



Welcome Pack 5

Healthcare

The NHS – National Health Service

The NHS is the service that provides public health services in the UK.

Citizens have to pay for prescriptions, dental and vision care – but there are ways to get help with these costs.

To get access to the NHS and get healthcare assistance, you have to register with a local GP (general practitioner). There are many GPs in the borough, and you can register yourself and your family for free.

Pharmacy

Pharmacists can give you medical advice and medicines for minor illnesses.

Pharmacists can tell you whether you need to see a doctor or direct you to another healthcare professional.

You can buy medicines and first aid at a pharmacy or supermarkets.

It might be smart to go to a pharmacist before you go to a GP.

You can find your closest pharmacy here:

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>



Dental and vision

- You do have to pay for dental and vision healthcare but children under 18 get free eye tests and a free pair of glasses if they need them.
- To find a dentist:
<https://www.nhs.uk/service-search/pharmacy/find-a-dentist>
- To find an optician:
<https://www.nhs.uk/using-the-nhs/nhs-services/optitions/>



GP – General Practitioner

GPs can offer advice, diagnose, prescribe medicine and refer you to specialists in a hospital.

They will be your first point of contact, other than a pharmacy, for any healthcare needs.

Even if you don't need healthcare support now, it's best to register with a GP.

To register for a GP: www.nhs.uk/register

Emergency services

999

- If you or someone you see is seriously injured or their life is at risk, call **999** and ask for an ambulance.

A&E

- If their life isn't at risk but there is still a serious illness or injury, go to the hospital's **Accident and Emergency unit**.

999 or A&E

- If you have seriously harmed yourself or are thinking of doing so, call **999** for an ambulance or go to **A&E**.

116 123

- If you are thinking about suicide, call Samaritans on **116 123**.

Mental Health

People in the UK are very open about getting help for their mental and emotional health.


The most common problems that people struggle with are anxiety, depression and post-traumatic stress disorder.

Your GP can help give you guidance on your mental health but sometimes it is also good to talk to charities:

- Mind – call **0300 123 3393**, text **86463**
- Samaritans – call **116 123**, email **jo@samaritans.org**



Sexual Health

- You have the right to access free services that will give you information about your sexual health.
 - If you would like information about sexual health, talk to your GP
 - You can ask your GP about different types of contraception so you don't get pregnant.
 - No one needs to know about what you say to the doctor so it is completely private.
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Main hospital information

- The main hospital in Greenwich is the Queen Elizabeth Hospital which has an Accident and Emergency unit.

Queen Elizabeth Hospital, Stadium Road, London SE18 4QH.

Telephone Numbers:

- You can call NHS **111** for urgent medical advice and assistance.
- Switchboard: **020 8836 6000**
- Main Reception: **020 8836 4593 / 020 8836 4688**
- Outpatient Appointments: **020 8333 3216**
- PALS : **020 8836 4592**