

Physical Health Services in Westminster

Westminster HHCP - updated March 2025

This document aims to provide staff and service users with information on the specialist physical health services (e.g., specialist GP surgeries, continence service) available for clients in Westminster, and make effective referrals. If you need to locate a **local service** (GP/ dental surgery/ optician/pharmacy) please visit <http://www.nhs.uk/service-search> for further information. This document can be downloaded from: www.groundswell.org.uk/westminster-hhcp/health-directories. If help is needed for claiming benefits and poor health download the following Groundswell [Benefitting from Benefits](#) guide.

There is a wide range of resources in Westminster, with several different providers including specialist homelessness health services and other generic health services that can still be accessed by hostel residents or longer-term rough sleepers in Westminster. Because of this diversity, the pathways between services and the ability for services to signpost to more appropriate services, is not always straightforward. This document aims to improve workers knowledge of the landscape of services to better to help them to navigate the options for clients.

Service	Details	Contact details/referral details
A&E departments and Urgent Care Centres	A&E departments deal with life-threatening emergencies, such as: <ul style="list-style-type: none">• loss of consciousness,• acute confused fits that are not stopping,• persistent and severe chest pain,• breathing difficulties,• severe bleeding that can't be stopped,• severe allergic reactions and• severe burns and scalds.	Call 999 to request an ambulance in emergency.

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	<p>Less severe injuries can be treated in urgent care centres (UCC) or minor injuries units (MIU). UCCs or MIU can treat:</p> <ul style="list-style-type: none"> • sprains and strains • broken bones • wound infections • minor burns and scalds • minor head injuries • insect and animal bites • minor eye injuries, injuries to the back, shoulder and chest 	<p>Enter the post code to find the local urgent care centres or minor injuries unit: http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/Minorinjuriesunit.aspx</p>
Breathe Easy Westminster	<p>Breathe Easy Westminster is an Asthma and Lung UK Support Group for residents, family and carers of those with respiratory conditions in Westminster. It is free and provides local support information by email and a quarterly newsletter.</p> <p>There are monthly Monday Maida Vale meetings with talks by a specialist and networking. and a Friday monthly Zoom meeting.</p>	<p>Apply to join here.</p>
Dental Services	<p>Service users can visit any dentist and will not need to pay for NHS treatment if they are in receipt of the following benefits:</p> <ul style="list-style-type: none"> • Income Support • Income-related Employment and Support Allowance • Income-based Jobseeker's Allowance • Pension Credit Guarantee Credit • <u>Universal Credit</u> and <u>meet the criteria</u> 	<p>For the address of the local dentist visit http://www.nhs.uk/service-search</p> <p>Out of hours urgent dental services can be accessed by calling 111 (NHS Direct).</p>

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	<ul style="list-style-type: none"> • If you are entitled to or named on a valid NHS tax credit exemption certificate • If you are entitled to or named on a valid HC2 certificate <p>https://www.nhs.uk/nhs-services/dentists/how-much-will-i-pay-for-nhs-dental-treatment/</p> <p>CLCH Homeless Dental Medical Centre - dentist available by appointment Tuesday-Friday 9am-5pm. This is a non-emergency service.</p> <p>This service also provides routine (limited) dental care for people who cannot access High Street dentists for various physical, mental & social (but not financial) reasons.</p> <p>Guys and St Thomas' emergency dental service – emergency service Monday to Friday, and will treat problems such as severe dental infections, facial swelling, and dental trauma. <u>To access this service call 111 and ask to be referred.</u></p>	<p>Homeless dental services Phone: 020 7534 6628 E-mail: CLCHT.dental@nhs.net Address: Soho Centre for Health & Care, 1 Frith Street, London W1D 3QS</p> <p>Guys and St Thomas' emergency clinic Phone: Call 111 and ask to be referred to this clinic Website: https://www.guysandstthomas.nhs.uk/our-services/dental/specialties/adult-acute-dental-care/overview.aspx Address: Ground Floor, Dental Institute, King's College Hospital, Denmark Hill, SE5 9RS.</p>
Diabetes service	<p>Central London Community Healthcare provides a diabetes service for clients in Westminster. The team helps clients to control diabetes and reduce the risk of both short-term and long-term complications by providing clients with the essential skills and knowledge they need.</p>	<p>Referral via GP</p> <p>Further details from https://clch.nhs.uk/services/diabetes</p>

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	Clients with diabetes should also have annual diabetic eye screening (see Diabetic eye screening below) and foot checks with the Podiatry team (see below).	
Diabetic eye screening	Annual diabetic eye screening is available for clients with diabetes. Diabetic retinopathy is caused when diabetes affects the small blood vessels in the retina, the part of the eye that acts rather like a film in a camera. Diabetic retinopathy does not usually cause any symptoms in the early stages so screening is an effective way of detecting diabetic retinopathy as soon as possible and can prevent sight loss caused by diabetes. Untreated diabetic retinopathy is one of the most common causes of blindness among people of working age.	Referral via GP for clients diagnosed with diabetes. GP should send an appointment letter. Venue will be stated on appointment letter. Screening available at South Westminster Centre, Westminster Diabetes Service @ The Stowe and St Charles Centre.
Dietician service	Central London Community Healthcare provides a dietician service for clients in Westminster. For dietician tips for various health conditions visit https://www.bda.uk.com/foodfacts/home and for the Eat Well Guide visit: https://www.gov.uk/government/publications/the-eatwell-guide	Referral via GP
District nursing	District nursing service is for housebound people aged 18 and over who are registered with a GP in Westminster and need physical nursing care. Support for: <ul style="list-style-type: none"> · managing chronic long term conditions · caring for acutely ill patients · caring for post-operative patients · palliative care and end of life care · medication management 	Referral via the GP

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	· wound care management and advice	
Night district nursing	Night district nursing provides medical support overnight and can help with injectables, suppositories, catheters, wound care & dressings, canula still in the arm after self-discharged. If the client gets sick and needs help and a night nurse would be suitable to help with end-of-life medication for symptom control.	<p>If it is before 8pm email CLCHT.NightDistrictNursingTeam@nhs.net or telephone 0208 102 5500.</p> <p>If after 8pm call 07917 162679 or 07876 791266.</p>
Doctors the World	<p>Doctors of the World run a health clinic and advocacy programme for migrants, sex workers and people with no fixed address. This runs on a Tuesday and Thursday from 10am. – there are limited spaces.</p> <p>Appointments are prioritised to:</p> <ul style="list-style-type: none"> • People experiencing homelessness; • People facing digital exclusion (no access to phone etc needed for remote consulting); • People with safeguarding concerns or concerns regarding their social situation; • People with an acute medical need. 	<p>Website: https://www.doctorsoftheworld.org.uk/patient-clinic/</p> <p>Contact: 0808 1647 686 (10am-12pm Tuesday-Thursday).</p> <p>Address: The People's Place, 80-92 High St, E15 2NE</p> <p>Visit https://www.nrpfnetwork.org.uk/information-and-resources/rights-and-entitlements/nhs-treatment for details on NHS health care that can be accessed by migrants with no recourse to public funds.</p>
Falls prevention service	<p>Westminster Falls Prevention Service work in the community to support people who are medically fit and well, and falling and able to engage in a group physical activity programme.</p> <p>They are not able to work with adults who cannot leave their home easily, who are at risk of imminent hospitalisation due to</p>	<p>Referral via GP</p> <p>St Charles Centre for Health and Wellbeing Exmouth Street London W10 6DZ</p>

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	falls, have an unstable mental health condition or fall due to substance use .	Resources for fall prevention techniques can be found at: Website: https://clch.nhs.uk/services/falls-and-bone-prevention-service
Fibroscan	A FibroScan is a quick, painless test that checks liver health. It measures stiffness (to detect scarring or fibrosis) and fat content (to assess fatty liver disease) using ultrasound waves. It's often used for conditions like hepatitis, cirrhosis, and fatty liver disease . Unlike a biopsy, it's non-invasive, takes just a few minutes, and gives instant results .	Clients can be seen by Dr Foxton, referral via Dr Hickey's surgery. Lorna Harrison is also currently delivering clinics at CSTM (contact 020 7766 5544 to book a slot for a client). Lorna Harrison lorna.harrison1@nhs.net can facilitate in reach clinic to hostels if there is demand and support from staff to facilitate and promote.
Find and Treat Service (TB)	<p>Find & Treat is a specialist outreach team that works alongside front-line services to tackle TB among homeless people, drug or alcohol users, vulnerable migrants and people who have been in prison. TB is a disease of poverty and inequality and these groups have the highest rates of TB rates and greatest risk of onward transmission. Their lifestyle can often mask the symptoms of TB and they have problems accessing hospital based diagnostic services and completing a minimum of six months daily drug treatment.</p> <p>The Find & Treat team are multidisciplinary and include former TB patients who work as Peer advocates, TB nurse specialists, social and outreach workers, radiographers and expert technicians. They work to take TB control into the community, find cases of active TB early and support patients to take a full course of treatment and get cured.</p>	<p>The Find & Treat mobile Health Unit makes visits to most services every 6 months. https://www.uclh.nhs.uk/our-services/find-service/tropical-and-infectious-diseases/find-treat-service</p> <p>Contact details: Telephone: 020 3447 9842</p>
Groundswell Peer Advocacy Service	Groundswell Homeless Health Peer Advocacy offers one-to-one support for people experiencing homelessness to make and attend health and mental health appointments . The service is delivered by volunteers that have personal experience of homelessness.	<p>To refer a client to Groundswell phone 020 7725 2851 or request referral forms via email: hpha@groundswell.org.uk</p> <p>Website: http://groundswell.org.uk/homeless-health-peer-advocacy/</p>

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	<p>Groundswell can support all clients in Westminster to attend either GP appointments or hospital appointments. Please note they are not funded to take clients to substance use appointments.</p>	
<p>GPs for the homeless</p>	<p>The Doctor Hickey Surgery is open Monday to Friday 9.30am to 12:30pm and 1.45pm to 4pm (except Monday morning and Wednesdayafternoon when closed)</p> <p>Great Chapel Street Medical Centre is open Monday-Friday 9am-5pm.</p> <p>For more information about the services offered at Great Chapel Street Medical Centre visit: https://greachapelst.org.uk/</p>	<p>Call 020 7222 8593 to make an appointment.</p> <p>Cardinal Hume Centre 3 Arneway Street London SW1P 2BG</p> <p>Registration form can be found at: http://www.nhs.uk/ServiceDirectories/Documents/GMS1.pdf</p> <p>More information about Dr Hickey's surgery can be found here: http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=40342</p> <p>Great Chapel Street Call 020 7437 9360 for appointments. Email: clccg.gcs@nhs.net Great Chapel Street, 13 Great Chapel Street, W1F 8FL</p> <p>Registration form can be found at: https://greachapelst.org.uk/gcs-registration-form/</p>

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Healthy living – One You	<p>One You (now offered under Reed) provides the service to support clients over 18 years of age around healthy living. They provide health coaches that can help:</p> <ul style="list-style-type: none"> - with smoking cessation (aged 12 or over), 12 weeks of 1:1 coaching and nicotine replacement therapy. Vapes may be available shortly. - healthy lifestyles coaching – there are 7 programmes to choose from (could look at weight loss, getting active and eating healthily). <p>NHS Health checks for individuals aged 40-74 are available via the GP https://www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check-new/.</p>	<p>Sign up here: https://www.oneyou-rbkc-westminster.org.uk/#Sign-Up</p> <p>Or call: 0808 175 6385.</p>
Hep C support	<p>The Hepatitis C Trust offers a confidential helpline for anyone diagnosed with hepatitis C as well as families and friends of people affected by hepatitis C. They aim to provide support and information to improve understanding of hepatitis C and its possible implications. They also aim to inform people of all the possibilities regarding taking care of yourself or deciding whether treatment is appropriate for you.</p> <p>Hep C test (via post) - Free, confidential hepatitis C test at home. You prick your finger to get some blood and then send the blood to get tested. Hepatitis C can be treated with a free course of tablets from the NHS. For most people, hepatitis C is cured after taking the tablets for 8 to 12 weeks.</p>	<p>Clients can call 020 7089 6221, Monday – Friday 10:30am-4:30pm</p> <p>If the helpline is closed, leave a message or email helpline@hepctrust.org.uk and they will respond the next working day.</p> <p>Resources can be found at: https://www.hepctrust.org.uk/resources/</p> <p>You can order the a Hep C test here, and download Groundswell’s Hep C health guide</p>
HIV support	Free HIV test kit for over 16 olds.	Visit https://freetesting.hiv/ to order a kit.

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	<p>Food Chain is a HIV nutritional charity that can help people living in any London Borough when they are in nutritional need. When people are in extreme nutritional crisis caused by ill health, The Food Chain are available to provide prepared meals and groceries to be delivered once a week – for a maximum of 6 weeks in any 12-month period.</p>	<p>The Food Chain only accept referrals via GP, health professionals, social workers and other HIV organisations. To refer you must be part of an approved organisation according to The Food Chain. To find out if you are approved email referrals@foodchain.org.uk Website: https://www.foodchain.org.uk/services/how-to-access-services/</p>
Homeless Health Team	<p>The Homeless Health Team (HHT) works to improve the physical and mental health of local people who live on the streets, or in temporary or unsuitable housing. They provide clinical care, screening and support to homeless people whilst preventing exclusion from the wider NHS.</p> <p>The goals of the team include:</p> <ul style="list-style-type: none"> • to relieve the immediate suffering of people that live on the street • to reduce health inequalities between the homeless and the general population • to screen for serious illness • to help people access mainstream NHS services • to provide an alternative to accident and emergency services for general care 	<p>The Westminster Homeless Health Nursing Team is available in The Connections Day centre on Monday, Wednesday and Friday; occasional Tuesday and Thursday.</p> <ul style="list-style-type: none"> • There is an opiate substance treatment prescribing clinic on Wednesday afternoon, clients can access via Street Engagement Team StreetEngagementTeam@cstm.org.uk or clclht.homeless@nhs.net • There are nurse drop in clinics for residents at Edward Alsop Court • Referrals and to check clinic times, email clcht.honeless@nhs.net <p>Connection at St Martins, 12 Adelaide Street, WC2N 4HW Phone: 020 7766 5544</p> <p>Passage Resource Centre, St Vincent's, Carlisle Place, SW1P 1NL. Phone: 020 7592 1850</p> <p>Website: https://clch.nhs.uk/services/homeless-health</p>

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Intermediate mental Health and Physical Care Team	The intermediate mental health and physical care team is a joint mental health and physical health service which aims to bring a complete package of healthcare treatment under one team. The team is a specialist service for older people in Westminster. It provides intensive targeted treatment to help patients recover at home rather than be admitted to hospital.	Referral via GP. Website: https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/intermediate-mental-health-and-physical-care-team
NHS 111 Service	111 is the NHS non-emergency number to speak to a trained adviser – they will ask a series of questions to assess symptoms and direct to the best medical care. This is the number to call if anyone has an out of hours urgent dental care needs. Call 111 if: <ul style="list-style-type: none"> • You need medical help fast but it is not a 999 emergency • You think you need to go to <u>A&E</u> or need another NHS urgent care service • You do not know who to call or you don't have a GP to call • You need health information or reassurance about what to do next For less urgent health needs, contact <u>your GP</u> or <u>local pharmacist</u> in the usual way.	NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Call 111 to access the service. A 111 British Sign Language service is also available at: https://signvideo.co.uk/nhs111/
Opticians	Service users can visit any optician and not pay for services if they are in receipt of the following benefits: <ul style="list-style-type: none"> • Income Support or Income-based Jobseeker's Allowance (not contribution based) • Pension Credit Guarantee Credit • Employment and Support Allowance • Universal Credit and meet the criteria 	For the address of the local optician visit http://www.nhs.uk/service-search

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	<ul style="list-style-type: none"> • named on a valid NHS tax credit exemption certificate • named on a valid NHS certificate for full help with health costs (HC2) <p>https://www.nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/</p> <p>Homesightonline can support services with in-reach eye tests. A minimum of 12-15 people need to be seen on the day and a list of people that would like an eye test (along with DOB and any health conditions) needs to be sent to Lavinia Shivdasani Lavinia@homesightonline.co.uk to make a booking.</p>	<p>Email Lavinia Shivdasani Lavinia@homesightonline.co.uk to find out more.</p>
Out of hospital care team	<p>Out of hospital team (OOHC Team) is a care provision by a team of Homeless Health Nurse Practitioners working across the Tri-borough, Royal Borough of Kensington and Chelsea, Hammersmith and Fulham, Westminster and outer London boroughs, Ealing and Brent.</p> <p>The role of the nurse is to support patients with unmet health needs in the community on discharge from the hospital to prevent hospital re-admission (step-down) and hospital avoidance where needs can be met within the community (step-up).</p>	<p>For queries or referrals, please contact: clcht.oohc@nhs.net</p>

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Palliative care	<p>All clients should be referred by the GP to palliative care if they receive a diagnosis of a life-limiting illness and wish to access palliative care services. Please enquire with the GP if this hasn't been completed.</p> <p><u>Royal Trinity Hospice –</u></p> <p>This hospice can help with palliative care for Westminster clients that live south of Hyde Park. Trinity will be flexible with our client group. If you are unsure if a client is suitable, give them a call to discuss. Note: they do need to have permission from the client to meet/ assess them.</p> <p>A diagnosis is not necessary, but the GP will need to be involved and they will be the ones that will need to prescribe any medication required.</p>	<p>All clients should be referred by the GP to palliative care if they receive a diagnosis of a life-limiting illness and wish to access palliative care services. Please enquire with the GP if this hasn't been completed.</p> <p>To download the referral form visit: https://www.royaltrinityhospice.london/the-referral-process</p> <p>Tel: 020 778 71062 Email: rth.referrals@nhs.net</p> <p>When a client is accepted a palliative care assessment will be completed by a palliative doctor/nurse. Advance care planning will be discussed. Multiple meetings will follow to help support the client.</p>
Podiatry	<p>Podiatry teams provide assessment, diagnosis and treatment of disease and conditions affecting the foot and lower limb. Priority is given to anyone with the following conditions:</p> <ul style="list-style-type: none"> • diabetes • rheumatoid arthritis and other inflammatory disorders • peripheral vascular disease • neurological disorders affecting the foot and lower limb • HIV/ immunosuppressed/ long term steroid therapy • Acute pain 	<p>Referral via GP or other health professionals/support worker</p> <p>Download referral forms here: https://clch.nhs.uk/services/podiatry-foot-health</p> <p>PLEASE INDICATE ON THE REFERRAL FORM THAT THE PODIATRY OFFICE MUST CALL THE HOSTEL SUPPORT WORKER DIRECT TO MAKE ANY APPOINTMENTS.</p> <p>Contact the Appointments Booking Centre for the Podiatry service in Westminster by telephone on 020 8102 5555 or email on clcht.spa@nhs.net 9am - 5pm, Monday to Friday.</p>

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	<p>A drop-in podiatry service is available for rough sleepers at day centres. Please note that individual admission policies apply to each day centre. Priority will be given to individuals suffering from foot wounds, infected foot ulcers and ingrowing toenails. The drop-in service will not run if the podiatrist is on annual leave – it is best to call the day centre if you are making a special visit for the podiatry service.</p>	<p>If you have a client that needs to be seen urgently (and will not use the primary care podiatry service), these clients can be seen at CSTM or Passage Resource Centre. <u>For more information email clcht.homeless@nhs.net</u>.</p>
Sexual Health	<p>56 Dean Street is a clinic that offers sexual health appointments.</p> <p>Walk-in appointments are available for:</p> <ul style="list-style-type: none"> • P.R.E.P (treatment taken before sex) • P.E.P. (treatment taken for 28 days to prevent HIV Infection after exposure) • Emergency Contraception • If you are 19 or under • Emergency Appointments (reserved for people with urgent problems (e.g. genital blisters, penile discharge or a partner has told you that they have gonorrhoea, chlamydia, syphilis or LGV)). Arrive when the clinic first opens to be seen 	<p>Visit https://dean.st/tools/appointment-tool/ to find out whether an appointment is needed.</p> <p>Call 56 Dean Street on 020 3315 5656 for an appointment. chelwest.56.deanstreet@nhs.net</p> <p>Opening times Monday-Thursday 8am-3.30pm (except Weds 12-7pm), Friday 9am-4.30pm, Saturday 11am-3.30pm. Address: 56 Dean Street, Soho, W1D 6AQ.</p> <p>Website: http://dean.st/56deanstreet/</p> <p>Jefferiss Wing, St Mary's Hospital, Praed Street, London, W2 1NY.</p>

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	<p>Jefferiss Wing, St Mary's Hospital - Imperial College Healthcare also offers a sexual health service near Paddington station at St Mary's hospital (Jefferiss Wing).</p> <p>Sexual Health London - Sexual Health London is a <u>online sexual health service</u> for people who want a straightforward and convenient test for sexually transmitted infections</p>	<p>Call 0203 312 1225 to make an appointment. Website: https://www.imperial.nhs.uk/sexual-health</p> <p>Register at: https://www.shl.uk/ and a pack will be sent out for you so you can take your own samples (finger prick test and swab needed).</p>
Stop smoking service – new provider Reed Wellbeing	<p>Advisors can provide people support (over aged 12) to get them through the hardest part of quitting. The support needed will be tailored to the individual's needs.</p>	<p>To self-refer or refer a client visit: https://oneyoukcw.co.uk/be-tobacco-free/ Contact: 0808 175 6385.</p>
Westminster Memory service	<p>Memory services provide assessment and diagnosis of dementia and provide ongoing support and information to people with memory problems and their carers. Memory services are specialist services for people of any age who may be experiencing memory difficulties, which includes early onset dementia. All our memory services have no upper or lower age limit so will assess and work with people of any age who may have or suspect they have memory problems. All teams have access to medical staff, specialist dementia nurses, occupational therapists, and psychologists. Most boroughs also have Admiral Nurses in their teams who specialise in supporting carers.</p>	<p>The service is open Monday to Friday from 9am to 5pm (closed on public holidays) Address: 42 Westbourne Park Road Kensington & Chelsea London W2 5PH Telephone: 020 3317 3666 Email: wmsreferrals.cnwl@nhs.net Website: https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/kensington-and-chelsea-and-westminster-memory-service</p>
Women-specific services	<p>'My Body Back' is a project working with Bart's Health NHS trust to start a cervical screening clinic especially for women and trans men who have experienced sexual violence. Clients will be able to be tested in a purposefully relaxing and client-need-oriented</p>	<p>No referral is necessary to attend the clinic in Mile End Hospital; book online through this link: https://mybodybackproject.com/book-an-appointment/ or email info@mybodybackproject.com</p>

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	atmosphere. There is a separate clinic where clients are able to self-test for STIs and have a coil fitted or removed.	

Useful websites

Asthma: You can order copies or download factsheets from <https://www.blf.org.uk/Page/asthma>

COPD guides: You can order copies or download factsheets from <https://www.blf.org.uk/Page/chronic-obstructive-pulmonary-disease-COPD>

Dementia: Guides and tips on how to communicate with someone with dementia: <https://www.dementiauk.org/information-and-support/about-dementia/>

Diabetes – information guides <https://www.diabetes.org.uk/diabetes-the-basics>

Hepatitis C: <http://www.hepctrust.org.uk/about-hepatitis-c-virus>

Tuberculosis: <https://www.blf.org.uk/conditions/tuberculosis>