

Saltash Health Centre

Guidance and Welcome for our Ukrainian patients

Accessing healthcare

Registering with a doctor – a general practitioner (GP)

A general practitioner, commonly known as a GP, is the first doctor you will usually visit for routine health problems in the UK. 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.

This leaflet will help you understand the process.

<https://www.cornwall.gov.uk/media/3e0isvf0/ukrainian-how-the-nhs-works-infographic.pdf>

Everyone has a right to register with a GP and you do not need proof of address, immigration status, ID or an NHS number (you may be asked to provide ID but it is not a requirement). We strongly recommend that you register with a GP as soon as possible after you arrive. If you have ID this can help make sure your name is spelled correctly in your NHS records.

To find your nearest GP service and for more information please see how to register with a GP surgery.
<https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

The GMS1 form needs to be completed to register with a GP.

<https://www.gov.uk/government/publications/gms1>

Getting Medicine

Saltash Health centre has links with local pharmacies in the town.

If your GP wants you to take a particular medication, he or she will provide you with a prescription that you will need to take to your local pharmacy or chemist. The GP surgery will be able to advise you about where you should go to collect your medicine. You can also find information about the location of local pharmacies online. – 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

There is normally a small charge for prescriptions, which you will be asked to pay when you collect your medication at the pharmacy. However, prescriptions are provided free of charge if you meet certain requirements.

If you are;

age 60 or over
age 16 or under
age 16 to 18 and in full-time education
pregnant (or have had a baby in the previous 12 months)
an inpatient receiving care in an NHS hospital

Free prescriptions may also be available if you have certain specified medical conditions or a continuing physical disability. If you think this may apply to you, you should ask your GP who will be able to provide you with advice.

As well as providing you with any prescribed medication, a pharmacist can also give you free advice on treating minor health problems, such as colds and coughs. Some very common medications, such as painkillers and cough medicines, are available for sale over the counter. You will not need a prescription for these types of medication, but you will have to pay for them yourself.

Our local pharmacies to get medicine include;

Tamar Pharmacy, 19 Fore St, Saltash PL12 6AF – Telephone 01752 842606

Lloyds Pharmacy, 139 Callington Rd, Burraton, Saltash PL12 6EB – Telephone 01752 842013

Boots Pharmacy, 124 Fore St, Saltash PL12 6JW – Telephone 01752 847707

Other Help

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.

The aim of Saltash Health Centre is to ensure you feel welcome and supported at this difficult time. Your host family can help you to understand the health services available to you.

There are various support services to help you if you do not feel confident in dealing with healthcare or have other issues.

Saltash family hub is next door to the Health Centre which supports children, young people and their families pre-birth to 25 years.

There are six Family Hub areas in Cornwall each delivering services to offer help with:

Parenting and Family Support

Information, Advice and Guidance
Child Development Health and Wellbeing
Education, Employment and Training

<https://www.supportincornwall.org.uk/kb5/cornwall/directory/service.page?id=bMpEuBgWcXU&familychannel=7>

There is a Saltash group on Facebook to support Ukrainians

<https://www.facebook.com/groups/762671774704055/?ref=share>

EMERGENCY HELP

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

The nearest A&E department is at Derriford Hospital in Plymouth