

## HEALTH SERVICES (NHS)

### Dentists in Harlow

You can find dentists on [www.nhs.uk](http://www.nhs.uk) or by calling NHS Direct on 0845 4647. For dentists in Harlow, call the Patient Advice and Liaison Service on 01279 827519 or 01279 827473 or Freephone 0800 389 2283.

You can also follow links on this website: [www.harlowpct.nhs.uk](http://www.harlowpct.nhs.uk). Click on Health Services

### Expert Patients Programme (EPP)

This helps people living with a long-term condition such as arthritis, deafness, diabetes, glaucoma, heart disease or incontinence. EPP teaches patients how to manage their own condition, as well as skills to make coping with day-to-day life easier and more rewarding. You attend a class lasting 2½ hours, once a week for six weeks.

(01279) 694724

Website: [www.expertpatients.nhs.uk](http://www.expertpatients.nhs.uk)

### Family Planning and Sexual Health

#### Action for Men

This is a men's health project supporting the sexual health and mental health needs of gay men, bi-sexual men and other men who have sex with men. It is funded by Health Trusts to work across North Essex.

(01279) 827508            Mobile: 07798 608106

Email: [action4men@epping-pct.nhs.uk](mailto:action4men@epping-pct.nhs.uk)

Website: [www.action4men.org](http://www.action4men.org)

#### Family Planning Association (fpa)

The fpa helpline and website both give advice on a wide range of sexual and reproductive health topics e.g. abortion, contraception, emergency contraception (the Morning After Pill), planning a pregnancy, pregnancy testing and sexually transmitted infections. The helpline operates Monday to Friday from 9 am to 6pm (closed from 3 to 4.30pm Thursday)

2-12 Pentonville Road, London N1 9FP

0845 310 1334            fpa helpline

Website: [www.fpa.org.uk](http://www.fpa.org.uk)

You can get details of family planning clinics, sexual health clinics and other sexual health services anywhere in the UK from the fpa.

#### Family Planning Clinics in Harlow

Contraception is free through the National Health Service

Galen House, Fourth Avenue, Harlow CM20 1DW

(01279) 694 902            Clinic

(01279) 694 915            Information Line

One Stop Shop, Family Planning, Occasio House, Playhouse Square, Harlow CM20 1AP

0800 587 6013 – this service is only for young people aged under 26

Harlow NHS Walk-in Centre (01279 694775) can supply the emergency contraceptive (EC) pill and is open long hours, including evenings, weekends and Bank Holidays. Some pharmacists are able to supply the EC pill free. You can buy it at almost all pharmacies if you are aged 16 and over. If your local pharmacist does not supply EC, s/he should be able to tell you which pharmacy can help you.

Genitourinary medicine (GUM) and sexual health clinic in Harlow

Princess Alexandra Hospital Department of Genitourinary Medicine, Sexual Health and Family Planning, Galen House, Fourth Avenue, Harlow CM20 1DW

(01279) 694 901           Clinic – Appointments

(01279) 694 910           Information Line

Sexual Health Helpline

This is a free confidential 24-hour helpline for information on HIV and other sexually transmitted infections.

0800 567 123

Sexwise (for young people)

They run a free helpline and a website for young people under 18 which offer advice and guidance on all sorts of sexuality and sexual health issues, including contraception, abortion, relationships and pregnancy. The helpline operates from 7am to midnight, seven days a week.

0800 28 29 30

Website: [www.ruthinking.co.uk](http://www.ruthinking.co.uk)

**GPs in Harlow**

You can find information about GPs on [www.nhs.uk](http://www.nhs.uk) or by calling NHS Direct on 0845 46 47.

For GPs in Harlow, call the Patient Advice and Liaison Service on 01279 827519 or 01279 827473 or Freephone 0800 389 2283.

You can also follow links on this website: [www.harlowpct.nhs.uk](http://www.harlowpct.nhs.uk) Click on Health Services

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**Health Centres**

Addison Health Centre, (Chadwick House, Galen House and Bentham House), Hamstel Road, Harlow CM20 1DS

(01279) 692777 and 692780 - doctors

(01279) 425640 – dentists

Barbara Castle Health Centre, Broadley Road, Harlow CM19 5SJ

(01279) 308888 – doctors

(01279) 418900 – dentists

[www.barbaracastlehealthcentre.co.uk](http://www.barbaracastlehealthcentre.co.uk)

Florence Nightingale Health Centre, Church Langley Way, Church Langley, Harlow CM17 9TG

(01279) 629707 and 629711 - doctors

(01279) 306690 – dentists

Jenner House, Garden Terrace Road, Old Harlow CM17 0AX

(01279) 418136

Keats House Health Centre, The Fairway, Bush Fair, Harlow CM18 6NE

0844 477 3558 - Hamilton Practice [www.hamiltonpractice.nhs.uk](http://www.hamiltonpractice.nhs.uk)

(01279) 692747 - Ross Practice

(01279) 421713 – dentists

Lister House Health Centre, Staple Tye, Harlow CM18 7LU

(01279) 414882 - doctors

(01279) 423521 - dentists

Nuffield House Health Centre, The Stow, Harlow CM20 3AX

(01279) 698777 – main line      (01279) 698778 - appointments

(01279) 424038 - dentists

[www.nuffieldhouse.co.uk](http://www.nuffieldhouse.co.uk)

Osler House Health Centre, Prentice Place, Potter Street, Harlow

(01279) 698658

Sydenham House Health Centre, Monkswick Road, Harlow CM20 3NT

(01279) 422525 - doctors

(01279) 698750 – intermediate care home

**Health Visitors** – they provide a service to children under five and their families. Contact them at your Health Centre.

### **Help with NHS Health Costs**

Most NHS treatment is free although there can be charges for some things. The NHS leaflet “Help with health costs” tells you what you are entitled to get free and about help you might get with the cost of the following NHS charges and services if you are on a low income:

- Prescriptions for anything your doctor prescribes
- Dental treatment
- Sight tests
- Glasses and contact lenses
- Necessary costs of travel to receive NHS treatment under the care of a hospital consultant
- Wigs and fabric supports (spinal or abdominal support or surgical brassiere)

You can get this leaflet from the Advice Centre (01279 446622). Some pharmacies, Health Centres, NHS hospitals and opticians also stock it. You can access the leaflet and other useful information on the Department of Health website or get advice from the Patient Services Helpline which will accept Typetalk and can connect you with a telephone interpreting service if English is not your first language.

If you want to claim help under the Low Income Scheme, pick up form HC1 at your local dentist, Health Centre, opticians or the Advice Centre. You can also get this form from the Helpline.

0845 850 1166

Patient Services Helpline

Website:

[www.dh.gov.uk](http://www.dh.gov.uk)

Prescription Prepayment Certificates (PPCs) help people who require large quantities of, or regular prescriptions, to reduce the cost if they are not entitled to free prescriptions on any other grounds. A PPC will help you if you regularly need more than one prescription per month. PPCs are available for 4 months or a year. You can apply for a PPC on-line or by post using form FP95 available from your local pharmacy or by phone.

0845 850 0030

PPC Helpline

Website:

[www.ppa.nhs.uk](http://www.ppa.nhs.uk)

Refunds of NHS charges - if you have already paid NHS charges, you might be able to get some or all of your money back. Claims must be made within 3 months of the date you paid the charge. For more information and to make a claim, ask for form HC5 and send it off with the receipt. You can get this form from your local JobcentrePlus Office (0800 055 66 88), your local hospital, some dentists and opticians and the Advice Centre. You can also get this form from the Patient Services Helpline.

0845 850 1166            Patient Services Helpline

If you are paying prescription charges and you think you might want to claim a refund, ask the pharmacist for an NHS receipt form (form FP57) when you pay the charge. You can only get this receipt at the time you pay the charge. The receipt contains advice on how you can claim the refund.

### **Hospitals**

Herts and Essex Hospital, Haymeads Lane, Bishop's Stortford, Herts CM23 5JH  
(01279) 444455

Princess Alexandra Hospital, Hamstel Road, Harlow CM20 1QX  
(01279) 444455            Fax: (01279) 429371  
[www.pah.nhs.uk](http://www.pah.nhs.uk)

St. Margaret's Hospital, The Plain, Epping CM16 6TN  
(01279) 444455

### **NHS Direct**

This is a confidential 24 hour advice and health information phone line staffed by nurses and professional advisors. You can call NHS Direct any time for immediate advice on what to do if you or a family member feels ill.

0845 4647

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **Opticians**

To find opticians, look on [www.nhs.uk](http://www.nhs.uk). For opticians in Harlow, call the Patient Advice and Liaison Service on 01279 827519 or 01279 827473 or Freephone 0800 389 2283.

There are links from this website: [www.harlowpct.nhs.uk](http://www.harlowpct.nhs.uk). Click on Health Services.

The nearest optician that carries out home visits is:  
Mobile Optical, 583 Cranbrook Road, Gants Hill, Ilford  
0208 5517512

### **Patient Advice and Liaison Service (PALS) NHS**

This is part of the West Essex Primary Care Trust. It provides information on local NHS services and also listens and responds to problems, concerns, suggestions or queries. If you have issues about your care or treatment through the NHS, it may be possible to resolve them quickly through PALS. See also the entry for POhWER ICAS (Essex) for complaints.

Anita Millar, Patient Advice and Liaison Service, West Essex Primary Care Trust, St. Margaret's Hospital, The Plain, Epping CM16 6TN

Patients can be seen in Harlow by prior arrangement. Ring Anita first.

(01279) 827519 or 01279 827474            Freephone: 0800 7833396

Email: [pals@westessexpct.nhs.uk](mailto:pals@westessexpct.nhs.uk)  
Website: [www.pals.nhs.uk](http://www.pals.nhs.uk)

There is a specialist PALS service for the North Essex Mental Health Partnership NHS Trust. It offers help, information, advice and support on mental health issues for patients, service users, carers, families and friends.

The PALS Facilitator, North Essex Mental Health Partnership NHS Trust HQ, Stapleford House, 103 Stapleford Close, Chelmsford CM2 0QX  
01245 546433 Helpline open 9.30am to 4.30pm weekdays  
(Message service at other times)

Email: [pals@nemhpt.nhs.uk](mailto:pals@nemhpt.nhs.uk)  
Website: [www.nemhpt.nhs.uk](http://www.nemhpt.nhs.uk)

### **Pharmacists/chemists in Harlow**

To find a list of local pharmacists, visit [www.nhs.uk](http://www.nhs.uk) or contact NHS Direct on 0845 4647. NHS Direct can also tell you which chemists are open late at night or on Sunday and Bank Holidays. You can also find this information in the Harlow Star each week.

### **POhWER ICAS (Essex)**

This is a free independent confidential service helping people to make formal complaints against the NHS. All NHS Services are covered e.g. dentists, GPs, hospitals, opticians and pharmacies. They will advise you on your options and choices, help you write complaints letters and attend meetings with you. They can speak to other agencies on your behalf and help you to obtain medical records.

0845 456 1083 01268 722 505 Minicom  
Email: [pohwer@pohwericas.net](mailto:pohwer@pohwericas.net)  
Website: [www.pohwer.net](http://www.pohwer.net)

### **Primary Care Trust (West Essex) NHS**

This Trust is committed to improving people's health through working closely with other agencies and the public themselves. It aims to develop community based services centred on primary care centres and the Walk In Centre. In primary care, there are 11 GP Practices plus community pharmacists, opticians and NHS dentists. Hospital services are mainly provided by Princess Alexandra Hospital in Harlow, mental health services by North Essex Mental Health Partnership NHS Trust and services for people with learning disabilities by New Possibilities NHS Trust. Specialist treatment and services which cannot be provided locally are commissioned from other hospitals.

Harlow Primary Care Trust directly manages some local services:

- District Nursing
- Health Visiting
- School Nursing
- Services for Older People
- Health Promotion Nurse
- Harlow NHS Walk In Centre
- Walk In Centre Nurse, Young People's Information Centre

It produces a free guide to local health services with information about GP and Dental Practices in Harlow and other useful contact details.

For more information about the Primary Care Trust or to make comments, suggestions or complaints about local health services, please write to:

Aidan Thomas, Chief Executive, West Essex Primary Care Trust, St. Margaret's Hospital,  
The Plain, Epping CM16 6TN  
(01992) 902010 Fax: (01992) 902012  
Email: [mail@westessexpct.nhs.uk](mailto:mail@westessexpct.nhs.uk)  
[www.westessexpct.nhs.uk](http://www.westessexpct.nhs.uk)

**Walk In Centre Harlow NHS**

Visit the Walk-in Centre 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 (but not broken bones). They cannot see children under two years old. You don't need to ring for an appointment.

The admin number is (01279) 694775.

For a confidential 24 hour advice and health information phone line, contact NHS Direct on 0845 4647.

Walk In Centre, 1a Wych Elm, Harlow CM20 1QP.  
Opening hours: Monday to Friday 7am to 10pm  
Saturdays, Sundays and Bank Holidays 9am to 10pm

After a three-month transitional period beginning on July 1 2008, this service will be fully integrated with the Accident and Emergency Department at Princess Alexandra Hospital. It will continue to be used at its current location but there will also be new premises within the hospital grounds.