



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-Fri 0800-1400 1500-2100
 Sat 1230-1600 1700-2100
 Sun 1000-1700
 T: 01252 447001
 E: wp006@wellbeing-pharmacy.co.uk



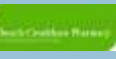
Rowlands Pharmacy
 5 Linkway Parade
 Courtmoor Fleet
 Hants GU52 7UL
Please check their website for opening times
 T: 01252 615582



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



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No Show, No Health:

The crucial role of attending and cancelling Doctor's Appointments

Within the National Health Service (NHS), there is continuous concern around the issue of increasing "Did Not Attend" (DNA) cases. This is a problem we encounter at Richmond Surgery, routinely.

A missed appointment isn't just a momentary lapse; it translates into a missed opportunity for timely care, early detection, and overall health management.

Addressing this challenge starts with not only raising awareness, but patients taking responsibility for their care and respect for others who could have had that appointment that they simply didn't turn up for. Patients play a pivotal role in fostering a more effective system. Recognizing the broader consequences of missed appointments and taking the proactive step to communicate or cancel can set off a chain reaction of responsible healthcare utilization.

Your appointment isn't a mere item on a list; it's a crucial element in the healthcare framework and how we as a surgery operate. Whether you attend or promptly cancel, your actions contribute to a smoother operation. The impact of a patient's individual decision should not be underestimated.

At present, we've encountered 817 DNA appointments to date for 2023. Those appointments range from 10 minutes to 1 hour. It's a shockingly high number that confirms the growing concern for increasing no shows and the challenges that not just ourselves as your Surgery has, but that of our patients trying to access care.

We ask that you please engage with us and ensure your cancel your appointment in a timely manner so that someone else can use it.

Drs Sinclair and Partners

Reception Front Desk

Due to increasing demand and workload, with effect from last month the Surgery's reception front desk now opens at 10am daily. During 8am—10am 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 8am—10am daily.

Samples continue to be dropped off at the surgery entrance into 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.





Access to Care

Your local health team is working hard to support you with a wide range of services providing convenient, safe and trusted care when you need it.

As well as there being more ways to get in touch and be seen by your GP team, each practice has a team of expert health professionals, providing you with the care you need.

New digital tools have been developed too – meaning you can access expert care at your fingertips.

Get help from your GP practice team experts - Meet the team

Your GP Practice team is made up of a range of expert health and care professionals including nurses, clinical pharmacists, paramedics and physiotherapists who work alongside GPs, supported by reception staff/Care Navigators, to provide you with the care you need.

That means you may be seen by the GP or one of the wider team at your local practice, so you are helped by the right person, in the right place to meet your needs.

The reception team is made up of skilled Care Navigators who are a vital part of practice teams and are specially trained to signpost you to the best care for your needs. Sharing the reason for your call with the reception team and being clear on your need will help get you the right care from the right person. Your information will be treated in the strictest of confidence.

Get help from your GP practice team experts - more ways to get in touch

It's no secret that GP surgeries have been busier than ever. And especially in winter, you may require services from your local team more often.

There are three ways to get in touch with your local practice team

Use the online form on your GP Practice website. It's convenient and secure and can save time. You'll get a response within 48 hours.

Call during surgery hours. Check your practice website for opening hours.

Visit the surgery in person.

Get help at your fingertips - digital and online tools

Online and digital tools are a great way to access health and care support in a way that is safe and convenient for you.

Complete a convenient online consultation for your GP Practice and receive a response within 48 hours.

Download the NHS App – where you can access a range of NHS services, including ordering your repeat prescriptions and viewing your GP record.

Download the Frimley Healthier Together app or visit the website for support and advice on caring for your unwell child at home.

Get help from the right local service for you - choosing the right health service

Your local GP team is just one way you can access health and care services near you. It's important you choose the right service, at the right time, so we can help as many patients in our area as possible.

Health and care services are busier than ever and can become overwhelmed at peak times. By selecting the right service, you'll receive the help you need in the most effective way and support others to be able to access the care they need too. Remember if you're not sure what to do go to NHS 111 online first.

Other options include:

Frimley Healthier together website or app – for advice and support to look after your unwell child;
 NHS 111 online – if you have an urgent medical problem or you're not sure what to do;
 Pharmacy - minor illnesses such as coughs, colds, tummy trouble, aches and pains;
 GP Practice – common medical conditions, persistent symptoms, long-term conditions and referral to specialist treatment;
 Bracknell Minor injury unit –for urgent non-life threatening medical attention for sprains and strains, suspected broken limbs, minor head injuries, skin infections, and minor burns;
 A&E and 999 – always go to A&E or dial 999 for medical or mental health life threatening emergencies such as choking, severe bleeding, fits that won't stop, feelings of self-harm or suicide.

Your GP Practice may have the following expert roles at your surgery

(Not all surgeries have all these practitioners)

Care Navigation Team (previously known as Receptionists)

Reception team can help by:

- getting you an appointment with the right clinician
- identifying services you can access with a GP referral
- making appointments for new kinds of care or services

Nurses

Nurses can help by:

- providing vaccinations and injections
- supporting you with long-term conditions
- providing family planning and sexual health advice

Clinical Pharmacist

Clinical Pharmacists can help by:

- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects

Continued on page 3...



From page 2/....

Pharmacy Technician

Pharmacy Technicians can help you by:

- showing you how to use your medicines
- supporting Clinical Pharmacists to review your existing medication
- advising you on your lifestyle choices

Paramedic

Paramedics can help you by:

- assessing and treating certain health conditions
- attending home visits
- ordering tests and interpreting results

Physiotherapist

Physiotherapists can help by:

- diagnosing and treating muscular and joint conditions
- advising on how to manage your condition
- referring you on to specialist services

Mental Health Therapists and Practitioner

Mental Health Therapists and Practitioners can help by:

- carrying out assessments
- providing advice and support to manage your condition
- supporting you to access mental health services and community resources

Physician Associate

Physician Associates can help by:

- diagnosing and treating certain health conditions
- arranging tests and analysing results
- performing physical examinations

Occupational Therapist

Occupational Therapists can help by:

- providing rehabilitation for you to stay well at home
- empowering you to make improvements in your day-to-day

life

- supporting you to take control of your health and wellbeing

Dietitian

Dietitians can help by:

- diagnosing and treating nutritional conditions
- helping you to make changes to prevent and support long-term conditions
- supporting you to maintain a healthy weight

Social Prescribing Link Worker

Social Prescribers can help you by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access local support services and activities

Health and Wellbeing Coach

Health and Wellbeing Coaches can help by:

- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and groups

Care Coordinator

Care Coordinators can help by:

- preparing you for upcoming conversations about your health and care
- monitoring your needs and responding to any changes
- supporting you to understand and manage your care

Healthcare Assistant

Healthcare Assistants can help by:

- monitoring your blood pressure
- taking blood samples
- providing healthy living advice, such as stopping smoking and weight loss

Frimley Health and Care



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





Our Physician Associates

Mrs Kelli Hancock

Kelli Hancock graduated from the University of Texas Medical Branch, in Galveston, Texas, USA with a Master of Physician Assistant Studies degree in 2010. She has worked in urgent care, gastroenterology/hepatology, occupational medicine, and general practice over the course of her career. She is the first author of a medical article published in the peer-reviewed medical journal Current Gastroenterology Reports in 2016. After moving to the UK in 2019, she has practiced in GP surgeries in both Scotland and England.

Mrs Hancock joined Richmond Surgery in July 2022. She sees urgent and routine concerns and maintains the COPD and heart failure registers. She particularly enjoys getting to know her patients and their families over time.

Mr John Kirkus

John Kirkus graduated from Baylor College of Medicine in Houston, Texas with a Masters of Science in Physician Assistant Studies.

Before attending medical school, Mr Kirkus was in the United States Army for nine years as a Special Operations Medical Specialist and spent over twenty-five years as an emergency medicine and combat medic consulting to the U.S. Department of Defence, Department of State and other government agencies. He has completed assignments in Asia, Central and South America, the Balkans, Africa and the Middle East.

Mr Kirkus's medical background includes primary care, urgent care and emergency medicine.

Mr Kirkus joined Richmond Surgery in June 2021 and sees urgent and routine patients within the surgery and works on patients with hypertension diabetes. As a Veteran Friendly Practice, he is also the clinical lead.

Mr Dan Clark

Mr Clark joined Richmond Surgery in mid April 2022. He is an experienced healthcare professional with an NHS career spanning over twenty-four years and has attained skills, knowledge and experience in the fields of Blood Sciences, Nursing and Medicine. As part of the multidisciplinary team, he works alongside the GP Partners and Nursing team.

Mr Clark has a special interest in the provision of medical care for older people.

Flu & COVID Vaccinations - Autumn 2023

We want to ensure you're well-informed about our proactive preparations for the upcoming flu season. As part of our ongoing commitment to your well-being, we have already secured an ample supply of flu vaccines for eligible patients, guaranteeing your protection throughout the winter months of 2023.

NHS England strongly advocates for the flu vaccine among all eligible individuals. This collective effort significantly reduces the risk of widespread flu outbreaks.

In collaboration with the Fleet Practices, we are working diligently to ensure a seamless administration of the vaccine to those most vulnerable to the flu. Our commitment extends to maintaining substantial local vaccine reserves.

We'd also like to share our strategic plan: we aim to conclude all Flu and COVID clinics by the end of October. If you are eligible for either of these vaccinations, we kindly encourage you to ensure your vaccination is completed by the end of October. This timeline is designed to provide you with optimal protection before the winter months arrive.

Please take note that only flu vaccinations will be available in September with our first clinic taking place on Saturday September 23rd. However, COVID vaccinations will not be available until October. If you would prefer to have both vaccines at the same time, we kindly ask you to wait until October. At that time, you will have the option to receive both vaccines during your appointment. If you would prefer to receive these vaccines separately then please book accordingly.

Throughout August and early September, we will be in touch to facilitate bookings for the upcoming clinics. Richmond Surgery will continue its successful approach of using various communication channels, including text messages with booking links, emails, newsletters, and our website, to inform you of the booking commencement.

We sincerely appreciate your attention to maintaining accurate contact information on file. This enables us to promptly notify you during the invitation process.

Thank you for your cooperation and understanding.



Patient Feedback

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

Positive Feedback

Please could you pass on my thank yous to the receptionist (Melanie) who booked me in this morning. She was happy, very polite and very helpful. You could almost feel the smile and happiness down the phone line. Not had this for a long time. Thank you and well done.

Great Practice

A well organised and caring practice with caring and competent staff. Always received a prompt and satisfying service and I always feel they all do their very best for their patients. I have every confidence in them and the way the practice is managed.

Impressed

I just want to say how impressed and satisfied with everything at the surgery. I think you all go above and beyond to keep everyone safe, well and cared for. Everything is SO positive, helpful and satisfying and I have every confidence in the practice. Special thanks to you all.

Great practice

Everyone in the surgery is always so kind and helpful - even when I've been a total idiot and missed a call back or rang about something which turns out to be nothing. The doctors seem to work such long hours to provide everyone with care - my son's prescription was available after nine at night. We are so lucky as a community to have you as a surgery with so many wonderful and kind staff working in it.

Thank you for everything!

Excellent Skeletal & Muscular Clinic

I attended the clinic this week for assessment on my hip and neck problems. I really appreciated the positive comments made and the suggested rehabilitation exercises given. I can certainly recommend this clinic.

A very good practice

Over 30 years as patients my wife and I have found that the Richmond Surgery's medical care has been of the highest order; GP's and supporting staff alike. In recent months we have had very prompt and helpful responses by the reception staff and various nursing staff. The GP's have been very caring, effective and going the extra mile from initial face to face appointments and follow up telephone calls. This coupled with very friendly and positive environment makes you feel comfortable that you as a patient and your medical needs are regarded as important to them. Compared with friends experiences of other surgeries around the country, Richmond Surgery sets a very, very good example.

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

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

Prescription Clerk

Are you an experienced general practice prescription clerk looking for some additional sessions per week, adhoc, self employed? If so, we would be delighted to hear from you and to have an informal chat regarding this. Please contact our HR Manager, Lavinia Pollard, details below.

We are recruiting for a further Physician 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 four full time GP Partners and three 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 description and to apply, please contact our Managing Partner or 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](https://www.nhs.uk/health-check) (hants.gov.uk).

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



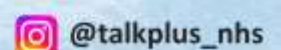
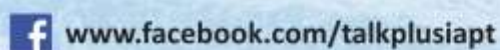
Contact TalkPlus for free NHS support with:
Low Mood : Anxiety : Stress : OCD : Worry

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





Keratosis pilaris

Keratosis pilaris is a very common harmless condition where small bumps appear on your skin. It can last for a long time, but there are treatments that may improve your skin.

Check if you have keratosis pilaris

Symptoms of keratosis pilaris may include:

You usually get patches of small bumps on your arms, thighs or bottom, but they can appear in other places.

The bumps are usually the colour of your skin. They can also be red on white skin or brownish-black on darker skin.

The skin can sometimes feel itchy, and may be better in summer and worse in winter.



Keratosis pilaris can affect people of any age. If your child has a rash and you're not sure it's keratosis pilaris, see more about [rashes in babies and children](#).

Things you can do yourself to help

Most people with keratosis pilaris have it for years, and it may eventually clear up by itself. Until it does, there are things you can do to help improve the appearance of your skin.

Do

- moisturise your skin – ask a pharmacist what's most suitable for you
- use mild and unperfumed soaps and bathing products
- gently scrub your skin with a washcloth or exfoliating mitt
- have cool or lukewarm showers and baths
- pat your skin dry instead of rubbing it after washing

Don't

- don't use perfumed soaps or bathing products that can dry out your skin
- don't use harsh scrubs on your skin – this can make it worse
- don't have hot baths or showers
- don't scratch, pick or rub your skin

A pharmacist can help with keratosis pilaris

Speak to a pharmacist if:

- things you try yourself are not helping your keratosis pilaris and the condition is bothering you

- your skin becomes itchy or inflamed
 - you're not sure if you need to see a GP
- They can recommend creams or lotion to help your skin. They can also tell you whether you need to see a GP.

Specialist treatments

Specialist treatments for keratosis pilaris include steroid creams and laser treatments.

These types of treatments are not usually available on the NHS and can be expensive to pay for privately. While they may help relieve symptoms in some cases, they do not cure keratosis pilaris, so symptoms can come back after a course of treatment.

Causes

Keratosis pilaris happens when your hair follicles become blocked with a build-up of keratin, a substance found in skin, hair and nails.

Nobody knows exactly why keratin builds up, but the condition is thought to run in families. So if your parents have it, you may get it, too.

Keratosis pilaris is not infectious, so you cannot spread or catch it.



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 01264 332297
or email enquiries@andovermind.org.uk





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

If you believe you require this service, please ask at the time of booking your appointment so that arrangements can be made.

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

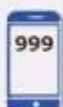


If you need urgent medical care for minor injuries such as cuts, sprains and small fractures, or urgent medical advice, you can directly go to a walk-in or urgent care centre without an appointment. These centres are usually open during daytime hours.



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/

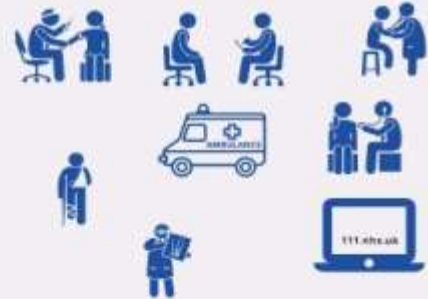
If you are having difficulty registering with a GP you can:

- 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

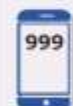


В случае если вам необходима экстренная медицинская помощь или у вас незначительная травма (порез, растяжение или небольшой перелом), либо вам необходима экстренная медицинская консультация, вы можете обратиться в клинику без предварительной записи или центр оказания экстренной помощи. Такие клиники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

