NHS
Nottingham City

Bienvenue au NHS Nottingham City

Ku soo dhawow NHSta Magaalada Nottingham

مرحبا بك في خدمة الصحة الوطنية NHS في مدينة نيوتنغهام Nottingham

欢迎来到诺丁汉市国民健康服务(NHS)

به ان اچ اس ناتینگهام سیتی خوش آمدید

نوٹنگھم شہر کے این ایچ ایس میں خوش آمدید

Welcome to Health Services in Nottingham City:

An Information Pack for Refugees, Asylum Seekers and EU Migrants in Nottingham City

Co-ordinated by the Migrant Health Forum





Welcome

Bienvenue مرحبا خوش آمدید

Soo dhawow 欢迎 خوش آمدید

Welcome to Nottingham City. This information pack is written for asylum seekers, refugees and EU migrants to offer information about health services provided by the National Health Service (NHS) in Nottingham City.

If you are newly arrived in Nottingham or even if you have been living here for a while we hope that you will be able to find the information you need about health and other services. However some information in this pack may be more relevant to some communities than others.

Keep this Information Pack handy, you can take it with you when you are using health services such as if you see your doctor.

You will also find contact details at the back of your pack for organisations in Nottingham providing information about alcohol support, benefits, educational, legal, housing social and other services.

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Access to National Health Service (NHS) treatment

The National Health Service and your health

We all need to see a doctor or get advice on healthcare at some point. Everyone in the UK has a right to access some form of health care without charge. If you are unwell or have any health concerns, there are a number of ways and places where you can get health advice and treatment in Nottingham. It is very important to be registered with a local doctor as they can help you decide what services you need for your problem.

NHS services are divided into

1. **Primary Care** which is mainly medical services provided in the community such as GP (doctor) nurse, dentist and Walk-In Centres.

2. **Secondary care** which is mainly treatment provided in hospitals such as Accident and Emergency, maternity or other specialist services.

Confidentiality

None of the people who work for the NHS including doctors, nurses and interpreters will pass on any information about you to another person or organisation without your permission this means your information is **'confidential'**. All medical care is confidential and does not affect the judgement on any claim for asylum.

Accéder aux traitements financés par le NHS

Helitaanka Daawaynta adeegga caafimaadka qaran ee NHS

الحصول على العلاج من خدمة الصحة الوطنية NHS

Remember: all patients should be treated with dignity and respect by all health professionals at all times.

Do I have to pay for NHS treatment?

Asylum seekers are entitled to access free NHS care at any stage of your application including appeal or if you have a Judicial Review pending.

If you have been granted Refugee Status, Discretionary Leave or Humanitarian Protection you are also entitled to free health care.

All migrants from countries in the European Union (EU) are entitled to access free health care. The Department of Health has announced that it will make 'HIV treatment free for all who need it, regardless of citizenship or immigration status.

That means that you can receive NHS treatment free of charge at both your local doctor, and at the hospital. You may however be asked to pay for prescriptions (medication your doctor wants you to take) and other charges for dental treatment and for treatment for problems with eyesight.

You can get help with paying for these charges if you are:

- Under 16 or under 19 and are a full time student,
- Receiving income support or jobseekers allowance
- Have a HC2 exemption certificate
- Have an NHS Low Income Certificate

If your husband/wife, civil partner or children (under 16 or 19 if in full time education) are living with you in the UK on permanent basis then they don't need to pay.

How do I get a HC2 certificate?

To receive free prescriptions, and free NHS dental and optical treatment you need an HC2 certificate, if you don't have an HC2 Certificate you need to fill out a form called an HC1 form which is available from a Jobcentre Plus office or NHS hospital. Refugee Forum or another local voluntary organisation will be able to help you fill in the form.

You should make sure to reapply for your HC2 certificate every 6 months.

If my asylum application or appeal is unsuccessful can I still use NHS Services?

If your claim and all appeals are unsuccessful you should still be able to register and receive treatment at your GP practice as long as you are living within the GP's catchment area and the GP list is still open to new patients.

When you apply to register with a GP practice you should bring a form of identification with you. You can offer to show your Asylum Registration Card (ARC) or other documents that confirm your identity.

What if my application or appeal is finally rejected can I still access hospital care?

If while you were an asylum seeker you had already started a course of treatment then that course of treatment should continue until complete and you will **not be charged** for that treatment.

If you are a refused asylum seeker you may be charged for hospital treatment. However, urgent and immediately necessary treatment will be

provided to you regardless of your financial situation. Urgent and immediately necessary treatment means medical care that you need straight away and is urgent or life threatening. Only a clinician (medical person) can assess this.

Even if you are a refused asylum seeker, as long as you are receiving some form of NASS support then you will still be eligible to access secondary healthcare services for free.

If I am pregnant do I have to pay?

If you are pregnant then your maternity treatment is always considered to be **"immediately necessary"** and you should always be treated and be able to access a GP and midwife.

The hospital may charge you and may take reasonable steps to collect the money owed, but they should never refuse you treatment if you are pregnant.

What Health Services are free of charge?

You do not have to pay for the following services:

- Accident and Emergency treatment
- Treatment for some infectious diseases
- Compulsory mental health treatment
- Contraception and Sexual Health services
- Flu immunisations for anyone over 6 months, people who have a respiratory problem like asthma, chronic heart disease, renal disease, diabetes, immunosuppression, or who are living in long stay facilities
- Initial testing for HIV/AIDS, counselling and HIV treatment is free for everyone regardless of immigration status.

Doctors or General Practition

What is a GP?

For your every day health needs, you need a local doctor who are known as General Practitioners or 'GPs'. They provide healthcare at 'a practice' or a 'surgery'. The (doctor) GP is responsible for your overall health and can also help you get to see other health professionals or specialists when necessary.

Everyone who lives in the United Kingdom, including asylums seekers and refugees is entitled to be registered as NHS patients at a GP practice. This means that the GP accepts the person as a patient and agrees to look after their health needs.

GPs can offer:

- Advice, treatment and information on both physical and mental health issues
- Prescriptions for medication
- Care during pregnancy
- Tests or referral to specialists
- Contraception and sexual health care
- Advice on staying healthy - eating well, exercising, stopping smoking





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ers (GPs) Docteurs ou généralistes 医生或普通全科医生(GP) الأطباء

How do I find a GP to register with?

When applying to register with a GP you will generally be asked to complete what is called a GMS1 form which asks for your name, address and other details. Sometimes you will also be asked to complete a short health questionnaire. If you have difficulty completing these forms you can request help from Refugee Forum (contact details in directory). It is helpful to bring proof of address or proof of ID. If you do not have these documents the GP can still register you. You do not have to prove your immigration status in order to register. If you have difficulty registering with a GP practice or you want to get a list of GPs in your area then you should contact your local Healthwatch 0115 859 9511 or email info@helpnottingham.com. You can also go to NHS Choices website www.nhs.uk click on 'Find and Choose Services' and then click on 'GP'.

If you are an asylum seeker you can also speak to your NASS accommodation provider who can give you a list of local GP practices, or a local voluntary/ charity organisations such as Refugee Forum (see directory at the back) can support you in finding a GP.





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How do I register with a GP practice?

To register with a GP practice, you will be asked to provide proof of address.

If you are an asylum seeker you may want to bring with you a letter from NASS, your IS96, letter from a voluntary organisation (eg: Refugee Forum), ARC Card or SAL letter.

Can I see a GP the same sex as me?

You can request to see a GP of the same sex when you make your appointment, but if your GP is not there or there is only one GP you may have to see a GP who is not the same sex as you.

What if a GP practice refuses to register me?

If a practice refuses to register you, they should set out the reasons for refusing you in writing within 14 days, including contact details for the NHS England Customer Contact Centre which can provide confidential, immediate advice and support and can help sort out problems quickly. 0300 311 22 33 or 0115 912 3320 or email england.contactus@nhs.net. You can also go to NHS Choices website www.nhs.uk.





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What is a Practice nurse?

A practice nurse may also work at a GP practice. Seeing a nurse can sometimes be quicker than seeing a doctor. They can carry out your initial new patient health check. Other services they provide are:

- Immunisations (protection from serious illnesses) for children and adults,
- Treatment for minor injuries,
- Cervical smear tests,
- Blood pressure checks and advice
- Testing and advice on illnesses
- Information about how to stay healthy.

What happens at my first health check?

When you register with a GP you should receive a New Patient Health Check where you will be asked questions about your past medical history, immunisations you have received and any medications that you are currently taking.

What if I am homeless?

If you are homeless you can use the address of a friend, hostel, day centre, Refugee Forum, Nottingham Arimathea Trust or the GP practice





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address to register with. It is also helpful to bring any health records you have with you as well as your 'ARC' card or 'SAL' letter if you have one.

Making and Keeping Appointments

If you need to see a GP, practice nurse or other health professional at the surgery, you will need to make an appointment in advance rather than just turning up.

When you make an appointment it is very important that you arrive on time. If you cannot attend your appointment it is important that you call the surgery in advance and tell them that you cannot come.

You should be able to see a GP at your practice within 2 to 3 working days or on the same day if you are unwell and if the GP thinks it is urgent.

If you need to see your GP and your surgery is closed, there will always be a GP out-of-hour's service that you can call. Please call your GP surgery and you will either go to an out-of-hours service or an answer-phone message will give the number to phone.





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What if I do not speak English?

If you find it difficult to communicate in English you should ask the receptionist at your GP surgery to book an interpreter for you each time you visit. All primary care and hospital staff in Nottingham have access to interpreting services. Everything is confidential between you, your GP and the interpreter, so you may not wish to use a relative in health matters that may be sensitive. You may bring a friend or relative with you for support but they will not be expected to interpret.

If there has been no time to arrange an interpreter for you then your doctor or the hospital may use a telephone interpreting service.

If you request an interpreter and none is provided then you can contact NHS England Customer Contact Centre and they will be able to assist you (0300 311 22 33).

Can a doctor or hospital help me with anything other than my health?

Your local doctor and hospital will not be able to give you advice or information on housing, immigration, legal services, social services or employment. You can find information on all of these at the back of this Information Pack in the resources section.





Treatment and Advice in a Health E

Health Telephone Services

999

If you have a **serious** medial emergency where someone is too ill or badly hurt to use move, you should telephone 999, calls to this number are **free** of charge even if you have no credit on your mobile phone.

111

If you have an urgent health need but it is not life threatening you can call 111 for information and direction to the right service for you.

If you or someone in your family is feeling unwell, you can get health information and advice from a nurse by calling 111 in their confidential, 24-hour health line everyday of the year. You could also visit the NHS Direct online website **www.nhsdirect.nhs.uk**. The NHS 111 Service is Typetalk friendly (Typetalk is the national telephone relay service for people with communication difficulties).







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If you do not speak English then say the language that you speak and the operator will be able to find an interpreter. You will be asked some questions including what the problem is and where you are. You should try to answer these questions as it will help the emergency services to respond quickly.

NHS Walk-in Centres (WIC)

Anyone can go to a Walk-in Centre, they are open everyday. You don't need an appointment to go and assessments are carried out by experienced NHS nurses. WIC provide a variety of services such as:

- Health care advice and treatment for minor injuries and illnesses
- Emergency Contraception, Chlamydia screening and free condoms

Where can I find a Walk-in Centre?

Nottingham Walk-in Centre, next to the BBC studios on London Road, Nottingham NG2 4LA. It is open to anyone from 7am - 9pm every day of the year including holidays. You don't need an appointment and assessments are carried out by experienced NHS nurses.







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8am - 8pm Health Centre at 79a Upper Parliament Street in the city centre is open to anyone, everyday including weekends and holidays without an appointment. You can contact the centre by telephoning 0115 883 1960.

Clifton Nurse Access Point in Clifton Cornerstone, Southchurch Drive, Clifton, NG11 8EW. The access point is open from 10am - 6pm Monday, Tuesday, Thursday, Friday, Saturday and Sunday. It is closed on Bank Holidays.

Accident & Emergency (A&E)

Accident and Emergency, or A&E departments are designed to treat **accidents and emergencies** only. An emergency is a critical or a life threatening situation which may include loss of consciousness, severe chest pains, loss of blood, or a mental health crisis which requires urgent medical care. They are open 24-hours a day, every day of the year.

Queens Medical Centre provides A&E services in Nottingham.

Accident & Emergency treatment is provided free of charge to everybody regardless of your immigration status.







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紧急健康信息、建议和治疗 المعلومات والنصائح والعلاجات الصحية الطارئة

اطلاعات در مورد بهداشت اضطراری، راهنمائی و معالجه ہنگامی صحت کی معلومات، مشورہ اور علاج

Hospitals

Your GP should be able to help with most of your health problems, but if your GP thinks you need further advice they may refer you to the hospital to see a specialist.

Contact details for hospitals in Nottingham include:

City Hospital Campus, Hucknall Road, NG5 1PB

0115 969 1169

Queens Medical Centre Campus, Derby Road, Nottingham, NG7 2UH

0115 924 9924

Receiving a hospital letter?

If you receive a letter about an appointment from a hospital you should **NOT** ignore it. If you do not understand the letter then your GP will be able to explain it to you.

If you need financial assistance with transport for your appointment then you can apply for help using your HC2 exemption certificate. Refugee Forum can assist you in applying for help if you are a refugee or asylum seeker.







Dentists

L'équipe dentaire

Kooxda caafimaadka Ilkaha

The Dentist

The dentist can offer help and treatment to keep your teeth, gums and mouth healthy. They can do fillings, removals of teeth and emergency treatment. Many dentists provide free treatment for asylum seekers. For free treatment you will need to check whether the dentist is accepting new NHS patients. You can do this by calling beforehand or asking at reception. Not all dentists will accept NHS patients.

How do I find a dentist?

You can:

- Visit a dentist yourself and ask to register
- Telephone Healthwatch on 0115 859 9511 for addresses of dentists in your area
- Telephone 111

* Online: www.nhs.uk

Once you have found a dentist who accepts new NHS patients then you should go there in person and register. As with your GP you will need to bring evidence of your name and address. You should make very clear at reception that you require NHS treatment; if you do not then you may be asked to pay as a private patient.







Notes

If you do not speak English then please ask someone at the dental reception to book an interpreter for you.

NHS dental checks are free for:

- People with the HC2 Exemption Certificate
- Pregnant women or if you have a baby under one year old
- Children under 16
- People receiving income support, job seekers' income based allowance, but not receiving support from social services

In case of a dental emergency you should first phone your own dental practice. If the surgery is closed you will receive information on the phone:

To access the local out-of-hours dental assessment service phone 0845 603 1407.

Phone 111 at any time for dental advice.

An emergency dental service is available at the Nottingham NHS Walk-In Centre - phone 111 for opening hours.






Opticians (Eye Doctor)

What is an optician?

Opticians normally do eye tests. They are sometimes called ‘optometrists’ or ‘ophthalmic opticians’.

If you are having difficulty reading or seeing things clearly, you can have your eyesight tested. The test is important so that the optician can see whether you are developing eye problems or diseases that can be found in the eyes such as diabetes or glaucoma. Tests for glaucoma or diabetes are free. Opticians also prescribe glasses and contact lenses. For free tests in general you will need your HC2 Certificate.

How do I find an optician?

- You can visit any optician yourself.
- You can telephone Healthwatch on 0115 859 9511 for addresses of opticians in your area. Or telephone 111.
- You can also go to NHS Choices website www.nhs.uk
- You do not need to register at an optician.





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أطباء العيون
眼科医生
دکتر چشم
آنکھوں کے ڈاکٹر

NHS sight tests and tests for glaucoma or diabetes are free, if you:

- Have a HC2 Certificate exemption
- Are under 16
- Are a full time student under 19
- Are over 40 and are the parent, brother, sister or child of a person who has glaucoma
- Are over 60
- Have a partner receiving income support
- Are a refugee receiving Working Families Tax Credit or Disabled Person's Tax Credit
- Are receiving income-based (non-contributory) job seekers' allowance
- Need complex or powerful lenses
- Are registered as blind or partially sighted
- Have diabetes, glaucoma, ocular hypertension

Everyone else has to pay.





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How do I get help paying for glasses or contact lenses?

After you have had your eye test an optician may give you a prescription for glasses or contact lenses. If you choose glasses or lenses that cost more than the NHS voucher, you will have to pay the difference. You should visit several opticians before deciding where to buy yours. It is worth comparing prices as some are more expensive than others.

You can get help paying for your glasses or contact lenses, if you:

- Have a HC2 exemption Certificate
- Are under 16
- Are a full time student under 19
- Or your partner receives income support
- Have a Working Families Tax Credit (WFTC) exemption certificate, get WFTC or Credit reduced by £70 or less, or receive job seekers' allowance
- Need powerful or complex lenses





Pharmacies (Chemists)

Pharmacies الصيدليات داروخانه ها
Farmashiisteyaasha 药房 فارمیسیز۔ (دواخانے)

Pharmacies (Chemists)

Your doctor may give you a prescription, which is a piece of paper saying what medicines you should take. To get these medicines you need to go to a pharmacy or chemist.

You will need your HC2 exemption certificate as proof in order to receive free medication. If you require medication which is not prescribed then you will have to pay for it.

A pharmacy is usually found near your GP surgery, look for a sign with a green cross outside. They can give you information and advice for minor ailments such as sore throat and high temperature, your children's health, as well as giving you medicines prescribed by your GP. Local newspapers give details of which pharmacies are open on Sundays and public holidays. You can also phone 111.





Mental Health Services Santé mentale

What is mental ill health?

We know that many asylum seekers and refugees have survived extremely difficult circumstances and that settling in a new country can also be very hard. You may feel sad, distressed, isolated or lonely because of different things happening in your life or you may have experienced a trauma in your past that is still affecting you. If you feel like this then there are services in the city that can help you.

Where do I get help?

You can talk with your GP who can give you confidential advice or provide treatment. Your GP can also refer you to a specialist service, counselling or to the Community Mental Health team. This team can carry out mental health assessments and provide treatment and care.

Step 4: Psychological Health Refugee and Asylum Seeker Lead
Clinical Psychologist
St Ann's House
114 Thorneywood Mount
Nottingham NG3 2PZ
Tel: 0115 844 0526 Ext: 16526





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Wellbeing+

This service is designed to improve both the wellbeing of people with mental health difficulties, and also the well-being of their carers across Nottingham City. Wellbeing+ offers engagement, assessment and support to access services. The service is designed to offer support and advice in all non-medical intervention needs.

Telephone: 0115 924 80 20,

Email: contact@wellbeingplus.org.uk or www.wellbeingplus.org.uk

174 Derby Road, Nottingham NG7 1NF

Support Hotlines

If you or someone else like a friend is experiencing extreme distress or is suicidal then you can also call the Samaritans on 08457 90 90 90 who provide confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide. Whatever you're going through, whether it's big or small, please talk to someone.

In an emergency you can visit your local A & E.

If you are a young person (up to the age of 18) you can call Childline for free on: 0800 1111





Sexual Health and HIV for Men an

الصحة الجنسية ومرض نقص المناعة المكتسبة (الإيدز HIV) عند النساء والرجال

男性与女性的性健康和艾滋病

سلامت جنسی و اچ آی وی (ویروس نقص ایمنی انسانی) برای زنان و مردان

مردوں اور عورتوں کی جنسی صحت اور ایچ آئی وی

Having unprotected sex can put you at risk of a number of sexually transmitted infections such as chlamydia, herpes, gonorrhoea and HIV. Some of these are treated easily but if you ignore them they can lead to long-term health problems.

If you want advice about sexual health or treatment for infections you can speak to your GP or you can go to a sexual health clinic known as a GUM clinic. You can also phone 111.

What is a GUM Clinic (Genito-urinary Medicine Clinic)?

GUM clinics offer a variety of confidential and anonymous information, advice and treatment free of charge. Staff can:

- Give you information, advice and support before and after testing
- Provide full testing or screening for sexually transmitted infections (STIs) including HIV
- Provide treatment for STIs
- Provide emergency contraception
- Test and treat other genital and urinary conditions





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Where can I find my local GUM?

Nottingham City Hospital GUM Clinic,
Hucknall Road, Nottingham, NG5 1PB or
Phone 0115 962 7744.

There are also extra GUM clinics in local areas called "satellite clinics" ask for these when you call.

Contraception and Family Planning Services

What is a Contraception and Sexual Health (CaSH) clinic?

Contraception and Sexual Health Service (sometimes called **Family Planning**) offers the following:

- Free and confidential advice, information and support on your sexual health
- Advice, treatment and care in relation to contraception choices and abortion
- Free contraception
- Free condoms
- Testing or screening for sexually transmitted infections
- Cervical smear tests
- Pregnancy testing





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Contraception and Sexual Health Service

Contraception et sexuo
Horjoogsiga yeelashad

Where can I find my local Contraception and Sexual Health Service (CaSH)

CaSH - Victoria Health Centre, Glasshouse Street, Nottingham City Centre (Behind Victoria Shopping Centre). Call 0115 883 9000. Open Monday to Friday 10am -12pm, Monday to Thursday 4.00pm - 6.00pm, Saturdays 10.00am to 12.00pm (emergencies only).

There are also clinics especially for young people (13 -25) at CaSH and they provide additional clinics for young people around the city. Call 0115 883 9054 to find the nearest one to you.

The Health Shop, Broad Street, Hockley can provide STI testing including Hepatitis B and C, pregnancy testing, emergency contraception and free condoms 0115 947 5414.

You can also phone 111.

Sex and the Law

16 is the legal age to have sex in the UK. It is a criminal offence to have sex with someone under 16. You may be prosecuted and placed on a sex-offenders register.





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la uurka iyo Caafimaadka Galmeed (Qorshaynta Qoyska)

وسائل منع الحمل والصحة الجنسية (تخطيط العائلة / تحديد النسل)
پیشگیری از بارداری و سلامت جنسی (تشکیل خانواده)
لادت کی روک تھام کے طریقے اور خاندانی منصوبہ بندی

The British Pregnancy Advisory Service is a national service that provides information and advice on contraception, emergency contraception, pregnancy test, abortion and sterilisation. It is free and confidential. Call their helpline for information and advice: 08457 30 40 30 (Open seven days a week).

Sexuality

You may want to speak to someone about your sexuality. Healthy Gay Nottingham (see directory for details) are a service that offer advices and information about a wide range of issues concerning sexuality and sexual health for gay men.





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HIV & AIDS

HIV (Human Immunodeficiency Virus) is a virus that affects the immune system, as the virus weakens the immune system over time an individual may get ill with number of illnesses and would be know to have Aids (Acquired Immune Deficiency Syndrome). The illnesses can be treated and with proper care a person can continue to live their life although they will always be HIV positive.

You can get HIV through:

- Unprotected sexual intercourse
- Sharing drug using equipment
- Mother to child via breast feeding
- Blood transfusions.





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HIV Testing and Treatment

HIV testing, counselling and treatment is free to everyone. Early testing means it is easier to decide the best treatment which can mean a long life. If you are asked to pay or are refused treatment then please contact Terrrance Higgins Trust (details below).

You can get a test at:

Nottingham City Hospital GUM Clinic,
Hucknall Road, Nottingham, NG5 1PB
or phone 0115 962 7744.

CaSH,
Victoria Health Centre 0115 883 9000

THT (Terence Higgins Trust)
Unit 1, 12, High Pavement,
Nottingham NG1 1HN
0115 882 0121

THT offer fast testing which takes 20 minutes.

The Health Shop,
Broad Street,
Hockley,
Nottingham NG1 3AL
0115 947 5414





Women's Health Services

Santé des femmes
Adeegyada Caafimaadka Dumarka

Pregnancy

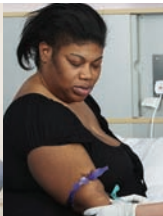
If you think you are pregnant you will need to have a pregnancy test done as soon as possible at your GP or at a CaSH clinic. If you are pregnant, and you want to have the baby, you will also need care (ante-natal) during your pregnancy. This involves regular health checks to make sure you and your baby are well. You will be referred to a midwife and a hospital.

What is a Midwife?

Midwives are specially trained health professionals who look after women and babies during pregnancy and childbirth. They will support you throughout your pregnancy and labour and for the first month after the baby is born. You can choose a hospital or home birth. If you give birth in the hospital you and baby can leave the hospital quite soon afterwards if all is well.

Your midwife will also visit you in your home. A Health Visitor will then come to your home between 10 and 14 days after the baby is born to check that you and the baby are doing well.





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Emergency Contraception

Women can use emergency contraception if they have had unprotected sex or if the method of contraception they were using failed. Emergency contraception should be taken within 72 hours after sex, the earlier the better.

Abortion (Ending a pregnancy)

If you are pregnant and are not sure whether to have the baby you should seek advice as soon as possible. You can go to your GP or a CaSH clinic; you can also phone 111.

If you decide you do not want to have the baby you can end the pregnancy. This is allowed in England, Wales and Scotland up to the 24th week of pregnancy. However it is recommended that it is done early in the pregnancy. Before 12 weeks is best.





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Cervical Cancer Screening

What is a cervical smear test?

This is a test to check for any changes in the cervix (lower part of the womb) which could indicate cancer. If you are between 20 and 64 you will be invited to have these checks every 3 years and this can be done by your practice nurse or GP. If you prefer to see a female doctor then please ask when you make your appointment.

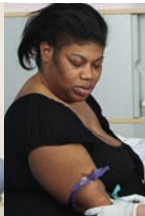
Female Circumcision (FC) or Female Genital Mutilation (FGM)

What is Female Circumcision?

This is a practice common in some African & Middle Eastern countries. It involves the cutting and stitching together of the external female genitalia. For some women this may have caused ongoing health problems.

Female Circumcision is illegal in the UK and it is illegal to take someone out of the country to have it done.





Notes

Where can I get information and support?

The FGM Midwife has regular clinics where you can get help and support. Telephone the antenatal clinic at the hospital you will be attending.

Women's Aid can offer information about services that can help you 0808 2000 247.

Sexual and Domestic Violence

Domestic Violence is violence in the home by someone close to you; it includes psychological, physical, sexual, emotional, and financial abuse.

If you have experienced or are experiencing domestic abuse, sexual abuse or rape you can call:

Women's Aid on their free phone number 0808 2000 247.

Nottingham Rape Crisis Centre on 0115 941 0440.

Or speak to any health professional for help.





Children's Health Services

Health Visitors

Health Visitors are qualified nurses with special training and experience in child development and family health. They can offer advice and support to families with young children. You can talk to a health visitor about any aspect of your child's health. To make an appointment with a health visitor you can ask the receptionist at your GP surgery.

Health Visitors usually contact you:

- 10-14 days after the birth of your baby and once again within the following 6 weeks
- Again after 3-4 months
- Between 7 and 8 months
- At 2 years
- Before your child starts school

The Health Visitor will provide you with a Personal Child Health Record with details of developmental checks and immunisations. They continue to support the family until the youngest child goes to school.

The Baby Clinic

There are baby clinics across the city where your baby can be weighed and where you can talk to a Health Visitor about your child's health. These baby clinics can be found in some GP surgeries at most






Notes

Health Centres and Children' Centres (SureStart) in Nottingham. There will always be a baby clinic close to where you live and your GP or Health Visitor will tell you about times and places that they are held.

If you child needs an immunisation this can be arranged with the practice nurse who works with your GP. It is important that you register with a GP as soon as you can so that your baby does not miss any immunisations that they need.

Attending a clinic is a great way to meet other parents and children and to talk with them about your child and about being a parent.

Male Circumcision

If you wish for your baby boy to be circumcised please speak to your GP or health professional.

Immunisations

Immunisations are important because they protect your child against serious diseases. All immunisations are free of charge. A GP surgery, health visitor or school nurse will give you advice on immunisations which usually begin at about 8 weeks. You can also contact 111.





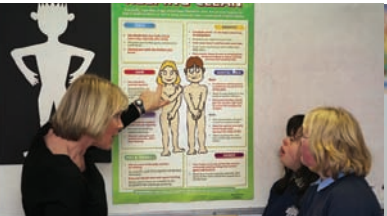
Notes

School Nurses

School nurses are registered nurses with specialist training in child health and development. Each school has a named School Nurse. If you have a child at school you will receive a form asking you to agree that a school nurse can see them.

School Nurses work in the following areas:

- Promoting childrens' health in school
- Giving advice on various topics including diet and special needs
- Providing immunisations
- Arranging home visits where necessary





Tuberculosis (TB)

TB is a contagious disease common in certain parts of the world such as, Asia, Eastern Europe and Sub Saharan Africa. If you have arrived from an area where TB is common it is important to be tested so you can receive treatment as soon as possible and avoid putting friends and family at risk. You may be offered a chest X-ray to check for TB when you first register with a GP as part of your New Patient Health Check, if you have not already had one when entering the UK.

Testing and treatment for TB is free, you do not have to be registered with a GP. You can contact the TB clinic at the City Hospital on 0115 962 8051.

Sickle Cell

Sickle Cell and Thalassaemia are inherited conditions that affect mainly people from Africa, the Caribbean, Mediterranean and Asian origins. However as communities become more diverse anyone from any background can be affected. For more information, testing, advice and support please contact:

The Sickle Cell and Thalassaemia Service based at the Mary Potter Health Centre, Gregory Boulevard, Hyson Green 0115 883 8424. Open 9am - 5pm, Monday and 9am - 4pm, Tuesday - Friday.





Smoking

If you are a smoker or use any form of tobacco, you can get free advice and support to stop.

New Leaf is a friendly service with trained specialist advisors who can offer you support, advice and products to give up smoking or using tobacco.

Telephone **New Leaf** 0800 561 21 21, or text the word "NEW" to - 80800.

Or ask your GP.

Please say if you would like a interpreter to be present at your appointment.

Notes _____





Keeping Active

To stay healthy it is important to keep active and do some sort of exercise. To help you do this there are a number of local leisure centres you can access to take part in exercise classes, use the gym or swim. There may be a small charge for use of the leisure centre.

To find your local leisure centre call 0115 915 5555 or visit www.nottinghamcity.gov.uk

Alcohol and Substance Misuse

If you or anyone you know has a problem with alcohol or drugs there is help available. Using drugs or drinking too much alcohol can be a way of trying to cope with things in your life, but this has a big effect on your health and relationships. There are services such as Last Orders who can help with alcohol problems, and organisations that help with drug use. See directory for details.

Notes





Complaints

Who do I talk to if I am unhappy with a service I receive?

Everybody has the right to complain about any aspect of the health services. If you are unhappy with any service you are receiving you can get information and advice from the Patient Experience Team on 0115 883 9570.

If you wish to complain about your Doctor (GP), dentist, pharmacist or optician you should first contact your own surgery. If you are unhappy with the outcome, you can contact the NHS England Customer Contact Centre on 0300 311 22 33 or email england.contactus@nhs.net

If you wish to complain about other NHS services commissioned for the people of Nottingham City you can contact NHS Nottingham City Clinical Commissioning Group Patient Experience Team on 0115 883 9570 or email patientexperienceteam @nottinghamcity.nhs.uk

If you want independent information, advice or help to make a complaint you can get support from POhWER on 0300 020 0093 or email yourvoiceyourchoice@pohwer.net

Notes ----------







Directory of useful contacts

This directory is specially designed for refugees and asylum seekers and EU migrants living in Nottingham. In this guide you will find the details of other services which can help with your health and well being. These include services relating to accommodation, homelessness, legal aid and benefits. If you plan to visit any of the organisations please phone first so that you can be sure what times they are open.

GENERAL HEALTH

Nottingham City Clinical Commissioning Group Advice and Information Service 0115 883 9570

Provides information and advice about commissioned health services in Nottingham.

Healthwatch 0115 859 9511

Provides information on where to find a GP, Dentist, Pharmacist or Optomotrist.

111 Service 111

Provides expert health advice, information and reassurance over the telephone and web and is open 24-hours every day of the week and on holidays. If you have an urgent health need but it is not life threatening you can call 111. www.nhsdirect.org.uk

Nottingham Walk-in Centre 0115 883 1960
London Road, Nottingham NG2 4LA

Health care advice and treatment for minor injuries and illnesses from 7am to 9pm every day of the year including holidays. Appointments not necessary.

Health Centre 0115 883 1960
79a Upper Parliament Street

Open every day 8am – 8pm including weekends.

Healthy Change 0345 604 7352
A support service for adults aged 18 and above who have risk factors for heart disease (CVD)

Referrals through Healthy Change Book and Choose system 0345 604 7352 or email: nhsd.healthychange@nhs.net

MENTAL HEALTH

Wellbeing+ 0115 924 8020
174 Derby Road, Nottingham NG7 1NF

NHS service to improve both the wellbeing of people with mental health difficulties, and also the well-being of their carers across Nottingham City.

www.wellbeingplus.org.uk

MIND Infoline: 0300 123 3393
Providing high-quality information and advice, and campaigning to promote and protect good mental health for everyone.

www.mind.org.uk

WOMEN'S HEALTH

FGM Specialist Midwife

City Hospital extensions	0115 969 1169 56613; 56213 or 59824
QMC extension	0115 924 9924 62758

Nottingham Women's Centre 0115 941 1475

30 Chaucer Street, Nottingham, NG1 5LP

Safe and welcoming environment for women to come together and gain confidence, develop skills and organise groups and activities.

SEXUAL HEALTH

CaSH 0115 950 9151

Victoria Health Centre, Glasshouse Street, Nottingham NG1 3LW

Provides a wide range of sexual health and contraception services. Free and confidential.

Health Shop 0115 947 5414

12 Broad Street, Nottingham, NG1 3AL

Free and confidential service offering advice and support around sexual health (including testing and free condoms) and substance misuse including steroids.

www.nottinghamcity.nhs.uk

Nottingham City Hospital GUM Clinic 0115 962 7744

Hucknall Road, Nottingham, NG5 1PB

Free, confidential advice information and testing for sexual health, STIs and HIV.

Terrence Higgins Trust 0115 882 0121

Unit 1, 12 High Pavement, Nottingham NG1 1HN

Advice and support for people and families affected by and living with HIV. Screening and testing service for STIs and HIV.

www.tht.org.uk

Department of Infectious Diseases

Mobile
0796 813 5298

Department of Infectious Diseases, City Hospital Campus, Hucknall Road, Nottingham NG5 1PB

Inpatient and outpatient hospital services for people living with HIV.

The Positive Care Team

Social Care (Joy)
0794 608 4580

Health Care
(Sue and Ruth)
0796 813 5298

Department of Infectious Diseases, City Hospital Campus, Hucknall Road, Nottingham NG5 1PB

Health and social care providers for people living with and people affected by HIV, offering information and advice based in the hospital and/or community.

Tagadere

0776 680 0513/4

Offers a weekly drop-in for people living with and affected by HIV, services include peer support, communal meal, spiritual support, health and social advice and support from professionals and immigration advice.

www.tagadere.org.uk:
tagadere@hotmail.co.uk.

Metropolitan Support Team

0115 977 5300

(HIV Project) delivers housing and benefit advice and support to people living with and affected by HIV.

Healthy Gay Nottingham

0115 947 6868

12 Broad Street, Nottingham, NG13AL

Free, confidential advice and support for gay men living in Nottingham promoting physical, sexual and mental health and well-being.

www.healthygaynottingham.org.uk

Nottinghamshire LGBT Switchboard

0115 934 8485
Text: 0762 480 9360

Information and advice on sexual health and support groups for lesbian, gay, bisexual and transgender people living in the Nottinghamshire area.

www.nottslgs.btik.com

SMOKING

New Leaf

Nottingham City
0800 561 2121

New Leaf is a service that offers advice and support for smokers who want to quit.

ALCOHOL & SUBSTANCE MISUSE

Last Orders

0115 970 9590

Last orders offers confidential treatment options to people in Nottingham City who want to reduce the amount of alcohol they drink. Appointments are available across the City or there is a drop-in at the 8 – 8 Health Centre (NEMS) 7 days a week. Interpreters can be arranged.

To make an appointment or for further information contact.

BAC-IN

0115 960 9597

Parma House, 202 Mansfield Road, Nottingham, NG1 3HX

Support, guidance and treatment for people from African-Caribbean and Asian communities who have had problems with drugs or alcohol.

www.bac-in.co.uk

Compass: Adult Drug Services

0115 911 4490

132, Mansfield Road, Nottingham, NG1 3HL

Needle and syringe exchange, women's group, complementary relaxation therapies.

www.compass-uk.org

Compass Young People's Drug and Alcohol Services

0115 924 8232

T18, The Howitt Building, Lenton Boulevard, Nottingham, NG7 2BY

Advice and information for people under 18 who are concerned about their own or another's drug or alcohol use.

www.compass-uk.org

Double Impact

0115 956 7600

Nottingham YMCA, 4 Shakespeare Street, Nottingham, NG1 4FG

Advice and support following drug or alcohol misuse. Help with accessing training, education, employment, housing, benefits.

www.doubleimpact.org.uk

John Storer Clinic

0115 941 8964
Freephone:
0300 300 2200

115 the Ropewalk, Nottingham, NG1 6HA

Treatment service for people who have problems with drugs or alcohol.

www.nottinghamshirehealthcare.nhs.uk

FAMILIES, CHILDREN AND YOUNG PEOPLE

Children Society
0115 942 2974

Unit 28, New Brook House, 385 Alfreton Road, Nottingham, NG7 5LR

Supporting children facing fear or harm.

www.childrenssociety.org.uk

Children's Services (15-17)
0115 915 1935/6

Statutory support and assistance for children in care and leaving care. Also supports unaccompanied asylum seeking minors.

www.nottinghamcity.gov.uk

Children's Services 18+
0115 915 1935/6

Support and assistance for children in care and leaving care. Also supports unaccompanied asylum seeking minors.

www.nottinghamcity.gov.uk

Home Start
0115 962 4262

2 First Avenue, Sherwood Rise, Nottingham NG7 6JL

Support and practical help for families with at least one child under 5.

www.home-startnottingham.org.uk

www.nottinghamwomenscentre.com
0115 941 1475

New Arrivals Coordinator
0115 876 4691

Loxley House, Station Street, Nottingham, NG2 3NG

Information, advice guidance and support for refugee and asylum seeking families on services and entitlements including school and educational support.

www.nottinghamcity.gov.uk

SEXUAL AND DOMESTIC VIOLENCE

National Domestic Violence Helpline

0808 2000 247

Freephone 24 Hour National Domestic Violence Helpline for women experiencing domestic violence, or others calling on their behalf. The Helpline can give support, help and information over the telephone.

www.nationaldomesticviolencehelpline.org.uk

Rape Crisis Centre

0115 941 0440

30 Chaucer St, Nottingham, NG1 5LP

Emotional and practical support given by an all female staff for women and girls who have been raped or sexually assaulted.

Men and boys cannot be supported at the centre, but will be advised where to go for similar support.
www.nottinghamrapecrisis.org.uk

Refuge

0808 2000 247

National Domestic Violence Helpline: Freephone 24-hour National Domestic Violence Helpline, run in partnership with Women's Aid to give emotional support and practical information. Helping women explore their options and escape abuse.

Topaz

0845 600 15 88

Provides counselling, medical examinations and support to men and women who have been sexually assaulted.

www.refuge.org.uk

Women's Aid Integrated Services

0808 8000340

30 Chaucer Street, Nottingham, NG1 5LP

Nottingham City: 0800 561 2121

Free, confidential and independent service based in Nottingham and run by women giving support to women and their children experiencing or escaping domestic abuse.

0115 947 5257 (for immediate response)

www.wais.org.uk

HOUSING & HOMELESSNESS

The Homelessness Health Team

0115 962 4262

The Health Shop, 12 Broad St, Hockley

Offer healthcare, treatment, advice and support to anyone homeless or vulnerably housed. There is a drop in clinic at the Health Shop and other day centres and hostels around the city

Mon – Fri 08:30am – 5pm

Base 51

0115 952 5040

29-31 Castle Gate, Nottingham, NG1 7AR

Support and guidance for 12-25 year olds on health, housing, family and homelessness. Also provide showers, clothing and food.

www.base51.org.uk

HLG

0115 956 5313

21 Clarendon Street, Nottingham, NG1 5HR

Support and advice for homeless and vulnerably housed people.

www.hlg.org.uk

Housing Aid

0845 600 15 88

135 Lower Parliament Street, Nottingham, NG1 1EE

Advice and support on accessing accommodation and homelessness prevention.

www.nottinghamcity.gov.uk

Nottingham Rainbow Project

0115 970 1855

The Vine Community Centre, Bobbers Mill Road, Hyson Green, Nottingham, NG7 5GZ

Faith-based organisation providing services for Refugees and Asylum Seekers that include provision of clothing, food and small grants for those who are destitute.

www.nottinghamrainbowproject.org.uk

Nottingham Arimathea Trust

0773 500 4218

Provides housing and support to destitute asylum seekers through referral only from Notts Refugee Forum, Refugee Action or the Rainbow Project. There are limited bed spaces and do not have a waiting list. Also provide casework support to residents and other positive activities to help residents well being whilst in our accommodation.

Contact details:
info@nottinghamarimathea.org.uk

YMCA

0115 952 8803

4 Shakespeare Street, Nottingham, NG1 4FG

Provides hostel accommodation for single men and women who are homeless. YMCA can only house people with low support needs who have leave to remain.

www.nottsymca.com

EDUCATION

Schools Admissions
0115 841 5568

Nottingham City Council, Loxley House, Station Street, Nottingham. NG2 3NG

Support and advice on schools and education support services for families with children.

www.nottinghamcity.gov.uk

BEGIN
0115 978 0942

NCN, Bath Street, Nottingham, NG1 1DA

Advice and information on basic education for 16+ age group (reading, writing, mathematics and ESOL.

www.begin.org.uk

Library Services
0115 979 0015

3 Angel Row City Centre, Nottingham NG1 6HL

Free access for all to library services- including free use of computers. Weekly conversation groups for people who wish to gain confidence with and improve their spoken English. These groups are held at Central, Hyson Green, Aspley and Meadows libraries.

www.nottinghamcity.gov.uk

Meadows Partnership Trust
0115 915 0077

Provision of flexible and community-based, adult learning opportunities as well as information about local volunteering opportunities.

www.meadowspartnershiptrust.org.uk

No English? No problem!

07905 298137

All souls community centre, Ilkeston Road, Lenton, Nottingham, NG7 3HF

English language support group.

VOLUNTEERING, PERSONAL INTERESTS & LEISURE

Arkwright Community Gardens

0115 986 7777

Kirkby Gardens, Meadows, Nottingham, NG2 2HZ

Reasonably priced organic vegetables, volunteering opportunities; recreational and relaxing environment for all ages.

www.amcgardens.co.uk

Ecoworks and Fresh Community Gardens

0115 962 2200

3, John Folman Centre, Hungerhill Gardens, St Anns, Nottingham, NG3 4NB

Volunteering opportunities, gardening and growing vegetables etc.

www.ecoworks.org.uk

ASYLUM SEEKER AND REFUGEE SUPPORT AND NASS PAYMENTS

British Red Cross

0115 850 5941

4 King Edward Court, King Edward Street, Nottingham, NG1 1EW

Destitution support, signposting, international tracing and family reunification.

www.redcross.org.uk

EMPLOYMENT AND UNEMPLOYMENT BENEFITS

Job Centre

New claims:
0800 0 55 66 88

Enquiries:
0845 608 8528

For information about benefits and seeking employment.

www.jobcentre plus.gov.uk
www.direct.gov.uk/en/money/TaxandBenefits/index.htm

58i

0115 958 2976

104 -114 Talbot Street, Nottingham, NG1 5GL

Faith-based organisation working with young and vulnerable people. Services include family support, mentoring and befriending.

www.58i.org.uk

LEGAL SERVICES

French & Company

0115 955 1111

6-8 Derby Terrace, Nottingham, NG7 1ND

Solicitors offering legal aid for immigration and asylum cases.

Paragon Law

0115 964 4123

Finelook Studios, 7B Broad St, Nottingham, NG1 3AJ

Solicitors offering legal aid for immigration and asylum cases.

Derby Immigration Advisory Service

01332 371 385

Charity providing representation and advice in immigration and asylum law.

49 Friar Gate, Derby, DE1 1DF

www.iasuk.org

MARRIAGES AND CIVIL CEREMONIES

Nottingham Registry Office
0115 947 5665

50 Shakespeare Street, Nottingham, NG1 4FP

For registering marriages and civil ceremonies in England. Information about this can be found by searching for 'Marriages and Civil Ceremonies'

www.nottinghamcity.gov.uk

CRIME AND POLICE

Central Police Station
0300 300 99 99

North Church Street, Nottingham, NG1 4BH

For non-emergencies and general enquiries.

Victim Support Nottinghamshire
0115 844 509

Provides support if you have been a victim of crime.

REFUGEE COMMUNITY ORGANISATIONS AND COMMUNITY SUPPORT

Nottingham and Nottinghamshire Refugee Forum
0115 941 5599

The Sycamore entre, 33 Hungerhill road, St Ann's, NG3 1AA

Advice on asylum support, accessing education, benefits, employment, housing, paying bills, debt, travel document applications. Services and events include destitution support, weekly social evenings, women's groups and sports.

www.nottsrefugeeforum.org.uk

Refugee Action
0116 261 6223

Provide a telephone advice line across the East Midlands.

For further information please visit www.refugee-action.org.uk

African Initiative Support 0115 875 9947
385, Alfreton Road, Unit 18, New Brook House, Nottingham, NG7 1DP

BELONG 0115 979 0015
32 Gregory Boulevard, Nottingham, NG7 6BG
Mainly working with African refugees and asylum seekers providing support and advice on education, training, employment, health, housing & accessing benefits.

Nottingham Zimbabwe Community Network 0787 844 9544
0796 438 3247
c/o International Community Centre, 61b Mansfield Road, Nottingham, NG1 3FN

Pakistan Centre 0115 958 2973
163 Woodborough Road, St Anns, NG3 1AX
Provides counselling, medical examinations and support to men and women who have been sexually assaulted.
www.refuge.org.uk
www.iasuk.org

OTHER COMMUNITY ORGANISATIONS

The Signpost to Polish Success 0115 970 0442
Tennyson, Unit B, Forest Road West, Nottingham NG7 4EP
Provide services and activities for Polish new arrivals in Nottingham.

This pack has been compiled by the Into The Mainstream Team and The Health Promotion Team on behalf of NHS Nottingham City.

refugee action

Nottingham & Nottinghamshire Refugee Forum

'Into the Mainstream' asylum seeker health team at Nottingham & Nottinghamshire Refugee Forum

Nottingham CityCare Partnership

NHS Nottingham City

Updated June 2015



