA protection.



First aid

As well as the medicines described above, you should keep a well-prepared first aid kit.

It should contain the following items:

- ✓ **Bandages:** these can support injured limbs, such as fractures or sprains
- ✓ **Plasters**
- ✓ **Thermometer:** digital thermometers or a thermometer placed under the arm
- ✓ **Antiseptic:** this can be used to clean cuts before they're dressed (bandaged).
- ✓ **Eyewash solution:** this will help to wash out grit or dirt in the eyes.
- ✓ **Sterile dressings:** larger injuries should be covered with a sterile dressing to prevent infection until treatment can be given by a health professional.
- ✓ **Medical tape:** this is used to secure dressings. It can also be used to tape an injured finger to an uninjured one, creating a makeshift splint.
- ✓ **Tweezers:** for taking out splinters.

This information has been adapted from NHS Choices

Home care is best

Most common illnesses don't need antibiotics.
This is how long they may last...



Ear infection:
4 days



Sore throat:
1 week



Common cold:
1½ weeks



Sinusitis:
2½ weeks



Cough or bronchitis:
3 weeks



Useful tips for taking care of yourself

If you need advice on healthcare, asking your local pharmacist can be really helpful

Stay healthy by eating well and being active – make time to spend with friends... all year round

Wrap up warm when it's cold, add more layers of clothing and wear correct footwear in bad weather

Get a flu jab if you are in a vulnerable group

Learning to manage your condition is a good thing – it puts you in control, improves your quality of life and helps you stay healthy. There is lots of information and support available to help you to do this

If you live with a long term condition, talk to your healthcare professional and pharmacist about the services and support available to help you

Also remember:

Most common ailments, such as **colds, sore throat, cough, sinusitis** or **painful middle ear infection (earache)** can't be treated with antibiotics...

...instead, **rest, drink plenty of fluids, take pain relievers, such as paracetamol or ibuprofen** and **talk to your pharmacist for advice** on getting the relief you need.

How can I get involved?

Your feedback helps us to ensure we are commissioning the right services for local residents of Kingston.

You can do this through:



General Practice Patient Participation Groups:

Speak to your GP Practice Manager to find out more about your local group.



Public events:

Kingston CCG attends local community events, public meetings and forums to hear feedback and patient experiences. Keep an eye on our events calendar to find out where we'll be.



Kingston CCG meetings:

Our Governing Body and Primary Care Commissioning Committee meet in public and everyone is welcome!



Online:

Share your views on Twitter @kingstonccg



Voluntary and community organisations:

Get involved with support groups and find out more about local services.