Information NOW
Information for people in Newcastle upon Tyne

Help to use health services for refugees and asylum seekers

If you are an asylum seeker or refugee in Newcastle help is available to use health services.

You can watch the welcome to the NHS for migrants video from NHS England below:

Looking for a different kind of help? Read more about **support for refugees and asylum seekers on InformationNOW here**.

English for Health have a video introducing health care and the National Health service (NHS) You can watch the video here . They also have a video helping you understand where and what service you should use when needing help with your health. You can watch the video here

Interpreters for NHS services

If you are unable to speak or understand English well, you can have an interpreter for all NHS services, including on the phone. 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 an interpreter on the phone. This is a free service.

Read more about Interpreting and translation on Information Now

Accident and Emergency department (A&E)

A&E is based 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, but you may have to wait a long time. It depends how ill you are and how busy they are. Appointments are not needed and A&E is free to use for everyone. In Newcastle the A&E department is based at **Royal Victoria Infirmary**, Queen Victoria Road, Newcastle, entrance on Richardson Road. Open 24 hours a day, 7 days a week.

Emergency Services: 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

When ringing **999** or **NHS 111**, say the language you need and they will find a person who speaks your language. This is a free service.

Emergency services are provided by **North East Ambulance Service**. They also provide patient transport for clinical and outpatient appointments, if you are eligible.

Bottle in the fridge scheme helps store your personal and medical information in your fridge door, so it can found quickly by emergency services, if you have an accident or sudden illness at home. This simple and free idea could help to save your life. It is useful to people who may not be able to give their health information to the emergency services.

Children, young people and families

All children and families in the North East and North Cumbria have the right to free help from .the NHS 0-19 team (also known as the health visiting and school health service) The service is made up of teams of health visitors, health workers, community staff, nursery and public health school nurses. They support children and families with to be healthy and can visit you at home, at school or in the community.

Doctor or GP services

You and your family need to register for free at a **local doctor called a GP.** You can register as a patient if you do not have proof of your: identification, address or immigration status or do not speak English.

You can request an interpreter in the language you need. This is a free service.

Once registered you can make an appointment to see a doctor. If you need an urgent appointment tell the receptionist. You may be given an appointment in the future.

If your GP decides you need medicine, they will give you a prescription. To get your medicine, take the prescription to a **pharmacy**

If you need to see a specialist, you have to see your GP first. In the UK it isn't possible to make a direct appointment with a specialist. Your GP will refer you to a specialist at a hospital if you need to see one.

If you are eligible, your GP can give you free immunisations to protect you from certain diseases.

Some GP practices make an extra effort to welcome everybody. These GP practices are called 'Safe Surgeries'. They display posters so you know the surgery is a safe place. For more information contact **Doctors of the World UK**

English for Health video explains how to use your GP service. **You can watch the video here.**

Dentists

You need to register for free with an NHS **Dentist** for any treatment to your teeth. Children receive free dental care and adults may have to pay for some treatment. Find out if you can get **help to pay for NHS health costs** here.

Not every dentist can help you. You need to find a dentist where they accept NHS patients. Use these websites to search for a list of your local dentists:

- Visit the **NHS.UK**website to search for a list of your local dentists.
- The Newcastle dental hospital community dental service helps people in Newcastle who are referred by other professionals (such as your GP or health visitor)

Find out more about Dentists in Newcastle on InformationNOW

If you can't find a dentist accepting NHS patients, you should call NHS England's Customer Contact Centre on **0300 311 2233.**

Drugs and alcohol

Change, Grow, Live help adults and young people in Newcastle with drug and alcohol problems. They can help you to reduce your use or stop using substances safely.

Covid vaccination information

You can register with a GP without any documentation and you can get a Covid vaccine. This animation will help you understand what to do **Covid-19 Vaccine: 'How to register with a GP and book a vaccine**

The animation is very simple and shows the 11 steps you need to follow. You can watch a translated version in 23 languages including Spanish, Albanian, Arabic, Romanian, Simplified Chinese, Polish and Portuguese.

Improve your health

Healthworks Newcastle can support you to improve your health. They can help you to stop smoking, exercise, learn to cook and support with breastfeeding. They have 2 venues:

- **Health Resource Centre** in Benwell
- **The Lemington Centre** in Tyne View

Lesbian, Gay, Bisexual, Transgender, Queer or Questioning (LGBTQ+) health support

Rainbow Home provides confidential sexual health support for LGBTQ+ asylum seekers and refugees in North East England.

Pregnancy or maternity services

Maternity care is free for all asylum seekers, refugees and refused asylum seekers receiving Home Office support.

Every pregnant person can have free maternity care because it is necessary and urgent. Speak to your **GP surgery** to book an appointment with a midwife.

Maternity Action helps women from abroad to understand how to access NHS maternity care. This includes migrants, refugees, asylum seekers, EU and EEA nationals and UK citizens. They have a telephone helpline and provide translators. They also give information and advice by email and on their website.

English for Health videos are for pregnant people and new parents to help understand what happens after you've had a baby in the UK. They show the different health professionals you'll meet, what sort of checks they do on mum and baby, and as baby grows. **Watch the videos on YouTube**

Mental health and emotional wellbeing

Are you feeling low, anxious, stressed or worried? Finding it difficult to cope or not sleeping well? **Contact your GP for an appointment.** They will give you advice and refer you for more support from services. Read more about **mental health and support** on InformationNOW. You can contact the following mental health services for help:

Vita Health offers free talking therapy, sometimes called IAPT services, which can help with problems such as depression, anxiety, stress, anger, fears, bereavement and relationship difficulties. You can request a referral from your GP or contact them directly to make an appointment.

The Comfrey Project has allotments in Newcastle and Gateshead. You can get involved in gardening to help improve your wellbeing. Their staff will signpost you to support services.

ReCoCo: The Recovery College help people recovering from mental illness, drug or alcohol misuse, trauma or distress. They run free groups and courses which are open to anyone who would find them helpful in their recovery. At ReCoCo you can try new things, learn new skills and be creative.

Tyneside and Northumberland Mind runs a Safe Space Service MEA House. It is an informal group that offers essential support to adults who are experiencing problems with their mental health and emotional wellbeing.

Samaritans offer a safe, listening ear if you are in distress. Call their free helpline 24 hours a day . Phone their helpline or text **07725 909090.**

Mental health emergency or crisis support

If you are hurt or at your life is at risk **call 999**.

Mental health services 24 hour support read more about getting help with a mental health problem outside normal working hours.

Crisis resolution and home based treatment team Newcastle and Gateshead can help with your urgent mental health needs. The team of mental health professionals offer assessment and home treatment. You can contact them 24 hours a day 7 days a week.

Non urgent medical advice from NHS 111

NHS 111 gives medical advice over the phone. It is open 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 **Urgent Treatment centre.** If it is an emergency they will refer you to A&E and can arrange an ambulance.

NHS 111 is provided by **North East Ambulance Service**. They also provide patient transport for outpatient/clinical appointments if you are eligible.

Opticians (eye appointments)

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.

Pharmacies

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

Paying for health services

Refugees and asylum seekers can register for and access health services provided by the NHS for free, such as GPs (doctors), hospitals and maternity services.

If you are receiving asylum support, you should have an **HC2 certificate** which allows you and your dependants 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)** or **North England Refugee Service (NERS).**

Doctors of the World UK can help if you receive a bill. If you need advice about whether you may be charged for a health service they can help.

Maternity Action can give advice about the costs of maternity care. They have a telephone helpline and translators.

Screening programmes

Screening helps find diseases like cancer early and is free for those with HC2 forms. If you get a letter about screening it is important you arrange to have this done. You will be offered screening:

- cervical cancer for women aged 25 to 65
- breast cancer for women aged 50 to 70
- bowel cancer for men and women aged 60 to 74
- prostate cancer for men over 50 years old

TB Screening for Asylum-Seeking Families in Newcastle

You should be offered a test for tuberculosus (TB) by your GP. If you need treatment, this will happen at the Royal Victoria Infirmary (RVI) Hospital. If you're a healthcare worker and identify a new arrival without TB screening, please refer them to the appropriate specialist team

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Sexual health

Sexual Health Services 4 Newcastle at New Croft Centre provides free and confidential sexual health services. This includes contraception, testing for infections, information and advice.

Streetwise support young people aged 11 to 25 years with free information, advice, counselling, support, community activities and sexual health services.

Blue Sky Trust support and connect men, women and children living with and affected by HIV, including people who are seeking asylum or a refugee.

Urgent Treatment Centres

You can use these for minor injuries or urgent care. You do not need an appointment to be seen:

- **Molineux Street, Newcastle NHS Walk-in Centre,** Byker. Open 8am to 8pm, 7 days a week
- **Ponteland Road Newcastle NHS Walk-in Centre** Open 8am to 8pm, 7 days a week
- **Westgate Road Newcastle NHS Walk-in Centre** Open 8am to 8pm, 7 days a week – **Temporarily closed**

Resources

The Health Resource Library from Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has lots of health information and resources that is available in other languages or can be

translated on their website

Where this information came from

UK Health Security Agency at Newcastle City Council in partnership with the Regional Refugee Forum and **Connected Voice HAREF** shared this information with us at InformationNOW. It was first published as the 'Newcastle Health Access Card' in October 2018.

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Useful Organisations

NHS 111

Website: www.nhs.uk/111

Doctors of the World UK

Email: safesurgeries@doctorsoftheworld.org.uk

Website: https://www.doctorsoftheworld.org.uk/

Telephone: 0207 167 5789

Address: 29th Floor, One Canada Square, E14 5AA

West End Refugee Service (WERS)

Email: info@wers.org.uk

Website: www.wers.org.uk

Telephone: 0191 273 7482

Address: West End Refugee Service, NE1 4BX

North of England Refugee Service (NERS)

Email: info@refugee.org.uk

Website: www.refugee.org.uk

Telephone: 0191 245 7301

Address: 2 Friars St, NE1 4XA

Newcastle Urgent Treatment Centre (Molineux Street)

Website: https://www.newcastle-hospitals.nhs.uk/hospitals/molineux-street-urgent-treatment-centre/

Telephone: 0191 213 8566

Address: Molineux Street Urgent Treatment Centre, NE6 1SG

Newcastle Urgent Treatment Centre (Ponteland Road)

Telephone: 0191 271 9030

Address: Ponteland Road Health Centre, NE5 3AE

Newcastle Urgent Treatment Centre (Westgate Road)

Website: https://www.newcastle-hospitals.nhs.uk/hospitals/westgate-urgent-treatment-centre/

Telephone: 0191 282 3000

Address: Newcastle General Hospital, NE4 6BE

Emergency Department – Royal Victoria Infirmary (RVI)

Website: https://www.newcastle-hospitals.nhs.uk/services/emergency-department-ae/

Telephone: 0191 233 6161

Address: Queen Victoria Road, NE1 4LP

NHS

Website: www.nhs.uk

ReCoCo: The Recovery College Collective

Email: info@recoverycoco.com

Website: http://www.recoverycoco.com/

Telephone: 0191 261 0948

Address: 1 Carliol Square, NE1 6UF

Samaritans

Email: jo@samaritans.org

Website: http://www.samaritans.org/branches/samaritans-tyneside

Telephone: 0191 232 7272

Address: Samaritan House, NE2 1QQ

Crisis Resolution and Home Treatment Team Newcastle and Gateshead – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust(CNTW)

Website: https://www.cntw.nhs.uk/services/crisis-resolution-home-treatment-service-newcastle-gateshead/

Telephone: 111

Address: Hartside Management Suite , NE3 3XT

Maternity Action

Email: https://maternityaction.org.uk/mcaas-form/

Website: https://maternityaction.org.uk

Telephone: 0808 800 0041

Address: Maternity Action , EC1Y 8RT

Healthworks

Email: enquiries@hwn.org.uk

Website: https://www.healthworksne.org.uk/

Telephone: 0191 272 4244

Address: Health Resource Centre, NE4 8BE

Healthworks – The Lemington Centre

Email: hwn@hwn.org.uk

Website: http://www.healthworksnewcastle.org.uk/our-centres/lemington-centre/

Telephone: 0191 264 1959

Address: The Lemington Centre, NE15 8RZ

Rainbow Home

Email: rainbowhomene@gmail.com

Website: https://rainbowhome.org.uk/

Telephone: 07775 861 450

Involve North East

Email: beinvolved@involvene.org.uk

Website: www.involvene.org.uk

Telephone: 0191 226 3450

Address: Carnegie Building, NE4 8XS

Sexual Health Services Newcastle

Email: stsft.newcastlesexualhealthservices@nhs.net

Website: www.newcastlesexualhealth.nhs.uk

Telephone: 0191 273 6222

Address: Sexual Health Services 4 Newcastle, NE4 6AU

Blue Sky Trust

Email: info@blueskytrust.org

Website: https://www.blueskytrust.org

Telephone: 07989 155175

Address: The Castlegate, NE1 2JQ

North East Migration Partnership (NEMP)

Email: nemp@middlesbrough.gov.uk

Telephone: 01642 726241

Address: Middlesbrough Council, TS1 9FT

Related Articles

Pharmacy (or Chemists)

How to use your GP surgery well

Your Doctor or GP

Support for Asylum Seekers and Refugees

Urgent medical help from NHS 111

Walk-in centres (Urgent Treatment Centres)

Dentists

Mental Health

Mental health emergency or crisis services

ESOL : English lessons for people who speak English as a second or other language

Bottle in the Fridge – emergency information scheme