

# Stay well this winter

Information and services  
for Barnet, Camden,  
Enfield, Haringey and  
Islington residents

Winter 2023-24



## NHS 111 for urgent medical needs

When you have an urgent medical need that isn't life threatening, or you're unsure what to do, visit [111.nhs.uk](https://111.nhs.uk) or call **111** free from your mobile or landline.

NHS 111 is always open and, depending on the situation, can:

- advise on what local service can help you
- connect you to a nurse, emergency dentist, pharmacist or GP
- book you a face-to-face appointment if needed
- give you an arrival time if you need to go to A&E, an urgent treatment centre, or walk-in centre
- explain how to get any medicine you need
- offer self-care advice.

Other ways to contact NHS 111:

- Text relay: Call **18001 111**
- British sign language (BSL):  
Use [signvideo.co.uk/nhs111](https://signvideo.co.uk/nhs111)
- Help in other languages: Call **111** and ask for an interpreter.

For life-threatening injuries or illnesses go straight to A&E or call **999**. Text relay users can call **18000** to get through to **999**.

## Pharmacies: Help is around the corner

Pharmacists are highly trained health experts, who can offer clinical advice and over-the-counter medicines for a range of minor illnesses. If symptoms suggest it's something more serious, pharmacists will tell you if you need to see a GP, nurse, or other health professional.

Many pharmacies are open late and at weekends. You don't need an appointment and most have a private consultation room where you can speak without being overheard. Find your nearest pharmacy and opening times at [nhs.uk/find-a-pharmacy](https://nhs.uk/find-a-pharmacy)

If you live in Barnet, Camden, Enfield, Haringey or Islington you may be able to get help with the cost of some over-the-counter medicines through the Self-Care Pharmacy First scheme.

Visit [nclhealthandcare.org.uk/self-care](https://nclhealthandcare.org.uk/self-care) for details.

## GP services including evenings and weekends

Your GP surgery can help with physical and mental health concerns, and refer you to a hospital or other medical service if you need specialist or urgent care.

To book an appointment, phone or visit your surgery. You may also be able to book by logging in to your NHS account, via the NHS app or [NHS website](#). You can also usually contact a GP using a secure, confidential online form on your surgery's website, to let them know about symptoms, ask a question, or follow up on something.

Appointments may be with a GP, nurse, or other healthcare professional and take place face to face, by phone, or online – depending on your needs.

Evening and weekend appointments are available in your local area. To book, contact your own GP surgery during normal opening hours.

Being registered with a GP will help you get the right care when you need it. Anyone in England can register and receive care – you do not need proof of address or immigration status, ID or an NHS number. Contact a local GP surgery or visit [nhs.uk/nhs-services/gps](#) for details.

## NHS walk-in centres

There are two NHS walk-in centres in Barnet where you can get help with urgent, but non-life threatening, injuries or illnesses. Visit [clch.nhs.uk/services/walk-in-centres](#) for more information.

- Edgware NHS Walk-In-Centre, Edgware Community Hospital, Burnt Oak Broadway, HA8 0AD, **020 8732 6459**. Open: 8am to 8pm, 7 days a week (last patient booking at 7pm). This centre is open to patients with minor injuries and illnesses. Website: [clch.nhs.uk/services/walk-in-centres](#)
- Finchley NHS Walk-In Centre, Finchley Memorial Hospital, Granville Road N12 0JE, **020 8349 7470**. Open: 8am to 8pm, 7 days a week (last patient booking at 7pm). This centre is open to patients with minor injuries and illnesses. Website: [clch.nhs.uk/services/walk-in-centres](#)

## NHS Urgent Treatment Centres

The NHS Chase Farm Hospital Urgent Treatment Centre (Ground floor, The Ridgeway Enfield, EN2 8JL, **020 8375 1010**) can help with urgent, but non-life threatening, injuries or illnesses every day from 8am to 10pm (last patient booked 9pm). You do not need an appointment but some are available to pre-book via NHS 111. Visit [royalfree.nhs.uk/services/services-a-z/urgent-treatment-centre](#) for updates.

Visit [nhs.uk/service-search](#) for details of other urgent care services in NCL.

## Support for mental health

Contact your GP if you, or someone you care for, needs mental health support. You can also visit:

- [good-thinking.uk](http://good-thinking.uk) for NHS-approved London-wide information and advice
- [samaritans.org](http://samaritans.org) or call **116 123** any time, day or night, if you are experiencing suicidal thoughts.

### Barnet residents

You can also visit:

- [lets-talk-iapt.nhs.uk](http://lets-talk-iapt.nhs.uk) or call **020 8702 5309** for free, confidential help for common problems such as stress, anxiety, depression and insomnia
- [barnet.gov.uk/mental-health](http://barnet.gov.uk/mental-health) for information on local services and support.

If you need help for a mental health crisis or emergency, call the crisis helpline on **0800 151 0023** to speak to a qualified professional. The helpline is always open and suitable for both adults and children and young people.

### Camden residents

You can also visit:

- [icope.nhs.uk](http://icope.nhs.uk) or call **020 3317 6670** for free, confidential help for common problems such as stress, anxiety, depression and insomnia

- [mentalhealthcamden.co.uk](http://mentalhealthcamden.co.uk) for information on Camden services
- Camden Crisis Sanctuary (50-52 Hampstead Road, NW1 2PY) for support from 5-11pm, 365 days a year ([hestia.org/camden-crisis-sanctuary](http://hestia.org/camden-crisis-sanctuary)) or call **07825 165 464**).

If you need help for a mental health crisis or emergency, you can speak to a qualified professional and get advice about services using our crisis helplines which are always open:

- Children and young people (under 18):  
**0800 151 0023**
- Adults (18+): **0800 917 3333**.

### Enfield residents

You can also visit:

- [lets-talk-iapt.nhs.uk](http://lets-talk-iapt.nhs.uk) or call **020 8342 3012** for free, confidential help for common problems such as stress, anxiety, depression and insomnia
- [mindeb.org.uk](http://mindeb.org.uk) for information on local services and support.

If you need help for a mental health crisis or emergency, call our crisis helpline on **0800 151 0023** to speak to a qualified professional. The helpline is always open and suitable for adults and children and young people.

## Haringey residents

You can also visit:

- [whittington.nhs.uk/haringeytalkingtherapies](https://whittington.nhs.uk/haringeytalkingtherapies) or call **020 3074 2280** for free, confidential help for common problems such as stress, anxiety, depression and insomnia
- [haringey.gov.uk/mental-health](https://haringey.gov.uk/mental-health) for information on local services

If you need help for a mental health crisis, call our crisis helpline on **0800 151 0023** to speak to a qualified professional. The helpline is always open and suitable for adults, children and young people.

## Islington residents

You can also visit:

- [icope.nhs.uk](https://icope.nhs.uk) or call **020 3317 7252** for free, confidential help for common mental health problems such as stress, anxiety, depression and insomnia
- [islington.gov.uk/mentalhealth](https://islington.gov.uk/mentalhealth) for information about support and local services

If you need help for a mental health crisis or emergency, you can speak to a qualified professional and get advice about services using our crisis helplines which are open 24 hours a day, 7 days a week:

- Children and young people (under 18): **0800 151 0023**
- Adults (18+): **0800 917 3333**.

## Dental care

To search for an NHS dentist near you visit [nhs.uk/service-search/find-a-dentist](https://nhs.uk/service-search/find-a-dentist). If, after contacting several dental surgeries, you can't find a dentist accepting NHS patients, call NHS England's Customer Contact Centre on **0300 311 2233**.

If you need urgent dental treatment, contact your usual dental practice. They may be able to see you or direct you to an urgent dental care service. If you don't have a regular dentist, visit [111.nhs.uk](https://111.nhs.uk) or call **111** for advice.

## Get winter strong

Everyone over 65 can get a COVID-19 and flu vaccine this autumn. More people can also get the shingles vaccine – check with your pharmacist or doctor if this includes you. If you are eligible, be sure to get your vaccines as soon as possible. It's safe to have COVID-19 and flu vaccines at the same time. Visit [nclhealthandcare.org.uk/covid](https://nclhealthandcare.org.uk/covid) to find out more.

## Check your medicine cabinet

Be prepared this winter and, if you can, have over-the-counter medicines at home for common conditions such as a cold, indigestion or diarrhoea. Ask your pharmacist what's appropriate for you and your loved ones. A first aid kit with items like plasters, a thermometer, and antiseptic may also be useful.

## Order repeat prescriptions with ease

If you take medicine regularly you'll usually have a repeat prescription. This means you can order your medicine when you need it without having to see a GP until your next medicine review.

One easy way to order your repeat prescriptions is to log in to your online NHS account, using the NHS app or NHS website. Find out more and register at [nhs.uk/nhs-services/online-services](https://nhs.uk/nhs-services/online-services)

You can ask for your medicine at your GP surgery if you don't want to do this online. Ask your surgery how you should let them know when you need your repeat prescription.



## Keeping warm at home

Some people are more vulnerable to the effects of cold weather. If you're not very mobile, are 65 or over, or have a health condition – such as heart or lung disease – heat your home to at least 18C if you can. If possible, keep your bedroom at 18C all night and your bedroom window closed.

To reduce the risk of sudden infant death syndrome, babies should sleep in rooms heated to between 16C and 20C.

If you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable.

Visit [nhs.uk/keep-warm-keep-well](https://nhs.uk/keep-warm-keep-well) for more information.

If you're struggling with energy bills or need support to stay warm, find out what financial and practical help is available.

### Barnet residents

Visit [barnet.gov.uk/costofliving](https://barnet.gov.uk/costofliving) or call **020 8359 2000**.

### Camden residents

Visit [camden.gov.uk/costofliving](https://camden.gov.uk/costofliving) or call **020 7974 4444 (option 9)**.

## Enfield residents

Visit [enfield.gov.uk/helpingyou](https://enfield.gov.uk/helpingyou) or call Enfield Council on **020 8379 1000**.

## Haringey residents

Visit [haringey.gov.uk/heretohelp](https://haringey.gov.uk/heretohelp) or call **020 8489 4431**.

## Islington residents

Visit [islington.gov.uk/benefits-and-support](https://islington.gov.uk/benefits-and-support) or [islington.gov.uk/costofliving](https://islington.gov.uk/costofliving), call **020 7527 8222**, or email [heretohelp@islington.gov.uk](mailto:heretohelp@islington.gov.uk)

## Look out for others

Older neighbours, friends and family may need extra help over the winter. Keep in touch and make sure they have enough supplies and medicine, in case they can't go out for a few days.

If they need help when their GP or pharmacy is closed or they're unsure what to do, visit [111.nhs.uk](https://111.nhs.uk) or call **111**.

If you notice a change in someone's behaviour or they are confused, they may need medical attention. If they are known to their local memory service encourage them to contact the service. If not, contact their GP or NHS 111 who can advise if they need to go to A&E.

## Support with the cost of living

If you are struggling with the cost of food, energy, and other bills you are not alone and help is available.

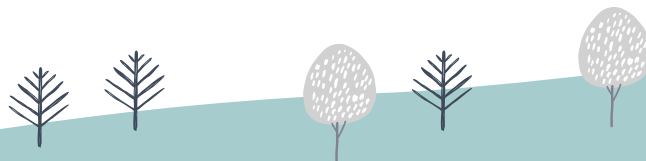
## Barnet residents

Visit [barnet.gov.uk/costofliving](https://barnet.gov.uk/costofliving) or call Barnet Council on **020 8359 2000** for advice on areas including housing, energy and utility bills, benefits and employment, money and debt management, food banks, pension and disability services, support for families and children, and adult social care.

## Camden residents

Visit [camden.gov.uk/costofliving](https://camden.gov.uk/costofliving) or call **020 7974 4444 (option 9)** for advice on financial support, access to food, keeping warm, housing, employment, domestic violence, and adult social care.

You can also contact Citizens Advice Camden on **0808 278 7835** or any organisation in the Camden Advice Network – visit [camden.gov.uk/costofliving](https://camden.gov.uk/costofliving) or call **020 7974 4444 (option 9)** for details.



## Enfield residents

Visit [enfield.gov.uk/helpingyou](https://enfield.gov.uk/helpingyou) or call Enfield Council on **020 8379 1000** for advice on areas including benefits, housing, help with bills, help with food, support for parents and families, and welfare and debt support.

## Haringey residents

Visit [haringey.gov.uk/heretohelp](https://haringey.gov.uk/heretohelp) or call the Haringey Council Financial Support Helpline on **020 8489 4431** for advice on areas including managing bills and debt, childcare costs, benefits and grants, employment support, council tax, and access to food.

## Islington residents

Contact Islington Council for advice and support. They can identify what benefits and financial support you are entitled to, help you make a claim and put you in touch with other local services that may be able to help you. Call **020 7527 8222**, email [heretohelp@islington.gov.uk](mailto:heretohelp@islington.gov.uk) or visit [islington.gov.uk/costofliving](https://islington.gov.uk/costofliving)

Visit [nhs.uk/nhs-help-health-costs](https://nhs.uk/nhs-help-health-costs) to find out if you can get help with health costs such as prescriptions or travel to your hospital appointments.

## NHS England Contact Centre

Members of the public, patients, and their representatives can get in touch with the NHS England Contact Centre for common queries such as:

- information about NHS dentists
- how to find your NHS number
- specialised services that support people with a range of rare and complex conditions.
- getting a copy of medical health records
- how to register with a GP.

The contact centre is available 9am to 4.30pm Monday to Friday (Wednesdays from 9.30am). It is closed on bank holidays.

Web: [www.england.nhs.uk/contact-us/](https://www.england.nhs.uk/contact-us/)

Phone: **0300 311 22 33**

Relay UK: for people who are hearing or speech impaired: dial **18001** followed by **0300 311 22 33**. More information is available on the Relay UK website [relayuk.bt.com](https://relayuk.bt.com)

British Sign Language (BSL) users can contact us via BSL video interpreter Monday to Friday from 9am to 4.30pm.

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Write to: NHS England, PO Box 16738, Redditch, B97 9PT

