

Your rights to healthcare

Everyone has a right to register with a GP

You do not need proof of address, immigration status, ID or an NHS number.

Go to www.nhs.uk/register to find your nearest GP practice. You can register by phone or online.

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

- download a GP Access Card from www.doctorsoftheworld.org.uk/gp-access-cards/ and show this to the GP receptionist
- phone the NHS England (0300 311 22 33) or Doctors of the World (0808 1647 686) for help



Prescription medicines, dental and eye care are normally not free in England, but asylum seekers who are financially supported by the Home Office will be given an **HC2 certificate** to get full help with these health costs.

Anyone can apply for this support, see further advice on how to apply:

<https://www.nhsbsa.nhs.uk/advice-other-languages>

These health services are free for everyone

- GP advice and treatment
- Services that are provided as part of the **NHS 111 telephone advice line**
- **Accident and Emergency** services, provided at an A&E department, **walk-in centre, minor injuries unit** or **urgent care centre**
- Diagnosis and treatment of some **infectious and sexually transmitted diseases**
- NHS services provided for **COVID-19** investigation, **diagnosis, treatment** and **vaccination**
- **Family planning** services (contraception)
- Treatment for a **physical or mental condition caused by torture**, female genital mutilation, domestic violence or sexual violence

Specialist health services are also free for:

- **Refugees**
- **Asylum seekers**
- **Victims or suspected victims of**
- **Modern Slavery**
- **dependants**

People whose application for asylum has been rejected may still have access to free NHS services. To check if you are entitled to free health care go to: www.gov.uk/guidance/nhs-entitlements-migrant-health-guide



How the NHS works

A guide for migrants and refugees



in partnership with

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24 hour medical advice

You can contact the 24-hour NHS free phone line service by dialling 111 to get free health information and advice.

You can ask for an interpreter in your language by saying "interpreter please."



GP practice or medical centre



Medical management, coordination of long-term care and access to hospital specialists

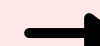
A GP can offer medical advice, provide a diagnosis and prescribe medicines.

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 services.

It is best to register with a GP practice meet your ongoing health needs. www.nhs.uk/register

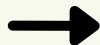
Walk-in or Urgent Treatment centres



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

These centres are generally open during daytimes.

Pharmacy



Basic medicines

Pharmacists can offer clinical advice and medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

The pharmacist will let you know if you need to visit a doctor or direct you to other healthcare professionals to make sure you get the help you need.

You can also buy medicines for minor illnesses or first-aid material in a pharmacy or supermarket; to find the nearest pharmacy, go to: <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

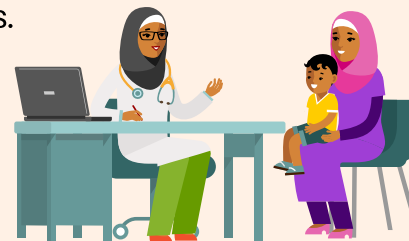


Community health services



Pregnancy, child health, contraception services

Some health services are accessed in the community, and not in hospitals. These include services for pregnant women, mental health services, child health and sexual health or family planning clinics.



Find a dentist

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

Find an optician

www.nhs.uk/using-the-nhs/nhs-services/opticians/

If your tooth is painful you should call 111 for Urgent Dental Care Services

Emergency services



Medical emergency or life-threatening situation

Call 999 if someone is seriously ill or injured and their life is at risk.

The telephone operator will advise you what to do or where to go next. An ambulance may be sent to provide treatment or transport the patient to hospital. Hospital Accident and Emergency (A&E) departments are open 24 hours every day of the year. You can access these services directly and without an appointment



If you have suicidal thoughts or have seriously harmed yourself

If you have seriously harmed yourself or are about to do so, call 999 for an ambulance or go straight to A&E. If you are thinking about suicide, talk to someone at the Samaritans by calling 116 123.