

Newcastle Health Access for Asylum Seekers and Refugees



This information will simplify access to health services and healthy living activities in Newcastle. The information is useful for both the Refugee and Asylum Seeker community, health professionals and anybody else wanting to make referrals.

Interpreters

If you are unable to speak or understand English well, you are entitled to have an interpreter at NHS services. Say 'interpreter' to the receptionist and the language you need. When ringing 999 or NHS 111, say the language you need and they will get someone on the phone. You do not have to pay for using an interpreter.

NHS GP services

You and your family need to register at a local doctor called a GP. **Anyone can register at a GP for free.** You need to make an appointment and you may need to wait unless it is urgent.

- If you need an urgent appointment, tell the receptionist
- If your GP decides you need medicine, they will give you a prescription. To get your medicine, take the prescription to a pharmacy
- Your GP can refer you to a specialist at a hospital
- If eligible, your GP can provide a range of free immunisations to protect against certain diseases

If you are receiving asylum support, you should have an HC2 certificate which allows you and your dependents to get free prescriptions, free dental care, eye tests and spectacles. If you do not have an HC2, you need to fill in an HC1 form. If you need help with these forms, contact West End Refugee Service (WERS) tel: **0191 273 7482** or North England Refugee Service (NERS) tel: **0191 245 7301**.

Pharmacy

A Pharmacy (chemist) provides prescription and non-prescription medicine and advice. Some pharmacists are trained to give help with emergency contraception and sexual health.



NHS 111

- If your GP surgery is shut or you need advice, ring 111. It is available 24 hours a day
- If you do not need to see a GP, they will give you general advice or refer you to a pharmacy
- They can book an appointment for you at your GP or Walk-in centre
- If it is an emergency they will refer you to A&E, and can arrange an ambulance



Walk-in or Urgent Treatment centres

These are for **minor injuries** or **urgent care** but **NOT** for anything very serious or life threatening. You **do not need an appointment** to be seen:

- **Molineux Street, Newcastle NHS Walk-in Centre, Byker.** Open 8am to 8pm, seven days a week. Tel: 0191 2138566
- **169 Ponteland Road Newcastle NHS Walk-in Centre** Open 8am to 8pm, seven days a week. Tel: 0191 271 9030 or tel: 0845 60 80 320 (out of hours)
- **Westgate Road Newcastle NHS Walk-in Centre** Open 8am to 8pm, seven days a week. Tel: 0191 2823000
- **Lemington Resource Walk-in Centre, Tyne View** Part time opening. Tel: 0191 229 1806

NHS 999 for an ambulance

Call 999 (**free**) if there has been a **serious accident** or if you or someone else is:

- Bleeding a lot
- Finding it hard to breathe
- Feeling severe pain in the chest
- Showing signs of stroke including sudden weakness on one side of the body/face
- Unconscious



NHS Accident and Emergency department (A&E)

These are in hospitals for people who are **very ill** or **seriously hurt**, and should only be used in an emergency. You can arrive at any time at A&E and you may have to wait to be seen depending on how ill you are and how busy they are. Appointments are not needed and they are free to use for everyone.

A&E Address: Royal Victoria Infirmary, Queen Victoria Road, Newcastle, entrance on Richardson Road. Open 24 hours a day, 7 days a week.

NHS Dentists

You need to register for free with an NHS dentist for any treatment to your teeth. If you can't find a dentist accepting NHS patients, you should call NHS England's Customer Contact Centre on **0300 311 2233**. Children receive free dental care and adults (18+) *may have to pay* for some treatment.

Opticians

You need to make an appointment with an optician to get your eyes checked. If you have an HC2 form you will get eye tests free, your optician will tell you if you need to pay extra for some products.

NHS Screening programmes

Screening helps find diseases like cancer and is free for those with HC2 forms. They offer screening for: cervical to women aged 25 to 65; breast to women aged 50 to 70 and bowel to men and women aged 60 to 74. If you get a letter about screening it is important you arrange to have this done.



NHS Maternity Services

Maternity care is free for all asylum seekers, refugees and refused asylum seekers receiving Home Office support. Maternity care is classed as immediately necessary and urgent and should never be withheld.



Refused asylum seekers

Refused asylum seekers, even if homeless or destitute, may be charged for some health care.

You can still use for free:

- Registering with a GP
- Accident and Emergency services (A&E), including Walk-in or Urgent Treatment centres
- The NHS 111 telephone advice line
- Treatment for specific infectious diseases and sexually transmitted infections (e.g. TB, HIV)
- Treatment required for a physical or mental condition caused by: torture; FGM; domestic violence or sexual violence
- Health visitors, school nurses & family planning
- End of life care

If you have received a bill or you need advice about whether you may be charged for a health service, contact

Doctors of the World tel: **0207 167 5789**

or Maternity Action tel: **0808 802 0029**

Mental health and emotional wellbeing

If you or someone you know is finding it difficult to cope, feel low, anxious, stressed or worried, or are not sleeping properly, then the following services are available:

First, **contact your GP** for an appointment who will be able to advise and refer for more support.

You can also contact the following services directly:

- **NHS Talking Helps Newcastle** helps residents of Newcastle who have mental health difficulties. You can refer yourself by filling in the online form on their website <https://www.talkinghelpsnewcastle.org/self-referral/> or ask your GP for a referral, or contact them directly on **0191 282 6600**
- **MIND** - whether you are experiencing mental health problems or going through a difficult time in your life, MIND can help. They can help you live the best life you can, whatever challenges you face: <https://www.tynesidemind.org.uk/>
- If you need **urgent help** with your mental health right now, you can get in touch with the **Initial Response Service for Newcastle** on tel: **0303 1231146**. This number is open for anyone to call, 24 hours a day
- If you want a safe place to talk any time, you can get in touch with Samaritans on tel: **116123 (free, 24-hour helpline)** or **text 07725 909090**. You don't have to be suicidal. <https://www.samaritans.org>

Additional online support for children and young people

www.kooth.com is an online counselling and support service for all young people in Newcastle aged 11-18, and for those in Looked After Care until they are 25 years old. It is a safe, confidential and anonymous way for young people to access emotional wellbeing and early mental health support.



Healthworks Newcastle

Healthworks Newcastle provides support to people who want to improve their health (i.e. stopping smoking, exercise, cooking skills, breastfeeding support).

For more information:

- Health Resource Centre, Adelaide Terrace, Benwell, NE4 8BE Tel: **0191 272 4244**
- The Lemington Centre, Tyne View, Lemington, NE15 8RZ Tel: **0191 264 1959**
www.healthworksnewcastle.org.uk



For more information on health and wellbeing activities offered by refugee-led community organisations based in Newcastle please contact the Regional Refugee Forum on tel: 0191 4236255 or visit <https://refugeevoices.org.uk/>

Physical activity

The 'Active Newcastle' team (Newcastle Council) offers free activities, including walking groups, across the city.

To find out more visit:

www.activenewcastle.co.uk

or ring David Luke, Walking Officer tel: **07971040669**.

For information on council gyms and leisure centres (please note these are not free) visit: <https://better.org.uk/leisure-centre/newcastle>



Drugs and alcohol

CGL (Change, Grow, Live) supports adults and young people in Newcastle with drug and alcohol problems to reduce their use or stop using safely. For more information:

Bridge View House,
15-23 City Road
Newcastle, NE1 2AF.
Tel: 0191 2615610



Sexual health

New Croft NHS Sexual Health Clinic provides free and confidential sexual health services. For more information:

New Croft House
Market Street East
Newcastle, NE1 6ND, Tel: **0191 2292999**
Website: www.newcastle-hospitals.org.uk/services/sexual-health.aspx



LGBT

Rainbow Home provides support for LGBT asylum seekers and refugees in North East England. For more information:

Website: <https://rainbowhome.org.uk/>
Email: alex.rainbowhome@gmail.com
Tel: **07775 861450**

