

Your 2009/ 2010 guide to local health services

NHS Haringey holds the NHS budget for our local population of around 224,000 residents. We guide the work of doctors' surgeries and other local health services and make sure that hospital care and other specialist treatment is available when you need it.

Spending plans 2008–2009

In 2008/09 NHS Haringey spent approximately £397.5 million on providing better services for local people. Here's how:

- Local hospital £151.0m.
- Specialist hospitals £35.5m.
- Other hospitals £11.1m.
- Mental health services £64.0m.
- Community services £30.1m.
- Long-term care £18.3m.
- Independent contractors £82.9m.
- Other services 4.7m.

Listening to patients

It is important to us that the opinions of Haringey people are taken into account when planning and developing new services and improving the quality of existing services. Thank you for taking the time to give us your views and please continue to take part – your views do make a difference.

Involving local people

NHS Haringey is working hard to ensure that local people are involved in decisions that affect their health at all levels and have a say in improving their health services.

Ways to get involved:

- **Local Involvement Networks (LINKs)**

LINKs aim to give local people a stronger voice in how health and social care services are delivered. LINKs are being organised across the country and anyone can get involved. For more information about LINKs in Haringey, please call 020 8888 0579. For national information regarding LINKs you can visit www.nhscentreforinvolvement.nhs.uk

- Joining a **patient participation group** at your local doctor's practice.
- Completing **health surveys** from your doctor's practice or the PCT.

- Talking with us about applying for one of our **community health grants**, aimed at local groups who want to develop new projects to improve health in their communities. For details of the community health grants visit: www.havcoharingey.org.uk
- Participating in **NHS consultations** telling us your views on any changes that may be proposed to NHS services.
- Learning more about our **expert patient programmes**, offering people with long-term health conditions, such as asthma and diabetes, a chance to manage their condition more effectively (see next page).

A new health service for Haringey

During 2008, NHS Haringey conducted a high public profile engagement campaign in the west of Haringey regarding the re-location of patients and GPs and services to move into the Hornsey Central Neighbourhood Health Centre.

GPs at the Queenswood Practice in Clocktower Medical Centre and Dr Henderson and Partners in Crouch End Medical Centre consulted with their patients with the option to move into the new centre.

The outcome was overwhelming support in favour of plans to deliver new and improved health services in the west of Haringey.

Patient advice & liaison service (PALS)

The PALS team can provide information, help and advice to patients, their relatives and carers about a range of NHS services. For example, services provided by your doctor and dentist, community health services, and where to get treatment outside of normal working hours. If you have any concerns or wish to complain about health services, PALS will be able to advise you. We can provide details of how and where to register with a doctor or how to find a dentist, as well as information on current health campaigns, such as flu vaccination.

Contact PALS:

020 8442 6859/ 6441 Monday – Friday 9am – 5pm

pals@haringey.nhs.uk

NHS Haringey

Patient Advice and Liaison Service

B1, St Ann's Hospital

St Ann's Road

Tottenham, N15 3TH

Expert patient programme

The expert patients programme is an initiative to help people living with long-term health conditions to maintain their health and improve their quality of life through self-management courses.

The free courses, which are held at local accessible venues, are funded by NHS Haringey and are open to any adult living with a long-term health condition. They consist of six weekly sessions lasting two and a half hours. They are designed to help participants increase their confidence in taking control of their condition and make a difference to their lives.

The course looks at:

- Goal setting and problem-solving.
- Healthy lifestyle advice.
- Dealing with pain and fatigue.
- Relaxation and positive thinking.
- Managing difficult emotions and feeling low.
- Communicating with health professionals.

Many participants find that the support they receive, along with the sharing of skills and experiences, make this a unique and special programme. For more information or to book a place on a course, please contact:

Marina Chrysou
Expert patients programme manager
020 8442 6846
marina.chrysou@haringey.nhs.uk

It's your choice!

Most patients can choose their hospital

If your GP needs you to see a specialist, you can now choose to go to any hospital in England where your care is funded by the NHS. This includes NHS hospitals and some independent sector hospitals.

Things you may want to consider when choosing a hospital

As a patient, you might want to consider a number of things when deciding which hospital to go to. Our research with patients has told us that the following are important:

- Your own personal experience of a particular hospital.
- The location – whether it's easy to get to or close to work, family and/or friends.
- Reputation.
- The hygiene standards and low MRSA infection rates.
- Waiting times.
- Good parking and disabled facilities.

Choice of hospital may not be appropriate for all services. The services, which are required to offer a choice of hospital are services where speed of access to diagnosis and treatment are particularly important:

- Emergency attendances/admissions.
- Patients attending a rapid access chest pain clinic under the two-week maximum waiting time.

- Patients attending cancer services under the two-week maximum waiting time.

Services where other choices are more likely to improve the patients experience:

- Maternity services.
- Mental health.

The NHS is fully committed to offering patients easily accessible, reliable and relevant information to enable them to participate fully in their healthcare decisions and to support them in making choices. This includes information on the quality of clinical services where there is robust and accurate information available.

Talk to your GP if you feel that the hospital you are being referred to is not right for you.

If you would like more information about patient choice in Haringey, you can:

- Visit the NHS Choices website at www.nhs.uk.
- Ask your GP practice.
- Go to www.haringey.nhs.uk.
- Visit your local library.

How to access local dental services

NHS Haringey is committed to ensuring that all residents in Haringey can access an NHS dentist. The PCT is working to identify areas of need and where new services or additional dentistry need to be placed throughout the borough.

How to access emergency and out-of-hours dental services

NHS Haringey has a dedicated access centre for patients requiring emergency dental care at Camidoc on 020 7391 6366.

The dental access centre offers emergency appointments every day from Monday to Friday 6.30pm to 8am and 24-hours at weekends and public holidays.

For the most up-to-date information regarding dental practices accepting NHS patients in a location convenient to your work or home, or how to access emergency dental care please call the Haringey dental access helpline on 020 8370 8217.

Longer opening hours

We have been working with local GP surgeries to get them to stay open for longer, giving you the opportunity to see a Haringey doctor early in the morning, during the evening and/or on Saturday. Many GP surgeries in Haringey now offer longer working hours.

You can easily check who offers this service by calling your surgery or NHS Haringey patient services on 020 8370 8218 or visiting NHS Choices at www.nhs.uk.

If you need to see a doctor urgently when your local surgery is shut, you should contact NHS Direct on 0845 46 47 or www.nhsdirect.nhs.uk

New GP services in Haringey

You can now see a GP or nurse at:

Hornsey Central Neighbourhood Health Centre 151 Park Road, N8 8JD

Open from 8am until 8pm, Monday to Friday and 9am until 1pm on weekends you can book an appointment in advance. We plan to extend weekend opening hours from 8am until 8pm.

The Laurels Healthy Living Centre St Ann's Road, Tottenham, N15 3TH

Open from 8am until 8pm, seven days a week.

Lordship Lane 239 Lordship Lane, N17 6AA

Open Monday from 6.30pm until 8pm and Tuesday from 6.30pm until 7.15pm. From late 2009 open 12 hours a day, seven days a week (appointments and walk-ins).

What are we doing in Haringey to tackle infections?

NHS Haringey is committed to ensuring every effort is made in early detection and intervention of infections to ensure infection rates remain low in particular those that are related to healthcare - known as healthcare associated infections (HCAI).

NHS Haringey has an infection prevention and control team who are responsible for ensuring that all services do all that they can to reduce HCAI and that we give support to residents and all staff who provide community healthcare across the borough. Other key components of the service cover: specialist advice on care pathways and treatments / precautions to take, policy development, auditing all NHS Haringey properties to ensure the premises are clean, safe and are not contributing to cross infection. Surveillance is undertaken to monitor infection rates and implement interventions to reduce rates. Education is provided to all staff so they are aware of infection prevention and control within their individual roles.

You can help protect yourself and others from infections by:

- Always washing your hands after using the toilet and before eating food
- Using a tissue when you sneeze or cough – remember – Catch it – Bin it – Kill it!

- Remembering that antibiotics have no effect on viral infections such as colds or the flu.
- When visiting a healthcare building please use the hand hygiene gel provided to decontaminate your hands.

Additional information is available from the 'infection control and you' leaflet and NHS Haringey website: www.haringey.nhs.uk.

Choose well

Today's NHS provides you with lots of choices. By making the right choice at the right time, patients can get the best possible treatment. Below is an outline of available services and how and when they should be used.

Self-care

A well stocked medicine cabinet in the home will help you deal with many minor ailments such as coughs, cuts and bruises.

Pharmacist

From sprains to stomach upsets, your local pharmacist can give expert advice without an appointment.

NHS Direct

Call 0845 46 47 for advice, a health assessment from a nurse and information about services 24 hours a day. This also includes opening times of pharmacies, mental health services, emergency dental services and where to get emergency contraception.

Walk-in centre

If you have suffered a minor injury, need to see a doctor or nurse quickly or need emergency contraception visit the walk-in centre at North Middlesex University Hospital, Sterling Way, N18. Open from 8am to 10pm Monday to Friday and 8.30am to 10pm weekends and public holidays.

Accident & emergency department

If it is an emergency that needs assessment or treatment go to the accident & emergency department at:

- North Middlesex University Hospital, Sterling Way, N18 1QX.
- The Whittington Hospital, Magdala Avenue, N19 5NF.

999

Ring 999 to go to A&E for emergencies such as loss of consciousness, severe chest pain, serious accident and loss of blood.

If you are not sure what to do or how urgent your problem is always ring NHS Direct on 0845 46 47 open 24 hours a day.

Comments, concerns and compliments

NHS Haringey aims to provide a high quality of service, which meets the needs of patients, their families and carers. We welcome your views and comments as they help us to improve the services we provide for you. Please contact the manager of the service if you have concerns as we can often resolve these straight away.

If your complaint cannot be resolved by the manager, please contact our patient advice & liaison service (PALS) who may be able to resolve your concerns informally and offer help and advice on NHS matters. Contact PALS on 020 8442 6859/ 6441 or email pals@haringey.nhs.uk.

For further information about the NHS complaints procedure please visit:
www.haringey.nhs.uk

Albanian

Ne qofte se kerkoni ndihme per te gjetur sherbimet shendetsore ne zonen tuaj, kontaktoni the patient advice & liaison service (PALS) on 020 8442 6859.

French

Si vous souhaitez obtenir de l'aide à trouver vos services de la santé locaux, veuillez contacter le « patient advice & liaison service (PALS) » (service d'aide et de conseils pour les patients) au 020 8442 6859.

Polish

Pomoc w znalezieniu lokalnej placówki zdrowia można uzyskać kontaktując się z organizacją PALS oferującą porady i usługi dla pacjentów pod numerem 020 8442 6859.

Somali

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Turkish

Bölgenizdeki sağlık servisleri hakkında bilgi edinmek için yardıma ihtiyacınız varsa 020 8442 6859 dan Hasta Danışma ve Bağlantı Servisini (PALS) arayın.

Translations

The above translations say if you would like help to find your local health services, contact the patient advice & liaison service (PALS) on 020 8442 6859/ 6441 or pals@haringey.nhs.uk

For further copies or if you'd like this guide in Braille or audio cassette/CD please call 020 8442 5435.