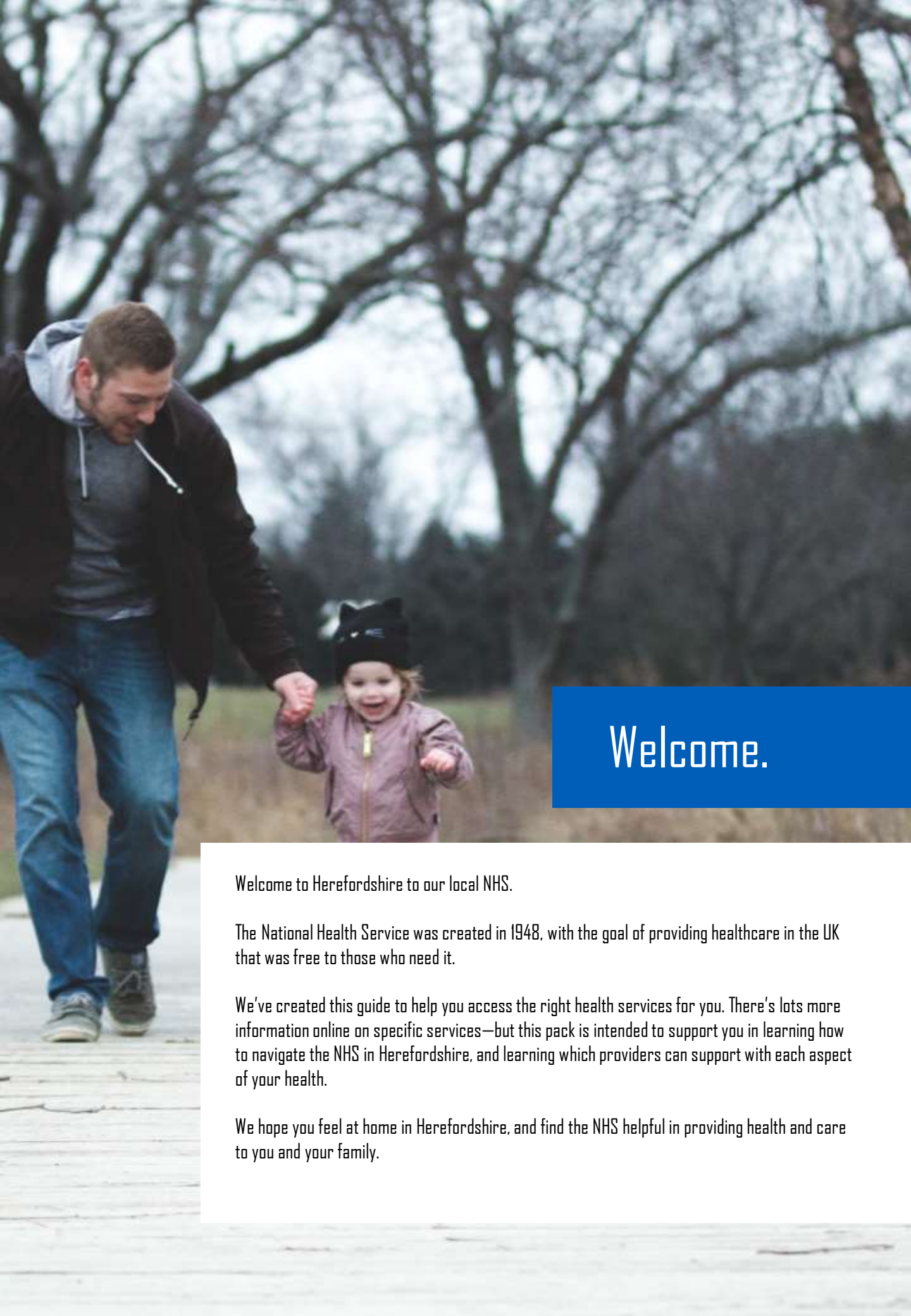




English.

How to access NHS services in Herefordshire.



Welcome.

Welcome to Herefordshire to our local NHS.

The National Health Service was created in 1948, with the goal of providing healthcare in the UK that was free to those who need it.

We've created this guide to help you access the right health services for you. There's lots more information online on specific services—but this pack is intended to support you in learning how to navigate the NHS in Herefordshire, and learning which providers can support with each aspect of your health.

We hope you feel at home in Herefordshire, and find the NHS helpful in providing health and care to you and your family.



General Practice.

Your GP surgery should be your first contact if you have a health problem, unless it's an emergency (in which case, turn to page 11 of this guide).

Anyone in England can register with a GP for free. You don't need proof of identity or a fixed address – everyone is welcome in General Practice. However, if you do have these documents it can help us to register you faster – so please bring them with you when you register with a GP.

GP surgeries are run by a team of GPs, nurses, and other professionals who can support you in managing both new and ongoing health conditions. Anyone in England can register with a GP. It's free to register, and you don't need proof of address or immigration status, an ID or an NHS number.

Your GP practice may offer you a telephone, video or face-to-face appointment, depending on the nature of the problem—and their reception teams are trained to offer you the type of appointment you need, with the right member of their team.

If you need a translator to support you, let the receptionist know before your appointment and they'll do their best to arrange this for you.

Where appropriate, they can prescribe medication, send you for scans and tests, and refer you on to specialists who can support with specific conditions – so they should be your first point of contact in managing many aspects of your care.



Care Navigators.

Care Navigators working in practice reception teams are trained to know what's available to you at your surgery and in your area.

They'll ask you about your health problem, and book you an appointment with the right professional or service.

Clinical Pharmacists.

Clinical Pharmacists are experts in medicines. They support those with conditions like asthma, diabetes and high blood pressure or anyone taking multiple medicines.

They work with GPs, pharmacies and hospitals to ensure that medicine services are joined up, and many can also prescribe medicines.



Physiotherapists.

Physiotherapists in general practice are experts in musculoskeletal conditions.

They are able to assess, diagnose and treat a range of complex muscle and joint conditions to prevent you from having to go to hospital.

They can arrange access to further treatment, investigations and specialists when needed.



Paramedics.

Paramedics are used to working with people with a variety of health conditions from coughs and minor injuries to more serious conditions such as asthma and heart attacks.

They work alongside GPs and help manage routine or urgent appointments, telephone triage (assessment of urgency of illness or injury) and home visits.



General Practice Teams.

Your GP surgery will be made up of a variety of clinicians and administrators who can help you access the treatment you need.

There may be a waiting list for some of these clinicians, and you may need to visit a practice or centre that isn't your usual GP in order to access them.



Physician Associates.

Physician Associates are trained and qualified to diagnose and treat a wide range of health conditions.

They work alongside GPs to provide care to people, particularly those with long-term conditions who often benefit from being able to see the same healthcare professional.

Mental Health Therapists & Practitioners.

Mental health practitioners in General Practice specialise in mental health and use a range of talking therapies to help people with common mental health conditions such as anxiety, depression or post-traumatic stress disorder.

Referral to a mental health practitioner can take place via your GP. The Healthy Minds self-referral service (see page 24) may also be appropriate for your needs and you may wish to discuss this with your GP.



Social Prescribing Link Workers.

Social prescribing involves helping people to improve their health and wellbeing by connecting them to activities in the community.

Link Workers connect those feeling lonely, overwhelmed or in need of help to a range of local support, from community and activity groups to work, debt or housing advice.



Health Care Assistants.

Healthcare Assistants work under the guidance of a nurse or another healthcare professional.

They help with routine health checks such as blood testing and blood pressure monitoring, dressings and stitch removal – as well as providing patients with general health and wellbeing advice.



General Practice Teams.

Your GP surgery will be made up of a variety of clinicians and administrators who can help you access the treatment you need.

There may be a waiting list for some of these services, and you may need to visit a practice or centre that isn't your usual GP in order to access them.



General Practice Nurses.

Nurses undertake a range of roles and are involved in almost all aspects of a patient's care.

As well as providing services such as wound care, immunisations and administration of medicines, they run health checks and clinics for those with long-term conditions such as asthma, heart disease and diabetes.

Advanced Clinical Practitioners.

Advanced Clinical Practitioners come from a range of clinical backgrounds such as nursing, pharmacy, physiotherapy and paramedics.

They have the knowledge and skills to manage all aspects of patient care—including diagnosing and treating health conditions, ordering tests and interpreting results, and prescribing medication.



GPs.

GPs oversee all aspects of patient care. They meet regularly with other members of the practice team to plan joint approaches to coordinate a patient's care.

All other members of the practice team work under the supervision of a GP.

They can help with diagnosing and treating health conditions, prescribing medications, and referring you for other treatment if you need it.

General Practice Teams.

Your GP surgery will be made up of a variety of clinicians and administrators who can help you access the treatment you need.

There may be a waiting list for some of these services, and you may need to visit a practice or centre that isn't your usual GP in order to access them.





How to register.

You can find your nearest GP practice by visiting the Find a GP service online. Visit nhs.uk/service-search/find-a-gp, and type your postcode in the box to find a list of GP practices near you.

Your host family or council team may recommend that you visit a different GP to the one closest to you – for instance, if you need to receive specialist services offered at a particular practice.

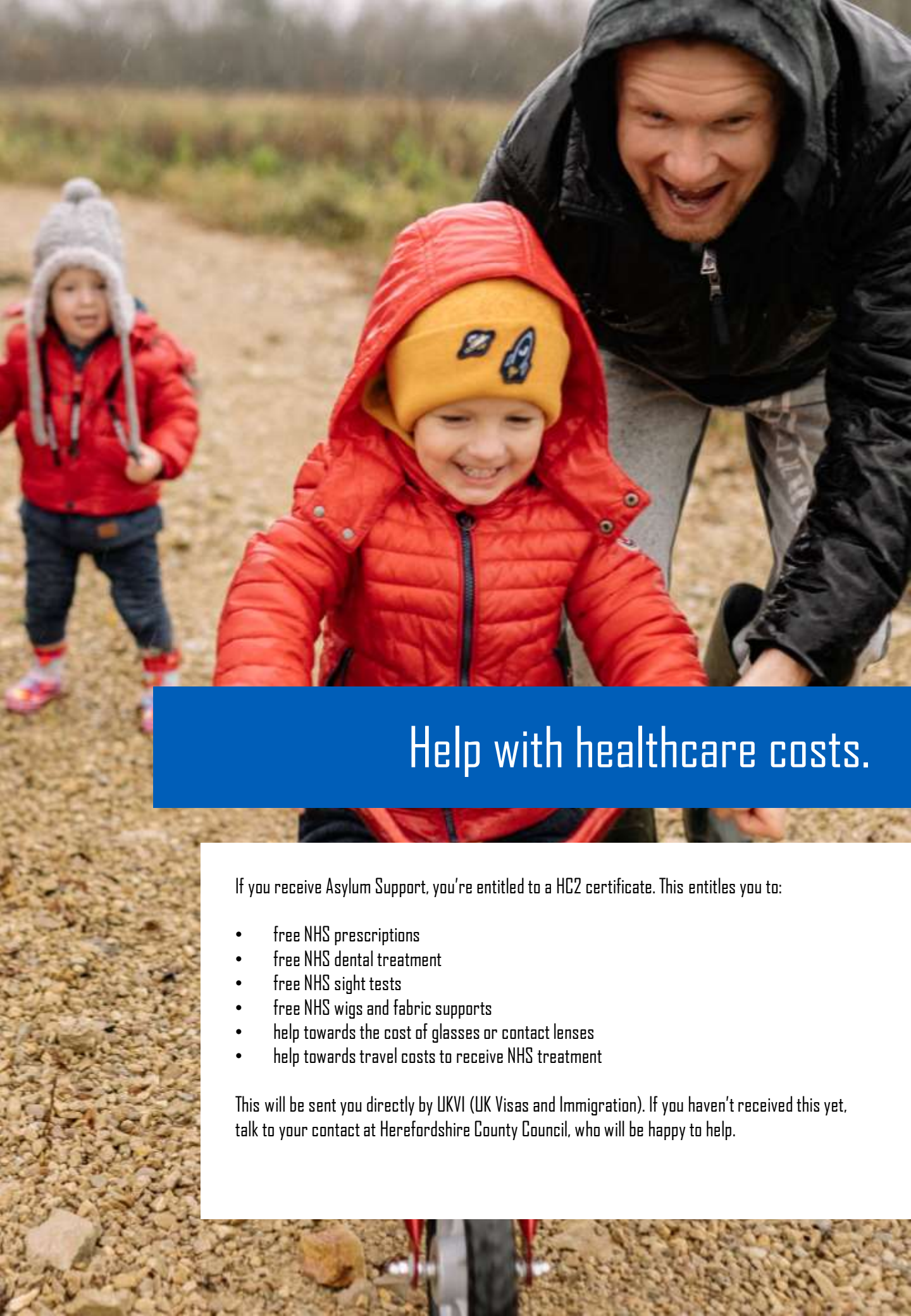
To register with a GP, you'll need to complete a GMS1 form. We've created a translated version for you to use, which you can complete here [www.herefordshiregeneralpractice.co.uk/Documents/GMS1 Form - Ukrainian Translation - A4.pdf](https://www.herefordshiregeneralpractice.co.uk/Documents/GMS1%20Form%20-%20Ukrainian%20Translation%20-%20A4.pdf).

You may also need to complete a health questionnaire when you register with your local practice. Each practice has their own health questionnaire, so this may be different depending on where you go.

However, we've created a version of the health questionnaire that you can complete which asks for most of the information your new practice will need: [www.herefordshiregeneralpractice.co.uk/Documents/New Patient Health Questionnaire - Ukrainian & English.pdf](https://www.herefordshiregeneralpractice.co.uk/Documents/New%20Patient%20Health%20Questionnaire%20-%20Ukrainian%20&%20English.pdf)

You'll need to put your answers into the form in English so our reception teams can correctly update your records – but you can use Google Translate to do this.

If there's anything you're not sure of, you can ask your host family to support by talking to the reception team at your practice, who will be happy to help.



Help with healthcare costs.

If you receive Asylum Support, you're entitled to a HC2 certificate. This entitles you to:

- free NHS prescriptions
- free NHS dental treatment
- free NHS sight tests
- free NHS wigs and fabric supports
- help towards the cost of glasses or contact lenses
- help towards travel costs to receive NHS treatment

This will be sent you directly by UKVI (UK Visas and Immigration). If you haven't received this yet, talk to your contact at Herefordshire County Council, who will be happy to help.

Pharmacy.

Pharmacists are experts in medicines who can help you with minor health concerns.

As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP, nurse or other healthcare professional.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

Many pharmacies are open until late and at weekends. You do not need an appointment.

Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard.

You can find your nearest pharmacy by visiting nhs.uk/service-search/pharmacy/find-a-pharmacy and typing in your postcode.

Collecting and Paying for Prescriptions

If your GP or other consultant has recommended a medication for you, you'll have to visit a pharmacy to collect this. In England, there is a charge for prescriptions – though if you've got a HC2 form your prescriptions will be offered for free.

If you do have to pay for your prescriptions, and have regular medications on repeat, you may wish to consider getting a Prescription Prepayment Certificate.

This covers all your NHS prescriptions, no matter how many you need, for a fixed monthly fee. For those who have two or more medications each month, this can save a considerable amount of money every year.

A woman with brown hair in a ponytail, wearing blue scrubs, is looking out a window with a view of greenery. The scene is brightly lit, suggesting a hospital or clinic setting.

NHS 111.

NHS 111 is a service that allows you to get healthcare advice, 24 hours a day.

You can either call 111 from your phone, or visit 111.nhs.uk for instant online advice. The online service can tell you:

- where to get help for your symptoms, if you're not sure what to do
- how to find general health information and advice
- where to get an emergency supply of your prescribed medicine
- how to get a repeat prescription

You may find it easiest to use 111 Online alongside Google Translate to access this service – which we recommend you use for the most accurate and up-to-date health advice.

Using 111 helps us to make sure you're getting the right treatment, in the right place. They can connect you to a nurse, emergency dentist or even a GP, and can arrange a face-to-face appointment if you need one.

A man with a beard and short brown hair is shown in profile, looking towards the left. He is wearing a high-visibility yellow jacket with a dark green collar. The background is a soft, out-of-focus outdoor scene.

What to do in an emergency.

Accident and Emergency (A&E) departments can deal with genuine life-threatening emergencies, such as:

- loss of consciousness
- a sudden confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions (anaphylaxis)
- severe burns or scalds
- stroke
- major trauma such as a road traffic collision
- feelings of self-harm or suicide

If you or someone around you is experiencing any of these symptoms, you should call 999.

Received a vaccine at home?

You may need to register your previous vaccinations to receive further doses while you're in the UK.

The vaccination centre in Elgar House, Hereford, can validate your overseas vaccines for you.

You'll need to make an appointment in advance. You can do this by visiting nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/tell-nhs-about-coronavirus-vaccinations-abroad

Covid-19 Vaccinations.

Everyone in England has the right to free Covid-19 vaccinations on the NHS. These help to protect you and the people around you from severe illness from Covid-19.

If you're aged 16 and over, you'll be offered a first, second and booster dose—and if you are aged 75 or over, or if you have a weakened immune system, you'll also be offered an additional booster.

Patients aged 5-15 are also eligible for the Covid-19 vaccine, with two doses recommended for the best possible protection.

You can get a Covid-19 vaccine without an appointment at walk-in centres across the county.

To find out about walk-in appointments near you, visit www.herefordshiregeneralpractice.co.uk/for-patients/vaccination-clinics.



Screening & Immunisations.

When you arrive in the UK, everyone aged over 11 will be offered screening for Tuberculosis, and a vaccination if you haven't yet received one. This is to keep you safe and healthy, and ensure you don't get sick long-term.

You may also need to be screened for hepatitis B, hepatitis C and HIV, as well as other communicable diseases such as typhoid, polio, and measles – but your GP will let you know if this applies to you during your first appointment, and will arrange for vaccinations and treatment for you if required.

If you're not sure about any of this, please feel free to ask during your appointment – and don't forget, you can arrange a translator for your appointment ahead of time by speaking to a member of the reception team at your GP practice.



Children's Health.

If your child is unwell, you can use any of the services outlined in the last few pages to find the right support—whether that's from Ill Online, a Minor Injuries Unit, a pharmacy, or of course, your local GP.

If your child has a disability, you should make an appointment with a member of the team at your GP practice as soon as you're able. They'll be able to ensure your child's treatment continues from that you've received abroad, and will be able to refer you to specialists if you need them. If you need a translator, please let the practice know in advance, and they'll be able to arrange this for you.

There are a range of online resources for managing your child's mental health available at the CAMHS website – which you can find at camhs.hacw.nhs.uk

If your child has complex needs, there is also support available from Herefordshire County Council. Ask your contact at the council for more information on this.

8 weeks.

- 6-in-1 vaccine
- Rotavirus vaccine
- MenB

12 weeks.

- 6-in-1 vaccine (2nd dose)
- Pneumococcal (PCV) vaccine
- Rotavirus vaccine (2nd dose)

16 weeks.

- 6-in-1 vaccine (3rd dose)
- MenB (2nd dose)

1 year.

- Hib/MenC (1st dose)
- MMR (1st dose)
- Pneumococcal (PCV) vaccine (2nd dose)
- MenB (3rd dose)

2 to 10 years.

- Flu vaccine (every year)

3 years and 4 months.

- MMR (2nd dose)
- 4-in-1 pre-school booster

12 to 13 years.

- HPV booster

Childhood Immunisations.

All children in England are offered a number of vaccines for free on the NHS. This helps to protect them from serious illnesses, and reduces the spread of these illnesses in our community.

It's important that vaccines are given on time for the best protection, but if you or your child missed a vaccine, contact your GP practice, who will arrange an appointment with a nurse or other member of the team to catch up.

Are these vaccines safe for my child?

Yes – and vaccination is the most important thing we can do to protect ourselves and our children.

They prevent up to 3 million deaths worldwide every year.

All vaccines are thoroughly tested to make sure they will not harm you or your child. It often takes many years for a vaccine to make it through the trials and tests it needs to pass for approval.

What about Covid-19 vaccinations?

All children aged 5 and over are eligible to receive Covid-19 vaccinations free on the NHS. You can find out more on the Covid-19 Vaccinations page of this booklet.



Women's Health.

Pregnancy

If you're pregnant, you should make an appointment with a member of the team at your GP practice, who will be able to ensure you're offered the right support and know what to do at each stage of your pregnancy.

There's also lots of information online at nhs.uk/pregnancy, including a week-by-week guide to your pregnancy. You can use Google Translate to find the information there that's right for you.

Health Screening

When you register with a GP, you'll be asked about any underlying conditions you have – such as asthma or diabetes. If you have any of these conditions, you'll be invited for an annual health check by the NHS, which may take place virtually, by phone, or face-to-face.

Patients aged between 40 and 74 are also eligible for health checks on the NHS, even if they don't have underlying conditions. A nurse will check your blood pressure, cholesterol and other factors to ensure you're fit and well, and will advise on any conditions you may have.

If you're aged between 25 and 49, you'll be offered cervical screening every three years. For women aged from 50-64, this will be offered every five years. If you have received recent treatment for abnormal cervical cells or are due an early follow up sample from a previous screen, please let the GP know. These measures are to check the health of your cervix. They are designed to prevent cancer, so you should attend your appointment as soon as you're invited to do so.

Anyone registered with a GP as female will be invited for NHS breast screening every three years between the ages of 50 and 71. You'll get a letter in the post inviting you to book when it's time for you to do so.



Men's Health.

When you register with a GP, you'll be asked about any underlying conditions you have – such as asthma or diabetes. If you have any of these conditions, you'll be invited for an annual health check by the NHS, which may take place virtually, by phone, or face-to-face.

Patients aged between 40 and 74 are also eligible for health checks on the NHS, even if they don't have underlying conditions. A nurse will check your blood pressure, cholesterol and other factors to ensure you're fit and well, and will advise on any conditions you may have.

Men's Cancers

There are certain cancers which only affect men—such as prostate and testicular cancer. You can visit the NHS website and use Google Translate to find out how to check for symptoms—and if you experience any of these, you should contact your GP practice, where a member of their team will be able to assist.

For information on prostate cancer, visit: [nhs.uk/conditions/prostate-cancer](https://www.nhs.uk/conditions/prostate-cancer) – and for information on testicular cancer, visit: [nhs.uk/conditions/testicular-cancer](https://www.nhs.uk/conditions/testicular-cancer).

A close-up photograph of a couple's feet resting on a white bedsheet. The feet are positioned in the lower half of the frame, with one foot slightly overlapping the other. The skin tones are different, suggesting a mixed-race couple. The background is a soft-focus view of a window with a white frame and a light-colored curtain.

Sexual Health.

Contraception

If you are on regular contraception – such as the birth control pill, a coil or other hormonal contraceptive – you can make an appointment with a member of the team at your GP practice to arrange a new prescription.

If you need emergency contraception, you can visit your local pharmacist who will be able to provide this for you. It may be helpful to use your phone to translate, or bring a friend who can translate on your behalf.

Sexual Health 4 Herefordshire

Sexual Health 4 Herefordshire provides free and confidential sexual health services.

This includes information and advice on all types of contraception and STI testing and treatment. This service is confidential, non-judgemental and for people of all ages, genders and orientations. Everyone is welcome and you don't need to see a GP first.

Further information: <https://sexualhealthservices4herefordshire.co.uk/>.



Mental Health.

All of us at some point feel low, anxious, worried or depressed. It is completely normal but it can also start to impact what we do and who we are and when we reach that point it is important to get help to prevent these feelings getting worse. We understand that seeking support is a big step.

Healthy Minds can offer you a range of support, including:

- Online therapy which you do at your own pace and in your own time
- Groups and Courses where you can share (as much or as little as you wish) and learn from other people
- Or more traditional 1:1 support

They can also help you access some of the great resources available in your local area which might be more appropriate for you, or which can complement the service they provide.

To access the service you must be aged 18 or over and registered with a GP in Herefordshire. You can self-refer online at : <https://gateway.mayden.co.uk/referral-v2/5eldff9e-5790-40cf-a3eb-2fald8964559>.

Alternatively you can call: 01432 220507 between 9.00am and 5.00pm Monday to Friday.

If you are having a mental health crisis and need urgent support, you can call the 24-hour helpline on **0808 196 9127**, 7 days a week.

There are also charities which offer confidential advice from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:

- Call 116 123 to talk to Samaritans, or email: jo@samaritans.org for a reply within 24 hours
- Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19

If you're under 19, you can also call 0800 1111 to talk to Childline. The number will not appear on your phone bill.



Dentistry.

The NHS will provide any clinically necessary treatment needed to keep your mouth, teeth and gums healthy and free of pain.

Not all dentists in England provide NHS services, but you can find out which ones do in your area by visiting nhs.uk/service-search/find-a-dentist and entering your postcode. You can use Google Translate to help you with this.

Dentistry is one of the few NHS services where you have to pay a contribution towards the cost of your care. You can find out the costs of different dental treatments here (though you may need Google Translate to access the information on this page): nhs.uk/nhs-services/dentists/dental-costs/understanding-nhs-dental-charges/

If you need emergency dental treatment, you should contact the dentist you're registered with, or use NHS 111 who will be able to refer you to an urgent dental service. Your GP practice won't be able to help with dental treatments, so please don't call them for this - and A&E can only help with life-threatening emergencies.



Sight & Hearing Care.

The NHS recommends that you get your eyes tested every two years.

If you have received a HC2 form, you will be entitled to a free eye test on the NHS, as well as a voucher towards the cost of your glasses or contact lenses.

You can book an appointment for eye care at an optician. Use this page to find an optician near you (using Google Translate if you need it): nhs.uk/service-search/find-an-optician

If you have an urgent problem with your eyes, you should use 111 for immediate advice – as they'll be able to advise the best place to seek emergency treatment.

You can also get a free hearing test on the NHS. A GP may refer you to a hearing specialist (audiologist) who can do the test.

It could take a few weeks to see a specialist so it might be quicker to get tested somewhere else, like at a large pharmacy or opticians. This is often free, but you should check with the provider beforehand to check.



Health at Home.

There are a number of medications you can buy over-the-counter in the UK that we recommend you keep stocked up at home.

You can help keep local NHS services clear for people who need urgent treatment by trying these remedies first– as often, they'll solve the problem without you needing to visit your GP:

- Indigestion remedies
- Hay fever medicines
- Anti-diarrhoea tablets
- Cold and flu medicines
- Pain relief
- First aid kit
- Sunscreen

Remember to always keep to the dosage instructions, and make sure all medicines are in date.



Living Well.

Prevention is always better than cure – and there are steps that you can take to protect your health.

The NHS recommends a healthy, balanced lifestyle as the key to living well – and you can find a range of resources online to support you with this.

NHS Better Health includes advice on diet and exercise, cutting down on smoking and alcohol, and looking after your mental health. You'll need to use Google Translate to access this information, but you may find it useful.

Your host family and council support team may be able to recommend local community groups to help you live a healthy, balanced lifestyle with people with similar interests to you – so we recommend talking to them to find out what's available in your area.

I have a cough, cold, sore throat, tummy trouble or an ache or pain.

Visit your local pharmacist as your first call here – as many pharmacists can offer support with these conditions, and will tell you if you need to visit a GP or other service.

I have a cut, graze, wound, sprain, minor eye injury, strain or minor burn.

Visit 111 online or call 111 for advice – they may be able to book you an appointment if you need one.

I have a pre-existing condition I need advice and support with.

Contact your GP practice, who will be able to arrange a phone call or face-to-face appointment with a member of their team.

I have a new illness, lump or bump, or pain that isn't eased by over-the-counter remedies.

Contact your GP practice, who will be able to arrange a phone call or face-to-face appointment with a member of their team.

I am having problems with my mental health.

You can self-refer to the Healthy Minds service by visiting <https://www.healthyminds.whct.nhs.uk/home>, or calling 0300 013 57 27 between 9.00am and 5.00pm Monday to Friday.

If you need urgent mental health support, you can call the 24-hour helpline on 0808 196 9127, 7 days a week.

To access the service, you must be aged 18 or over and registered with a GP in Herefordshire.

I am having problems with my teeth or eyes.

Contact your nearest NHS dentist or optician, who will be able to help.

Which NHS service do I need?

You can use this quick reference guide to see which service is most appropriate for you.

If you have a problem not answered here, visit 111 online at 111.nhs.uk to find the right advice based on your symptoms.

I need emergency medical assistance.

If you are experiencing any of the below symptoms, you should go to A&E or call 999 immediately:

- loss of consciousness
- a sudden confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions (anaphylaxis)
- severe burns or scalds
- stroke
- major trauma such as a road traffic collision
- feelings of self-harm or suicide