



Richmond Surgery Newsletter

May 2023
Issue 97



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



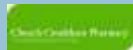
Rowlands Pharmacy
5 Linkway Parade
Courtmoor Fleet
Hants GU52 7UL
**Please check their website
for opening times**
T: 01252 615582



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



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 \(hants.gov.uk\)](#).

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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
dementia
heart disease
stroke & diabetes

Hampshire County Council





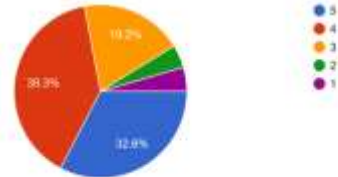
Survey Results

New telephone system

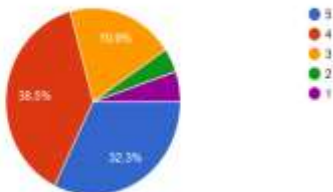
Fleet Primary Care Network (PCN), comprising Richmond Surgery, Fleet Medical Centre, Branksomewood Health Centre and Crondall New Surgery jointly launched a new telephone service in July 2022 with XoN Surgery Connect. We took the opportunity to ask our patients for their feedback on the new system. Thank you to all those who took part, (we had 821 responses) here are a few of the results.

Q1 We first asked you to rate the new system for overall user friendliness – 1 being poor and 5 being excellent. 32% rated it 5 and 38% rated it 4.

Please rate the new system for reliability and functionality? (1 being poor and 5 being excellent)
821 responses

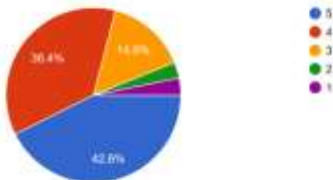


Please rate the new system for overall user friendliness?(1 being poor and 5 being excellent)
821 responses



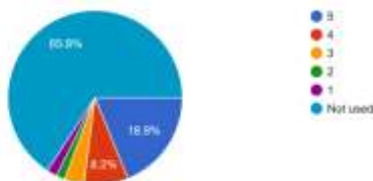
Q2 We then asked if you find the menu options clear - 1 being poor and 5 being excellent. 42% rated them 5 and 36% rated them 4.

Please advise if you find the menu options clear? (1 being poor and 5 being excellent)
821 responses



Q3 Next we asked if you had used the call back feature and if so to rate its effectiveness - 1 being poor and 5 being excellent. Nearly 66% had not tried the feature and 19% had tried it and rated it as excellent.

Have you used the call back feature and if so, please rate its effectiveness? (1 being poor and 5 being excellent and Not used as an option)
821 responses



Q4 We then asked you to rate the new system for reliability and functionality - 1 being poor and 5 being excellent. 32% rated it excellent and a further 39% rated it a 4.

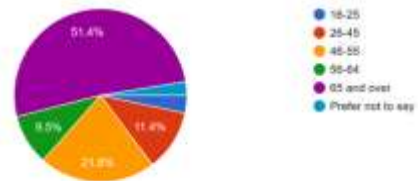
Q5 The next question asked how useful you find patient messages and information whilst on hold – 1 being not useful and 5 being very useful. 18% rated them useful and 25% rated them a 4.

How useful do you find the patient messages and information whilst on hold? (1 being not useful and 5 being very useful)
821 responses



Patient Demographics: When asked about the age group and gender of our respondents, we found just over half the were in the 65 and over category with the next largest group being 46-55 years old. 61% were female, 37% were male and the rest preferred not to say.

Please advise your age group? (This will help us evaluate answers with patient demographics)
821 responses



Your gender? (This will help us evaluate answers with patient demographics)
821 responses



Summary: We are pleased to see from the survey results that the overall feedback is positive for the new telephone system. Many thanks to those who kindly participated.

Dr Sinclair and Partners.



Patient Feedback

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

Feedback for one of our Nurses from a patient survey:

Thinking about your recent appointment, overall, how was your experience of our service?

Very good

Please can you tell us why you gave your answer?

The nurse that I see regularly is just the finest example of nursing, she is caring, compassionate and beyond professional, I always that I matter and that I'm cared for when I have these appointments. She is a total asset to the surgery and to nursing in general!

Please tell us about anything we did that exceeded your expectations?

This nurse always greets you with a smile and takes interest in how you are, she's always polite, friendly and professional, you couldn't wish for anyone better.

Fantastic service

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

Anonymous

Help with problems with medication and a repeat prescription

Reception went above and beyond to help resolve our problems with medication and a repeat prescription.

The receptionist took our two questions to a manager and phoned me back with the answers. She even held on to my number so that she could make sure when she returned from her break that I had the answers I needed.

Anonymous

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

Fun Fact:

We had just under 3400 face to face appointments during the period of 01/02/2023 and 30/03/2023.
Just over 3000 of them used the check in screen to check in.



Patient Information - Ear care

Richmond Surgery is no longer able to offer routine ear irrigation (syringing) from 1st May 2023. Please read the following guidance.

First Step:

The most effective way to manage ear canal blockage due to wax or debris is the application of ear drops and/or olive oil, which should disperse excessive wax and regular application will prevent the build-up of wax. Brand names you may have heard of include Earex, Earol, Cerumol and Otex (there are others). These are available from your local pharmacy or large supermarket. Please note: these are not available on prescription.

Wax is normal – it protects and lubricates the Ear Canal. It is a mixture of Cerumen (a sweat-like substance), Sebum (an oily substance) both secreted by glands in your Ear Canal, which combines with dust, debris, hair, etc. to form ear wax. It is normal to have ear wax, and it usually only becomes a problem when it has been pushed deeper into the Ear Canal. Your ears are self-cleaning – if you use cotton wool buds or similar objects, to try to remove the wax, it will only be pushed further into the ear canal and become impacted and block your ear.

Routine Care of Your Ears:

- ◆ In most cases ear drops used for an extended period of time will disperse the build-up of wax.
- ◆ The drops should be at room temperature before use.
- ◆ Lie on your side with the affected ear uppermost and place three to five drops into the ear canal. Let the drops soak in for at least 5 minutes.
- ◆ Repeat three times a day to the affected ear until the wax has gone and your hearing improves.
- ◆ Drops should be used three times a day for at least **2 weeks** and should result in your hearing improving. (if using olive oil you can continue for a further 1 – 2 weeks for maximum effect)
- ◆ Cotton-buds or ear candles should not be used as these can do real damage to the ear canal and drum.

- ◆ If you have repeated problems with wax blocking your ears, using olive oil ear drops – 2 drops once a week may prevent this.
- ◆ If you have ear problems such as dry skin, eczema, dermatitis, 'runny ears', you will find keeping your ears DRY will improve the condition. Avoid shampoo, shower gel and hairspray, etc. in your ears.
- ◆ The easiest way to keep your ears dry when bathing or showering is by using ear plugs or a piece of cotton wool smeared with Vaseline/Petroleum jelly.

NOTE: Sodium bicarbonate drops are better for dissolving stubbornly hard wax but should not be used for more than a few days to one week as it may result in irritation to the skin. If you still feel that you have wax after one week of using sodium bicarbonate, then you may continue using a further three weeks of olive oil drops.

Next step:

If after four weeks you still feel you have blocked ears then you can call the surgery to request a quick ear check with one of the nurses. If found to be blocked the following private services are available.

Microsuction is an alternative method of earwax removal - it is undertaken using a microscope and a medical suction device, hence the term microsuction. Microsuction is a safe and a more comfortable method of earwax removal as no liquids are used during the procedure.

This service is available at the following places locally:

Golden Ears Audiology Clinic - Tel: 01252 561456

Leightons, Fleet – Tel: 01252 617753

Specsavers – Tel: 01252 815275

This is not an exclusive list of providers in Fleet and you may find alternatives if you search 'microsuction' on the internet.

If at any time you are experiencing pain, worsening deafness or an unpleasant smelling discharge, stop using the drops and consult a doctor or nurse at the surgery.



App gives traffic light guidance on childhood illness

Parents, carers, and young people can now get easy access to NHS traffic light guidance on a range of childhood illnesses, by downloading the new **Frimley Healthier Together** app.

It is anticipated that this app can help to reduce the number of patients going to GP surgeries or Accident & Emergency departments with minor (green) ailments by supporting carers with advice when caring for their ill child.

The app shows:

- ◇ What amber and red-flag signs to look out for
- ◇ Where to seek help if required
- ◇ What to do to keep a child comfortable
- ◇ How long a child's symptoms are likely to last.

The app also uses push notifications to prompt monitoring of the child's condition against red and amber symptoms to the phone the app is registered to.

Complementary to the [Frimley Healthier Together](#) website, the app can be downloaded from your app store of choice by searching "Healthier Together" <https://bit.ly/FHTApp>

Help us spread the word about this app by posting on your personal and public profiles – and together we can help manage childhood illnesses more effectively.

Check us out on Facebook @NHSFrimleyHealthierTogether and @Frimley.HealthierTogether on Instagram.

Download our FREE app today!

- NHS traffic light symptom checker
- Advice on how long a child's symptoms may last
- Signposting to local support services

Search: "Healthier Together"

Frimley-HealthierTogether.nhs.uk

Healthier Together
Empowering the healthiest children and young people throughout Frimley



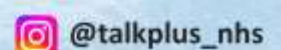
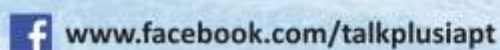
Contact TalkPlus for free NHS support with:
Low Mood : Anxiety : Stress : OCD : Worry

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





Newsletter

Summer term 2023

**Hampshire
Healthy
Families**



Today's Health. Tomorrow's Future

Welcome

Welcome to our first newsletter.

What is Hampshire Healthy Families?

A partnership between Southern Health NHS Foundation Trust and Barnardo's to support the health and wellbeing of families, parents and carers of children aged 0-19-years-old.

Scan the QR code for lots of advice, resources, and to book events.



Discover more here

Workshops and courses

Is your child starting school in September? What does ready for school mean?

Join us on our **FREE** 'School Readiness' workshops.

Starting school can raise many questions, feelings, and emotions for you and your family. These sessions aim to help the whole family to prepare and adjust to school life and help ease any worries you may have at this stage of your child's life.

"Regardless of their ability, every parent will have a better understanding of school readiness and find something useful to take away from the session."

"I got answers for a lot of questions - how to support my child in all the school preparation."

"Clear advice and guidance and lots of helpful resources sent promptly afterwards."

Discover our full range of free of workshops and events on our website. Why wait? Book today.



Book your place here

ChatHealth

Have you got a health concern? Need advice? Parents of 0-5-year-olds can text questions to ChatHealth to an expert health visitor on hand for guidance.



Parent Information Portal



The Parent Information Portal (PIP) is a brand new digital platform from Southern Health, designed to give you easy access and control over your child's health information.



Search a wide range of resources about children's health



Search a wide range of resources about children's health



View and manage your appointments with Health Visitors, School Nurses and Family Nurses



Give feedback via short questionnaires



View your child's vaccination history

If you would like access to the portal, send your child's details (NHS number and full name) to **pip@southernhealth.nhs.uk**. Once your details are checked and verified, you will be able to log in.

Notice board

- It's World Immunisation Week 24-30 April. Is your child fully protected?
- Follow our socials for latest updates, health guidance, and info on courses:



@hantsfamilies
@hampshirehealthyfamilies



	<p>Hangover, Grazed Knee, Sore Throat, Upset Tummy, Pain or Headache</p>	<p>Treat Yourself! Keep a well stocked medicine cabinet!</p>
	<p>Cough, Earache, Headache, Runny Nose, Diarrhoea, Bites and Stings, Minor Burns and Scalds, Head Lice, Emergency Contraception, Quitting Smoking</p>	<p>Ask Your Pharmacist Pharmacists are trained experts in using medicines safely</p>
	<p>Itches, Sprains Minor Cuts/Injuries Persistent Coughs, Colds, Persistent Infections</p>	<p>See our Minor Illness Nurse The Minor Illness Clinic 5 days per week (extra clinics Dec-Apr)</p>
	<p>Suspected Urine Infections</p>	<p>No appointment needed Bring a sample to the surgery for testing. A member of our nursing team will contact you.</p>
	<p>Medication Queries Medical Updates & Reviews When all 'on the day' emergency appointments are gone</p>	<p>Discuss with your GP Book an advanced telephone consultation with your GP for updates and reviews</p> <hr/> <p>Discuss with a GP A telephone triage consultation in the first instance with your GP, or the Duty GP</p>
	<p>Over 18s For <u>New</u> GP Medical Consultations / Concerns</p>	<p>Electronic Patient Triage Online GP consultation (response by 6pm the following working day) www.richmondsurgeryfleet.com</p>
	<p>OUT OF HOURS Unwell Worried, Uncertain, Need advice</p>	<p>RING 111 NHS Direct</p>
	<p>Blackouts, Blood Loss, Choking, Chest Pain, Acute Confused State, Life Threatening Emergency, Severe Allergic Reactions, Severe Burns or Scalds</p>	<p>Ring 999 or Go to A & E</p>

Fleet Locality Extended Access
For routine GP and Nurse appointments outside of core hours.
See our website for more information or ask reception.



Bowel cancer screening

NHS bowel cancer screening checks if you could have bowel cancer. It's available to everyone aged 60 to 74 years.

The programme is expanding to make it available to everyone aged 50 to 59 years. This is happening gradually over four years and started in April 2021.

You use a home test kit, called a faecal immunochemical test (FIT), to collect a small sample of poo and send it to a lab. This is checked for tiny amounts of blood.

Blood can be a sign of polyps or bowel cancer. Polyps are growths in the bowel. They are not cancer, but may turn into cancer over time.

If the test finds anything unusual, you might be asked to go to hospital to have further tests to confirm or rule out cancer. Always see a GP if you have symptoms of bowel cancer at any age, even if you have recently completed a NHS bowel cancer screening test kit – do not wait to have a screening test.

Why screening is offered

Regular NHS bowel cancer screening reduces the risk of dying from bowel cancer. Bowel cancer is the 4th most common type of cancer. Screening can help prevent bowel cancer or find it at an early stage, when it's easier to treat.

How to get a home test kit

Everyone aged 60 to 74 years who is registered with a GP and lives in England is automatically sent an NHS bowel cancer screening kit every two years. The programme is expanding so that everyone aged 50 to 59 years will be eligible for screening. This is happening gradually over 4 years and started in April 2021 with 56 year olds.

The programme has also started to include 58 year olds, so you may get a test before you're 60.

Make sure your GP practice has your correct address so your kit is posted to the right place. If you're 75 or over, you can ask for a kit every two years by phoning the free bowel cancer screening helpline on 0800 707 60 60.

If you're worried about a family history of bowel cancer or have any symptoms, speak to a GP for advice.

How to use the home test kit

The NHS bowel cancer screening kit used in England is the faecal immunochemical test kit – known as the FIT kit.

You collect a small sample of poo on a small plastic stick and put it into the sample bottle and post it to a lab for testing. There are instructions that come with the kit.

**CARER SUPPORT AND
DEMENTIA ADVICE SERVICE
FOR HAMPSHIRE**

For more than 40 years, we have supported local people with, or at risk of, mental ill-health. Last year more than 5,000 people used our services.

Can we help you too?

Our Carer Support and Dementia Advice Service provides advice, information and support to all carers aged 18 and above who provide care for an adult. The service also supports people with dementia and memory problems and is available throughout Hampshire. If you need support, we welcome self-referrals as well as referrals from health and social care professionals.

Contact us on 01264 332297 or email enquiries@andovermind.org.uk



Young Person's Safe Haven

A safe space for young people aged 10-17 living in Farnham and North East Hampshire* who need support with their emotional wellbeing and mental health

*Township areas including Adurston, Farnborough, Fleet, and Yateley

- Out of Hours crisis support with mental health.
- Help to explore your current situation
- Learn self-management techniques
- Enable you to make positive changes

Monday's

- Group drop-in session - 6:30-8pm
- One to one support - 6:30-10pm (by appointment only)
- Virtual and phone support - 6:30-10pm

Wednesday's

- Virtual and phone support - 5-8pm

Thursday's

- Group drop-in session - 6:30-8pm
- One to one support - 6:30-10pm (by appointment only)
- Virtual and phone support - 6:30-10pm

Saturday's

- Web chat support - 10:30am-1pm



www.nolimitshelp.org.uk
023 8022 4224

Contact us today to find out more:

02380 224 224

07918 259361

enquiries@nolimitshelp.org.uk

Hale Community Centre
130 Upper Hale Road,
Farnham,
GU9 0JH





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



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



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

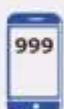


If you need urgent medical care for minor injuries such as cuts, sprains and small fractures, or urgent medical advice, you can directly go to a walk-in or urgent care centre without an appointment. These centres are usually open during daytime hours.



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/

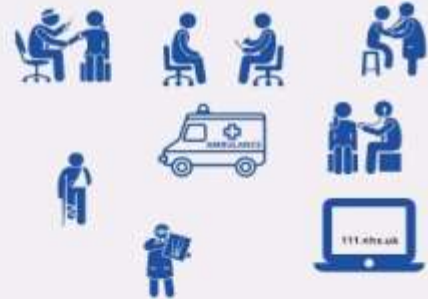
If you are having difficulty registering with a GP you can:

- 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

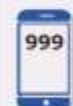


В случае если вам необходима экстренная медицинская помощь или у вас незначительная травма (порез, растяжение или небольшой перелом), либо вам необходима экстренная медицинская консультация, вы можете обратиться в клинику без предварительной записи или центр оказания экстренной помощи. Такие клиники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





Як працює Національна служба здоров'я (НСЗ): посібник для мігрантів

Ви можете звернутися на безкоштовну цілодобову телефонну лінію НСЗ, набравши номер 111, щоб безкоштовно отримати інформацію чи поради щодо здоров'я. Ви можете попросити перекладача на вашу мову, промовивши «interpreter please» (потребує перекладача, будь ласка).

Аптека основні ліки

Фармацевти можуть надати клінічні поради та запропонувати ліки проти низки легких захворювань, таких як кашель, застуда, біль у горлі, проблеми з животом, ломота й болі. Фармацевт підкаже, чи потрібно вам звернутися до лікаря, або скерує до інших фахівців з охорони здоров'я, щоб ви отримали необхідну допомогу. Також в аптеці чи супермаркеті можна придбати ліки проти легких захворювань і засоби для надання першої медичної допомоги. Щоб знайти найближчу аптеку, перейдіть за посиланням:

www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Стоматологи та оптометристи Догляд за зубами та очима

Знайти стоматолога: www.nhs.uk/service-search/find-a-dentist

Знайти оптометриста: www.nhs.uk/using-the-nhs/nhs-services/opticians

Кабінет лікаря сімейної медицини або медичний заклад

Лікарі сімейної медицини можуть надати медичну консультацію, поставити діагноз і призначити ліки. Вони можуть бути вашим першим місцем звернення з причин багатьох проблем фізичного та психічного здоров'я. Лікар сімейної медицини відповідає також за координацію та керування довготривалою медичною допомогою і може скерувати вас у разі потреби у вузькоспеціалізованих медичних послугах. Радимо вам зареєструватися в лікаря сімейної медицини, щоб задовольнити свої поточні потреби в медичній допомозі.

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

Лікування, довготривала медична допомога та доступ до фахівців лікарні

Центри громадського здоров'я

Послуги супроводу вагітності, медичне обслуговування дітей та консультування щодо методів контрацепції

Надання деяких медичних послуг здійснюється у громадах, а не в лікарнях. До них належать: служби охорони психічного здоров'я, дитячі медичні заклади, допологова допомога, а також клініки сексуального здоров'я та планування сім'ї.

Амбулаторні заклади (без попереднього запису) або центри невідкладної медичної допомоги

Незначні травми або невідкладна медична допомога

Якщо вам потрібна невідкладна медична допомога при незначних травмах, таких як порізи, розтягнення та невеликі переломи, або термінова медична консультація, ви можете звернутися безпосередньо до амбулаторного закладу або центру невідкладної медичної допомоги без попереднього запису. Ці центри, як правило, відкриті в денний час.

Служби екстреної допомоги

Екстрена медична допомога або ситуація, що загрожує життю

Зателефонуйте за номером 999, якщо хтось. Оператор телефонної лінії порадить вам, що робити або куди йти далі. Для забезпечення лікування або транспортування пацієнта до лікарні може бути відправлена карета швидкої допомоги. Відділення екстреної медичної допомоги в лікарнях працюють цілодобово щодня протягом року. Доступ до цих послуг можна отримати безпосередньо і без попереднього запису.

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

Екстрена психіатрична допомога Думки про суїцид або заподіяння серйозної шкоди самому собі

Якщо ви завдали собі серйозної шкоди або збираєтеся це зробити, зателефонуйте за номером 999, щоб викликати швидку допомогу, або безпосередньо зверніться до відділення екстреної медичної допомоги. Якщо у вас виникають думки про самогубство, поговоріть із кимось зі спілки «Самаритяни», зателефонувавши за номером 116 123.



**ПОБАЧИТИ ЩОСЬ
ЧУТИ ЩОСЬ,
СКАЗАТИ ЩОСЬ**



Якщо ви не почуваетесь в безпеці, або ваш господар не змушує вас почувати себе в безпеці, або вам загрожує небезпека, будь ласка, зателефонуйте за номером 0300 555 1386

Якщо це надзвичайна ситуація і вам потрібна допомога зараз, зателефонуйте за номером 999

www.hampshiresab.org.uk



See something, hear something, say something.

If you do not feel safe or your host does not make you feel safe, or you are in danger please call 0300 555 1386

If it is an emergency and you need help now please call 999



Велика Британія та Північна Ірландія
Safeguarding Adults Board