

Accessing NHS services

This leaflet gives information about how the NHS works and what services are available for you. If you have any questions, please speak to a doctor or nurse caring for you.



General practitioner (GP)

It's very important to **register at a GP surgery** as soon as possible. GPs are doctors who work in community clinics called surgeries, or health centres. They give free medical advice if you are ill or worried about your health. They provide:

- free prescriptions for medicines
- care for long-term health conditions (such as asthma)
- children's healthcare
- mental healthcare
- contraception (birth control)
- health screening
- immunisations (vaccines)

If you think you need to see a specialist (a doctor skilled in a particular subject, such as skin, allergy or heart condition), GPs can refer you to one.

Everyone in the UK, including asylum seekers and refugees, is allowed GP care, free of charge. You do not need an address, proof of immigration status, or proof of ID to register.

To find your nearest GP, visit [web www.nhs.uk/service-search/find-a-GP](http://www.nhs.uk/service-search/find-a-GP)

GP clinics are usually open from 8am to 6.30pm, Monday to Friday. You can make appointments by phone, in person and (sometimes) online. Appointments might be face-to-face or a phone call. If you need an interpreter, tell the receptionist when you book.



NHS 111

If you have a medical problem but are not sure what service you need, or your GP is closed, call 111, open 24 hours a day. You can get free medical help and advice from trained advisers. They are supported by experienced nurses and paramedics. Your problem might be treated over the phone, or you might be directed to a pharmacy, GP, emergency department, dentist, or another service. You can request an interpreter.



Emergency department (accident and emergency (A&E), or casualty)

If you have a serious injury or illness, and need emergency care, you can go to an emergency department. You can call 999 and ask an ambulance to take you there. The 999 operator might recommend other transport, such as taxi or car. Emergency departments are open 24 hours a day and treatment is free of charge. You might be admitted to hospital to be treated if needed.



Pharmacy

GPs might prescribe medicines that can be collected at a pharmacy. Some medicines can be bought without a prescription. Asylum seekers and refugees are entitled to free prescriptions. For this you will need to complete an HC1 form which will give you an HC2 certificate. For help filling this in, speak to your GP.



Healthcare for children

In the NHS, children's healthcare is provided for free by GPs. It is important that children see a GP for health check-ups, immunisations (vaccines) and accessing other children's services. In an emergency, children can also use emergency departments.



Maternity services

Maternity services are led by midwives and provide free care throughout pregnancy and childbirth. A birth might be at home, in a hospital or in a birth centre. You can find your nearest service online and call to book an appointment, or see your GP who will help you register.



Mental health services

If you have a mental health problem, speak to your GP first for free advice and treatment. They might refer you to a specialist service. In a mental health emergency, you can go to an emergency department.



Dental services

Some dental treatments are free for everyone, and all clinically necessary dental treatment is free if you have an HC2 certificate. Find your nearest NHS dentist here

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

Phone: NHS 111, for emergency care.



Advice about non-medical problems

The Refugee Council's free Infoline connects refugees and people seeking asylum with organisations that can help.

Phone: 0808 196 7272, Mondays, Tuesdays, and Thursdays 9.30am to 12.30pm.

Migrant Help is a charity that gives free advice on their helpline.

Phone: 0808 8010 503

Web: www.migranhelpuk.org/pages/category/asylum

Police, fire services and ambulances can be called.

Phone: 999

This service is free and open 24 hours a day.

Additional services at King's College Hospital

Language and accessible support services

If you need an interpreter for an appointment with us, or information about your care in a different language or format, please get in touch.

Phone: 020 3299 4826

Email: kch-tr.accessibility@nhs.net