



Richmond Surgery Newsletter

July 2023
Issue 98



Local Pharmacies

Richmond Surgery
Mon-Fri 8am-6.30pm
(see our website for details
of clinics outside of these hours)
<https://www.richmondsurgeryfleet.com/>



Wellbeing Pharmacy
Mon-Sat 0700-2230
Sun 1000-1700
T: 01252 447001
E: wp006@wellbeing-pharmacy.co.uk



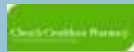
Rowlands Pharmacy
5 Linkway Parade
Courtmoor Fleet
Hants GU52 7UL
**Please check their website
for opening times**
T: 01252 615582



Boots The Chemist Pharmacy
225 Fleet Road
Fleet Hants GU51 3BN
**Please check their website
for opening times**
T: 01252 613698



Church Crookham Pharmacy
157 Aldershot Road
Church Crookham
Hants GU52 8JS
**Please check their
website for opening
times**
T: 01252 621098



Surgery updates

Reception Front Desk

Due to increasing demand and workload, with effect from Monday 3rd July 2023 the Surgery's reception front desk will now open at 1000 daily. During 0800-1000 our back of house team will be deployed to answer incoming calls, deal with urgent duties and the increasing levels of prescription requests. To confirm, reception front desk will be closed between 0800-1000 daily. Samples continue to be dropped off at the surgery entrance in to the secure sample box. For delivery of paperwork, instructions will be at the front desk directing you to a drop off point (not staff manned) Thank you for your cooperation.

Prescription ordering on line

Please follow the link to our website to order your repeat medication [Richmond Surgery \(richmondsurgeryfleet.com\)](http://Richmond Surgery (richmondsurgeryfleet.com)). If you cannot see the medication you require listed, please use the 'online form' option. Alternatively, you can bring a written request to the surgery and leave with our Reception Team. Please note you are unable to order repeat medication over the telephone.

Prospective/future record access

Patients with an online services account will soon automatically have access to their prospective/future records when viewing their care record online, unless they are exempt.

When a patient moves from one GP practice to another, access to any previous care records will no longer be available to them by default. The record will only show data added by the new GP practice.

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- 14 & 15 NHS Guide for Migrants (Russian)

Ukrainian Medical Event Saturday 15th July 2023

Dear Patient

Fleet Primary Care Network which is made up of the Fleet GP Practices are hosting a Ukrainian medical event for their patients at The Harlington Centre, High Street, Fleet on Saturday 15th July 2023 from 10.00 to 12.00. You can speak to a healthcare professional and obtain information on how to look after your health in the UK.

We look forward to seeing you.

Шановний пацієнт.

Мережа первинної медичної допомоги в Фліт, яка об'єднує три лікарні родинної медицини, проводить український медичний захід для своїх пацієнтів у Харлінгтон Центрі, за адресою High Street, Fleet у суботу, 15 липня 2023 року, з 10.00 до 12.00. Ви можете порозмовляти з медичним працівником і отримати інформацію про те, як піклуватися про своє здоров'я у Великобританії. Ми з нетерпінням чекаємо на вас.





Are you a Veteran of the UK Armed Forces?

If you are a Veteran, the NHS is here to help improve your health and wellbeing and keep you mentally and physically well. It is also here to help you get better when you are ill and, when you cannot fully recover, to stay as well as you can until the end of your life.

This is what you can expect from our practice...

We ask that any patient who has served in the UK Armed Forces (as a regular or reservist) notify us of this. If you have, we will note this in your medical record, with your permission. We will ask you to share details of your time in service to help us to assess the best support and treatment for you. This information will be kept confidential and we will always check prior to sharing this with other services you may be referred to.

As a surgery, we plan to appoint a clinical lead for veteran's health. This person will have an understanding of the Armed

Forces and health conditions that can be linked to service. The NHS has a duty to support the health commitments of the Armed Forces Covenant. This means that you will get priority to **secondary care treatment** for any medical condition which has been caused by your service, subject to the clinical needs of other patients.

Where appropriate and with your consent, we can refer you to dedicated veterans health services, and if you need to be seen by another service, we will let them know you're a veteran and make sure they have an understanding of your needs.

Advice and support is available to your loved ones who may be affected by your health conditions and investigate any issues and complaints that you may have regarding your care.

For information on health services for the Armed Forces community, please visit the NHS website at www.nhs.uk/armedforceshealth

Flu season 2023/2024

PLEASE DO NOT CALL TO BOOK YOUR APPOINTMENT YET

Yes it is only July but we have already ordered the vaccines so that we can ensure those patients who are eligible are protected against Flu this winter.

The government strongly advises that everyone who is eligible for a free vaccination takes up the offer to avoid widespread flu outbreaks. It is everyone's responsibility to be vaccinated, not only to protect them from illness, but also to protect others by not spreading the flu virus in the community, which in turn protects the NHS as a whole.

Within the Fleet Practices, we have been working together with an aim to ensure a smooth delivery of the vaccine to the patients most at risk of flu, and also endeavouring to

make sure we have sufficient stocks available locally. Starting in late August / early September each practice will invite their eligible patients to book for their flu clinics. Richmond Surgery do this as in previous years, by texting, emailing and using our monthly Newsletters and website to confirm we are open for booking.

What can you do now?

Ensure that your practice has your most up-to-date contact information on record if anything has changed recently, so that you receive our notifications promptly. We are creating our appointment books at the present time and will advise when we are able to start taking bookings. Thank you.

Frimley Health and Care



NHS

Know where to go when feeling unwell

Visit 111.nhs.uk or call NHS 111

when the situation is not life threatening and:

- if you think you need to go to hospital
- if you don't know the most suitable place to go or call
- if you don't have a GP to call or if your GP practice is closed
- if you need advice or reassurance about what to do



Available 24 hours a day, every day. If needed, an NHS advisor will help you to be seen quickly and safely.



NHS urges people to book their cervical screening

This Cervical Screening Awareness Week (19 - 24 June 2023), we're encouraging anyone who has received an invitation for cervical screening to book their appointment now.



The NHS Cervical Screening Programme saves thousands of lives every year by checking for high-risk Human Papillomavirus (HPV), a group of viruses that cause nearly all cervical cancers.

High-risk HPV testing (performed at your cervical screening) is a more sensitive and accurate test than the previous method and is the best way to find out who is at higher risk of developing the cervical cell changes that over time could potentially lead to cervical cancer.

Even if you've been vaccinated against HPV, it's still important that you attend your cervical screening appointment when invited. Combined with the HPV vaccine, cervical screening could make cervical cancer a thing of the past.

Every screening we do is potentially saving a life. If you missed your last cervical screening, book an appointment with your GP practice now – it is not too late and the NHS is here to support you.

If you've received your invitation, call the surgery to book as soon as possible.

“ Please don't ignore your **cervical cancer screening** invite. It only takes a few minutes and it could save your life.

Dr Jo Ruwende
NHS Cancer Screening Lead - London

PSA monitoring program

Surrey & Sussex NHS Cancer Alliance, your GP and Medefor are working to identify men who may be at an increased risk of prostate cancer despite having no symptoms. This is a free NHS service that involves answering questions, and **if you are eligible**, you will be invited for a urine and blood test at your GP surgery. No physical examination is needed. This is not open to all patients.

For further information, visit www.talkprostate.co.uk to see if you are eligible or call 0800 1114 314 for support.



Patient Feedback

We really value your feedback here at Richmond Surgery, here are some recent Patient Reviews ...

Fantastic service

Rated 5 stars out of 5

Thank you so much to Richmond Surgery for taking such good care of me and sending me for tests to make sure I was okay. Super grateful for their attention and I am so happy to know I have such a fantastic service at my doctor's surgery

Positive treatment and overall experience.

Rated 5 stars out of 5

I attended the Surgery for diagnosis of chronic elbow pain. The member of the Surgery Team immediately took time to explain the injury in detail, the options for treatment and recommendations; as well as answering all my questions. I came away reassured and very clear on the way forward. The visit further reinforced my extremely positive opinion of the Richmond Surgery.

You can view these reviews in full along with the associated user rating on the [Richmond Surgery feedback page](#).

RATE US PLEASE! It's not just for moaning! We would really like to see all the positive feedback we have received reflected on the NHS website too.

To rate us, [Click here](#)

Or go to www.nhs.uk, click on 'Services Near You'
Search for Richmond Surgery or Postcode GU52 7US

We value your opinion.

Thank you, Drs Sinclair & Partners

Dr Ani Pal - Locum GP

B.Sc MBBS MRCGP PGDip (Cardiology)

We are delighted to announce that Dr Pal has returned to Richmond Surgery to support the practice with additional locum sessions. Dr Pal is an experienced GP within primary care and has a special interest in Cardiology.

Lynda Orchard

We are also happy to announce that Lynda Orchard has joined Richmond Surgery as a practice Nurse. Lynda is an experienced Nurse with a background in Travel and has a special interest in Travel Immunisations.

Have your details changed? New mobile phone number?
Changed your address, email or name? Don't forget to let
us know, we may need to get in touch!

Drop us an email on frimleyicb.richmondsurgery@nhs.net

Thank you.



Exciting opportunities to join our team at Richmond Surgery

We are looking for a full or part time Care Co-Ordinator

Care Co-Ordinators (CC) support patients in preparing for or following up clinical conversations they have with GPs and other care professionals. They work closely with the GPs and other primary care professionals to identify and manage patients, ensuring that appropriate support is offered. They focus delivery of the Comprehensive Model for Personalised Care to reflect local priorities, health inequalities and population health management risk stratification

Job Responsibilities

- A CC will be required to liaise with patients and/or their carer, before or after their consultation with a clinician.
- Working closely with patients and their clinicians the CC co-ordinates patients' healthcare and directs them to the appropriate service.
- The CC's role is varied and very interesting and offers the opportunity to work with all team members at the surgery in addition to members of our multi disciplinary teams; social prescribers, MSK practitioners, physiotherapists, physician associates, paramedics, health and wellbeing coaches, etc.

Primary Duties

- To work closely with our existing team of Care Co-ordinators and our Nurse Manager supporting her in patient recalls in a timely manner.
- To review and input clinical data, coding accordingly. To coordinate and invite patients to health campaigns.
- To support in the delivery of enhanced services and other service requirements on behalf of the practice and the Primary Care Network
- To develop yourself and the role through participation in training
- Comply with the Data Protection Act (1984) and the Access to Health Records Act (1990).

You will possess excellent communication and IT skills and have existing experience within general practice in a role such as care coordinator, prescription clerk, or junior HCA for this position.

We are also recruiting a Physicians Associate

We are looking for the right person to complete our team of GP Partners and Physicians Associates to develop and cement an innovative but traditional way of delivering General Practice care. We are 4 full time GP Partners and 3 full time Physicians Associates. As a partnership we base our care on the use of personal lists something we feel strongly is essential for continuity of care for both patient and practitioner satisfaction.

Times are changing, but we are looking to develop and evolve the model of care that has worked so well for so many years by using a team approach. The proposed model of care would see one GP Partner and one Physicians Associate working as a team to manage a list of patients, thereby continuing the personal list-based approach. You would therefore work closely with your GP team member who would be able to provide a high level of supervision and interaction as required.

We are a relaxed, hard-working team and welcome applications from anyone at any stage in their career who is interested in the delivery of personal list-based care and who is excited to help us develop and deliver this unique model of practice. You would join a team that also comprises of a paramedic home-visiting service, in-house first contact MSK and mental health practitioners, care coordinators, PNs and HCAs. Patients and practitioners value the relationships that develop through personal lists, enabling us to provide a meaningful and efficient service for our population.

Main duties

Identify, signpost or refer patients at risk of developing long-term conditions, preventing adverse effects on the patient's health
 Provide routine care to patients as required in accordance with clinical based evidence, NICE and the NSF
 Examine, assess and diagnose patients and provide clinical care/ management as required
 Triage patients and provide the necessary treatment during home visits
 Collect pathology specimens as required
 Maintain accurate clinical records in conjunction with extant legislation
 Ensure clinical codes are used effectively

With 14900 registered patients we are a busy surgery, yet all our teams both clinical and admin are supportive, friendly and work closely together to ensure excellent service provision to our patients.

Essential Qualifications

- Experienced Physician Associate or post graduate with medical training specifically in Physician Associate Studies

**For full job descriptions and to apply for either role, please contact the
 HR Manager by email on frimleyicb.richmondsurgery@nhs.net.**



HOW ARE YOU

TODAY



**A GROUP FOR
WORKING AGE
PEOPLE WITH
LONG TERM
HEALTH
CONDITIONS**

**WEEKLY ZOOM
COFFEE
MORNINGS &
MONTHLY
TALKS -
WEDNESDAYS
10.00-11.00**

**MONTHLY
FACE TO
FACE
SOCIALS**

For more details
please email
rachael.austen-
jones@rhl.org.uk



**RHL REGISTERED CHARITY
NUMBER: 1105381**



Are you up-to-date on your free NHS Health Check?

If you are aged 40-74, taking up your NHS Health Check every five years can help to spot early signs of serious conditions. It helps find ways to lower this risk. The check includes a cholesterol check, blood pressure and assessment of your risk of diabetes.

As we get older, we have a higher risk of developing conditions such as heart disease, stroke, kidney disease, type 2 diabetes or dementia. If you do not already have a pre-existing condition, you should receive a letter from your GP inviting you to take up the free check.

However, if you think you might have missed out, you can call your GP practice to book your 30-minute appointment. Following the NHS Health Check, you'll be given advice to maintain or improve your health, which is good news for your future wellbeing and the NHS.

For further information please go to [NHS Health Check | Health and social care | Hampshire County Council \(hants.gov.uk\)](https://www.nhs.uk/health-check).

NHS

If you are aged **40-74**, speak to your GP practice today about a free NHS Health Check

NHS HEALTH CHECK Helping you prevent
 Diabetes
 Heart Disease
 Stroke
 Kidney Disease
 Vision & Hearing

Hampshire County Council



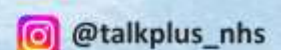
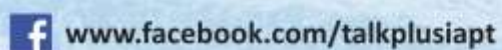
Contact TalkPlus for free NHS support with:
Low Mood : Anxiety : Stress : OCD : Worry

We also have teams specially trained to assist with:

Sleep : Lifestyle changes : Adjustment to living with a health condition

Information and self-referral at: www.talkplus.org.uk

The Meads Business Centre, 19 Kingsmead, Farnborough, GU14 7SR





Find healthier swaps with Food Scanner

Download the free **NHS Food Scanner App** and scan, swipe, swap healthier choices for your family.





How do I wean safely?

In February this year, the Department of Health and Social Care launched the Better Health Start for Life - Introducing Solid Foods campaign.

Weaning is when you introduce your baby to solid foods alongside breastmilk or infant formula. The campaign will offer parents/care givers support and advice on introducing solid foods, helping to cut through misinformation and confusion through simple, easy to understand information, delivered through three easy to remember 'Weaning 101' prompts; when you should start introducing solid foods, why it's important to wait until around 6 months and what to feed your baby.

The NHS recommends that most parents should wait until their baby is around 6 months old before they start introducing solid foods. By this point, babies can cope better with solid foods and are more able to feed themselves. They are also better at moving food around their mouth, chewing and swallowing. Lots of parents wonder when they should start and what types of solid food they should be introducing, so a dedicated weaning hub is available on the Better Health Start for Life website offering support and advice during what can be a confusing time. The weaning hub is packed with NHS-endorsed advice, videos and tips, plus simple, healthy recipes, it puts everything parents need to know in one place.

Visit www.nhs.uk/better-health/start-for-life/weaning

Top tips for parents/care givers

- ◆ In the beginning, you only need to give your baby solid foods once a day, at a time that suits you both.
- ◆ Don't worry if your baby hasn't eaten much in a meal or a day - what they eat over a week is more important.
- ◆ When your baby's had enough, they'll let you know by firmly closing their mouth or turning their head away.
- ◆ Babies learn a lot from watching you eat — sit down together for family mealtimes as much as possible.
- ◆ They might pull funny faces, that doesn't mean they don't like it – they're just getting used to new tastes and textures!
- ◆ Babies under 12 months don't need snacks. If you think your baby is hungry in between meals, offer extra milk feeds instead.
- ◆ If you need to cool food down quickly, put it in an airtight container and let it sit in cold water. Keep stirring the food so it cools throughout.
- ◆ During mealtimes, offer your baby sips of water from an open or free-flow cup.



The Link
Peer Support Group

Offering support, advice and information to all carers aged 18+ (cared for also welcome)

An excellent opportunity to connect with other carers.
Tea and coffee provided.

Last Thursday of each month 12pm-2pm

All Saints Church Community Centre,
Church Road, Fleet GU15 4NB

To book please contact us by calling 01 264 332297
or email enquiries@andovermind.org.uk




Better Health Start for Life

NHS

How do I wean safely?

For all the answers to your weaning questions plus top tips and tasty recipes

Search **Start for Life**

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How can I find out my NHS Number?

A service is available on the [NHS.UK website](https://www.nhs.uk) to receive a reminder of your NHS number.

You should also be able to find your NHS Number on any letter or document you have received from the NHS, including prescriptions, test results, and hospital referral or appointment letters.

If you cannot find your NHS Number in these ways, you can ask your GP practice to help you. They should be able to provide the number for you as long as you are registered with them.

To protect your privacy, you may be asked to show a passport, driving licence or some other proof of identity.

For further information about the NHS Number visit the [NHS.UK website](https://www.nhs.uk).

Find your NHS number

Use this service to get your NHS number.

Your [NHS number](#) is a 10 digit number, like 485 777 3456. It is on any letter you receive from the NHS.

You do not need to know your NHS number to use

NHS services, but it can be useful to have it.

If you do not know your NHS number you can still make medical appointments.

Who can use this service

This service is for anyone living in England who has forgotten or does not know their NHS number.

You can use this service for someone else.

Before you start

We will ask for your name, date of birth and postcode. We will send a text, email or letter with your NHS number to you.

If you are using this service for someone else, enter their information. They will be sent their NHS number.

By using this service you are agreeing to our [terms and conditions](#) and [privacy policy](#).



Content supplied by
the NHS website
[nhs.uk](https://www.nhs.uk)

**30 seconds
to save a life**

- ▶ **Ask** Do you smoke?
- ▶ **Advise** There is **free** help to quit and it's easier to quit with support
- ▶ **Act** Text QUIT to 66777

smokefreehampshire.co.uk
01264 563039

smokefree
HAMPSHIRE
YOUR STOP SMOKING SERVICE

**ONLINE
ZUMBA GOLD**

**FREE TRIAL
CLASS**

LUNCHTIME CLASS

Only
£3.50
per class

All the fun of Zumba
but at a slower pace!

WEDNESDAYS 11.45AM

CONTACT OUR FRIENDLY TEAM TO BOOK
01252 957 430
CLASSES@RHL.ORG.UK

www.rhl.org.uk

RHL
Registered charity 1105381



Chaperones Available

The following members of our staff are qualified, so that arrangements can be made, trained chaperones:

Jan Fulcher - Reception Manager
Lavinia Pollard - HR Manager

If you believe you would benefit from this service, please ask at the time of booking your appointment

This advanced notice is particularly important if you require a male chaperone.

There are fewer male staff members in our team and we would therefore need to ensure that one is available for your appointment.

OUR NEW EMAIL ADDRESSES

General admin enquiries: frimleyicb.richmondsurgery@nhs.net
Medical Secretaries: frimleyicb.richmondsurgery-secretary@nhs.net
Repeat prescription requests - go to our website home page for the link to access the new accuRX Patient Triage Service
Please AVOID sending your email to more than one email address, this can cause potential delays to your request.

If you have an appointment and become unwell or if you are waiting for the result of a COVID test, DO NOT come to the surgery
Please call us instead
Thank you,
Drs Sinclair & Partners

RATE US PLEASE!

It's not just for moaning!

We would really like to see all the positive feedback we have received reflected on the NHS website too.

To rate us, visit the NHS website (www.nhs.uk)

Click on 'Services Near You'
Search for

Richmond Surgery
or **GU52 7US**

Top right, click on 'leave a review'.
We value your opinion.
Thank you,
Drs Sinclair & Partners



Feedback, Concerns, etc - IN WRITING PLEASE

If you have any feedback or concerns or please put this in writing, either by letter or by email to our Patient Liaison Manager, Lavinia Pollard who will investigate and respond:

frimleyicb.richmondsurgery@nhs.net

Complaints are taken extremely seriously, therefore your formal, written account will ensure we have the full facts to conduct an investigation into your complaint.

For this reason, **we do not discuss complaints in person or by telephone.**

Speaking to a member of staff will not record your complaint or concern and therefore you will still be asked to put your complaint or concern formally in writing BEFORE it can be dealt with.

We aim to acknowledge receipt of your written complaint within three working days and where necessary, will respond again after we have investigated further.

Please ensure you provide your full name and contact details.

Dr Sinclair & GP Partners
Donna Brennan, Managing Partner

Out of Hours Help

NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

Get help online or on the phone

Online: 111.nhs.uk
(for people aged 5 and over only)
Telephone: 111

NHS 111 is available 24 hours a day, 7 days a week.
For medical advice when the surgery is closed.

The staff on **111** are able to refer you on to the Out of Hours team if they decide that is required.

For Life-threatening Emergencies
DIAL 999





How the NHS works: a guide for migrants

You can contact the 24-hour service **NHS free phone line** by dialling **111** to get free health information and advice. You can ask for an **interpreter in your language** by saying "interpreter please."



Pharmacy



Pharmacists can offer clinical advice and medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains. The pharmacist will let you know if you need to visit a doctor or direct you to other healthcare professionals to make sure you get the help you need. You can also buy medicines for minor illnesses or first-aid supplies in a pharmacy or supermarket; to find the nearest pharmacy, go to: www.nhs.uk/service-search/pharmacy/find-a-pharmacy



Basic medicines

Dentists and Optician



Find a dentist www.nhs.uk/service-search/find-a-dentist
Find an optician www.nhs.uk/using-the-nhs/nhs-services/opticians/
If your tooth is painful you should call **111 for Urgent Dental Care Services**



Teeth and eye care

GP Practice or medical centre



A GP can offer medical advice, provide a diagnosis and prescribe medicines. They might be your first point of contact for many physical and mental health concerns. The GP practice is also responsible for coordinating and managing your long term healthcare and they can refer you if you need more specialised hospital services. It is best to register with a GP practice to meet your ongoing health needs.

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/



Medical management, coordination of long term care and access to hospital specialists

Community health services



Some health services are accessed in the community, and not in hospitals. These include mental health, child health and antenatal services and sexual health and family planning clinics.



Pregnancy, child health, contraception services

Walk-in or Urgent Treatment

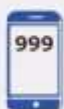


If you need urgent medical care for minor injuries such as cuts, sprains and small fractures, or urgent medical advice, you can directly go to a walk-in or urgent care centre without an appointment. These centres are usually open during daytime hours.



Minor injuries or urgent medical advice

Emergency services centres



Call 999 if someone is seriously ill or injured and their life is at risk. The telephone operator will advise you what to do or where to go next. An ambulance may be sent to provide treatment or transport the patient to hospital. Hospital Accident and Emergency (A&E) departments are open 24 hours every day of the year. You can access these services directly and without an appointment.

www.nhs.uk/nhs-services/urgent-and-emergencycare-services/when-to-call-999/



Medical emergency or life-threatening situation

Emergency mental health centres

Suicidal thoughts or serious self harm

If you have seriously harmed yourself or are about to do so, call 999 for an ambulance or go straight to A&E. **If you are thinking about suicide, talk to someone at the Samaritans by calling 116 123.**



Your rights to healthcare: a guide for migrants

Everyone has a right to register with a GP (General Practitioner)

You do not need proof of address, immigration status, ID or an NHS number.

Find your nearest GP practice and register online.

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/

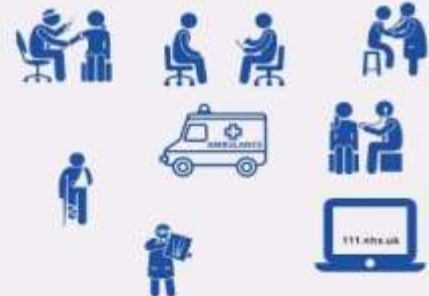
If you are having difficulty registering with a GP you can:

- Download a GP Access Card and show this to the GP receptionist. www.doctorsoftheworld.org.uk/gp-access-cards/
- phone NHS England (0300 311 22 33) or Doctors of the World (0808 1647 686) for help



These health services are free for everyone

- GP advice and treatment
- Services that are provided as part of the **NHS 111 telephone advice line**
- **Accident and Emergency** services provided at an A&E department, **walk-in centre, minor injuries unit or urgent care centre**
- Diagnosis and treatment of some **infectious and sexually transmitted diseases**
- NHS services provided for **COVID-19** investigation, **diagnosis, treatment and vaccination**
- **Family planning** services (contraception)



Specialist health services are also free for:

- **Refugees**
- **Asylum seekers**
- **Victims or suspected victims of Modern Slavery**
- **dependants**

People whose application for asylum has been rejected may still have access to free NHS services. Check if you are entitled to free health care.

www.gov.uk/guidance/nhs-entitlements-migrant-health-guide

Prescription medicines, dental and eye care are normally not free in England but asylum seekers who are financially supported by the Home Office will be given an HC2 certificate to get full help with these health costs. Anyone can apply for this support, see further advice on how to apply.

www.gov.uk/guidance/nhs-entitlements-migrant-health-guide





Как работает Национальная служба здравоохранения (NHS): пособие для мигрантов

Вы можете связаться с круглосуточной службой NHS по номеру 111 (звонок бесплатный) и получить бесплатную медицинскую консультацию. Вы можете попросить предоставить переводчика на ваш язык, для этого необходимо сказать "Interpreter please" («Пожалуйста, предоставьте переводчика»).



Аптеки



Провизоры могут проконсультировать вас по вопросам незначительных заболеваний, таких как кашель, простуда, больное горло, боли в животе, боли и ломота в конечностях. Провизор подскажет, если вам необходимо обратиться к врачу, или направит к другому медицинскому специалисту, чтобы вы смогли получить необходимую помощь. Вы можете приобрести медикаменты для лечения незначительных заболеваний или средства для оказания первой помощи в аптеке или супермаркете. Для поиска ближайшей аптеки воспользуйтесь ссылкой www.nhs.uk/service-search/pharmacy/find-a-pharmacy



Базовые медикаменты

Стоматологи и офтальмологи



Найти стоматолога: www.nhs.uk/service-search/find-a-dentist
Найти офтальмолога: www.nhs.uk/using-the-nhs/nhs-services/opticians/
В случае зубной боли позвоните по номеру 111 и обратитесь за экстренной помощью.



Лечение зубов и глаз

Семейные врачи или медицинские центры



Семейный врач (врач общей практики) может оказать медицинскую консультацию, поставить диагноз и выписать лекарства. Он может стать вашим первым специалистом, к которому вы можете обратиться с проблемами физического или психического здоровья. Семейные врачи также отвечают за координацию длительного лечения и могут направить вас в больницу для получения специализированных медицинских услуг в условиях стационара. Рекомендуется зарегистрироваться у семейного врача, чтобы вы могли получить помощь в соответствии с вашими медицинскими потребностями.

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/



Лечение, координация длительного лечения и доступа в больницы

Социально-ориентированное здравоохранение



Некоторые медицинские услуги оказываются не в больницах, а по месту жительства. Они включают в себя психиатрические службы, детские поликлиники, женские консультации, а также кожно-венерологические диспансеры и клиники планирования семьи.



Беременность, детское здоровье, контрацепция

Клиники без предварительной записи или центры оказания экстренной помощи

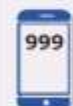


В случае если вам необходима экстренная медицинская помощь или у вас незначительная травма (порез, растяжение или небольшой перелом), либо вам необходима экстренная медицинская консультация, вы можете обратиться в клинику без предварительной записи или центр оказания экстренной помощи. Такие клиники обычно открыты днем.



Небольшие травмы или срочная медицинская консультация

Экстренная помощь



В случае если кто-то серьезно болен, травмирован, или его жизни что-то угрожает, позвоните по номеру 999. Оператор подскажет вам, что делать или куда обратиться. К пациенту может быть направлена машина скорой помощи для лечения или его транспортировки в больницу. Отделения реанимации и интенсивной терапии в больницах работают круглосуточно. Данные медицинские услуги оказываются напрямую и без предварительной записи.

www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/



Неотложная помощь или ситуации, представляющие опасность для жизни

Экстренная психиатрическая помощь

Мысли о суициде или нанесении себе увечий

Если вы нанесли себе серьезные увечья или планируете это сделать, вызовите скорую помощь, позвонив по номеру 999, или сразу же направляйтесь в отделение реанимации и интенсивной терапии. Если вы думаете о суициде, поговорите с сотрудником благотворительной организации «Самаритяне», позвонив по номеру 116 123.



Ваше право на здравоохранение: памятка для мигрантов

У каждого человека есть право на регистрацию у семейного врача

Вы не обязаны предоставлять подтверждение факта проживания по указанному адресу, иммиграционный статус, удостоверение личности или регистрационный номер NHS.

Найдите ближайшего семейного врача и

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/

В случае если у вас возникли трудности при регистрации у семейного врача, вы можете:

- Скачать «Карточку доступа к услугам семейного врача» и показать ее в

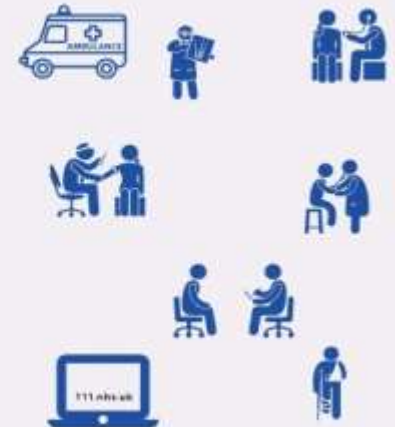
регистратуре: www.doctorsoftheworld.org.uk/gp-access-cards/

- Позвонить в английское отделение NHS (0300 311 22 33) или организацию «Врачи мира» (0808 1647 686) и обратиться за помощью.



Эти услуги здравоохранения бесплатны для всех

- Консультации и лечение семейным врачом;
- Услуги, предоставляемые на горячей линии NHS 111;
- Неотложная помощь, оказываемая в отделениях реанимации и интенсивной терапии, клиниках без предварительной записи, травмпунктах или центрах оказания экстренной помощи;
- Диагностика и лечение ряда инфекционных заболеваний и заболеваний, передающихся половым путем;
- Услуги NHS по тестированию на COVID-19, постановке диагноза, лечению и вакцинации;
- Услуги по планированию семьи (контрацепции);
- Лечение физического или психического состояния, вызванного пытками, калечащей операцией на женских половых органах, домашним или сексуальным насилием.



Специализированные услуги здравоохранения также бесплатны для:

- Беженцев;
- Лиц, ходатайствующих о получении политического убежища;
- Жертв или предполагаемых жертв современного рабства;
- Членов их семей.

Люди, чье ходатайство на получение политического убежища было отклонено, также могут воспользоваться бесплатными услугами NHS. Проверьте, полагается ли вам бесплатное медицинское обслуживание.

www.gov.uk/guidance/nhs-entitlements-migrant-health-guide

Люди, чье ходатайство на получение политического убежища было отклонено, также могут воспользоваться бесплатными услугами NHS. Проверьте, полагается ли вам бесплатное медицинское обслуживание. Обычно отпуск рецептурных лекарств, оказание стоматологической и офтальмологической помощи в Англии не бесплатное, но лица, ходатайствующие о получении политического убежища, которым финансовую помощь оказывает Министерство внутренних дел, получают сертификат HC2 для покрытия этих затрат. За данной помощью может обратиться любой человек, здесь описан процесс подачи заявления.

www.gov.uk/guidance/nhs-entitlements-migrant-health-guide

