









My Health

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|--|---|--|
| 999 |  | A&E or 999 Emergencies only |
|  |  | Call 111 out of hours 24 hours a day, 7 days a week, 365 days a year. Calls to 111 are FREE |
|  |  | GP Surgery |
|  | | Pharmacy |

In the UK, most health care services are provided free of charge by the National Health Service (NHS). Some people choose to pay for their healthcare and attend private clinics, but this is not covered here.

THINGS TO KNOW ABOUT THE NHS

It is not a perfect system and waiting times can be long for appointments. However, people in the UK are proud to live in a country that provides free basic healthcare to all.

Some health services including emergency care are free of charge, regardless of your immigration status. This includes treatment by your GP, emergency care received in an Accident & Emergency hospital department, family planning (contraception), and telephone advice lines (111).

In general, your GP is the first point of contact when you are feeling unwell.



VISITING YOUR GP

To receive care from a GP surgery, you must register first at a practice in your area. There is no cost to register or to attend appointments.

To find your nearest GP surgery please visit:



www.nhs.uk/Service-Search/GP/LocationSearch/4

APPOINTMENTS

Once registered, you can make an appointment to see a GP or nurse.

You can ask for an interpreter, this is most likely to be on the phone.

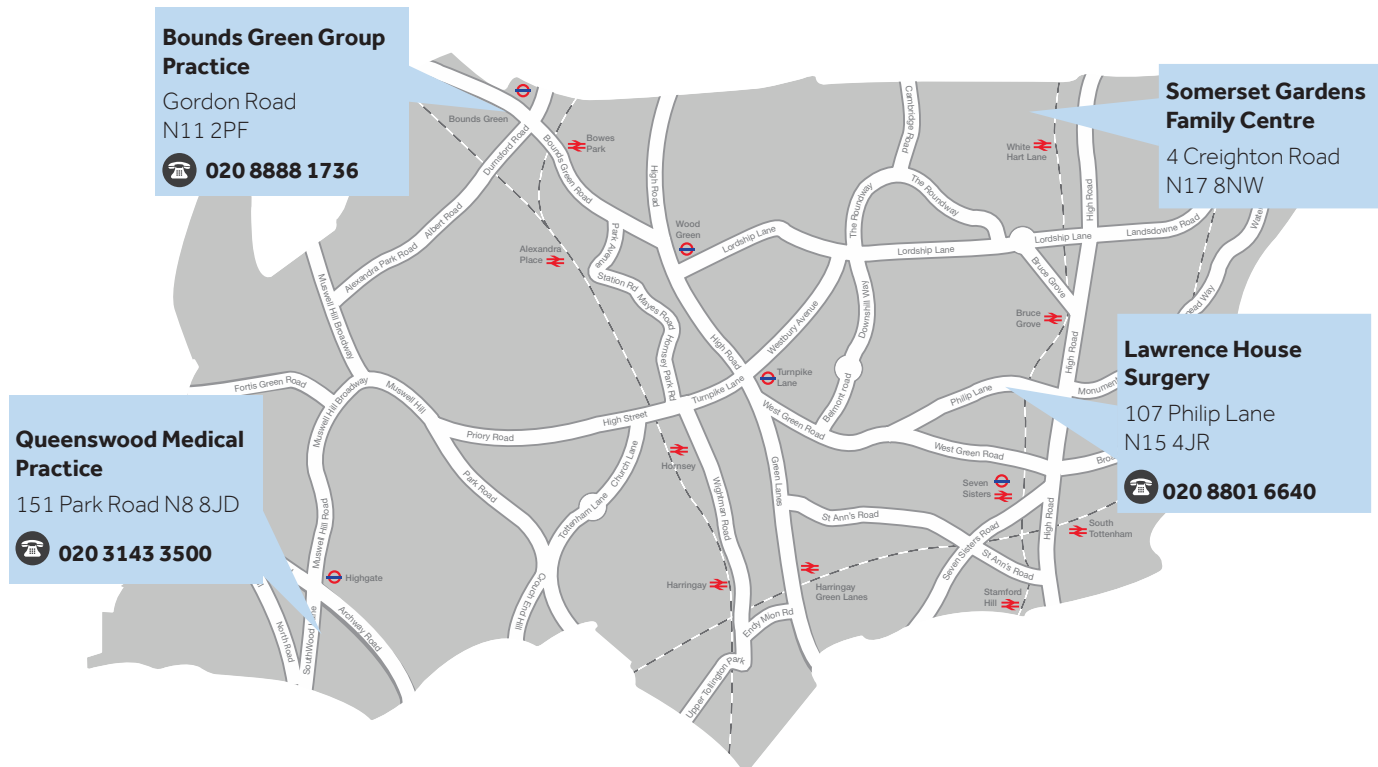
To book an appointment please call the surgery, book online or visit in-person. Each GP surgery will have a different system for booking appointments so check this when you register.

GP surgeries are open Monday to Friday. If you need to see a GP at the weekend (8am-8pm) or in the evening (18:30-20:30 Monday-Friday), you can book an appointment at a hub.

REFERRAL TO SPECIALIST CLINICS

The GP will refer you to a specialist if they think you need further treatment. You can only attend a specialist clinic with a doctor's referral.

You may have to wait a couple of weeks to hear back about your appointment – this will usually be written in a letter which is sent to your home.



Bounds Green Group Practice

Gordon Road
N11 2PF

020 8888 1736

Somerset Gardens Family Centre

4 Creighton Road
N17 8NW

Queenswood Medical Practice

151 Park Road N8 8JD

020 3143 3500

Lawrence House Surgery

107 Philip Lane
N15 4JR

020 8801 6640

NHS specialist services are very busy, so you may have to wait up to 18 weeks for your appointment if it is not urgent.

PRESCRIPTIONS AND BUYING MEDICINES

You can visit a pharmacy (chemist shop) and speak with a pharmacist (a trained health professional in medicines).

Some medications can be bought without a doctor's prescription. For stronger medication, you will need to make an appointment with a GP who will assess your health and write a prescription if needed.

You can find a pharmacy in your local area on this website:

www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10?nobeta=true

A prescription is a piece of paper that includes:

- your personal information
- the name and quantity of the medicine
- instructions to take the medicine.

A prescription is issued by a doctor or dentist.

When you receive a prescription, take it to your local pharmacy and the pharmacist will dispense the medication.

You may have to pay a prescription charge for your medicine.

If you are prescribed the same medication regularly, your pharmacist can manage 'repeat prescriptions'. Ask your pharmacist for more information.

Some people buy medicines over the internet, but we strongly advise against this. Many websites sell fake or poor-quality medicines that may have side effects.

EYE HEALTH

Make an appointment with an eye specialist (an optometrist or optician) in a local optician store.

To find an optician in Haringey, please visit:

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

You will need to register and provide basic details.

In general, a healthy person will visit the optician every one or two years. Eye care is free for children. Most adults have to pay for eye care, but it is free to some groups.

TEETH OR GUMS

Make an appointment with a dentist (a specialist in teeth and gums) in a local dental surgery.

To find a dentist in Haringey, please visit:

www.nhs.uk/service-search

NHS dentists offer dental care that is subsidised by the government but there are also many private dentists.

You will need to register at a dentist and provide basic details.

In general, a healthy person will visit the dentist for a health check-up once a year. Dental care is free for children. Most adults have to pay for dental care, but it is free to some groups.

URGENT OUT-OF-HOURS DENTAL CARE IN HARINGEY

If you think you need urgent care, contact your usual dentist as some practices offer emergency dental slots and will provide care if clinically necessary.

NHS 111 to be put in touch with an urgent dental service near you.

Do not contact your GP, as they will not be able to offer urgent or emergency dental care.

FAMILY PLANNING & SEXUAL HEALTH

You can attend a sexual health clinic without a referral from your GP.

Sexual health clinics can provide free anonymous and confidential sexual health support to anyone, including:

- Free and confidential advice and information about contraception (birth control/ family planning)
- Free and confidential advice and information about sexual health and testing for sexually transmitted infections
- Free pregnancy tests and unplanned pregnancy advice
- Free contraception and emergency contraception

To find a clinic in Haringey please visit:

 www.sexualhealth.cnl.nhs.uk/

Some clinics offer walk-in services where you can turn up on the day and wait for an appointment. Others require you to book an appointment in advance.

PREGNANCY

Please visit your local pharmacy where you can buy a pregnancy test.

As soon as you know you are pregnant, you should make an appointment to see your midwife or GP. The earlier you do this, the better.

You can self-refer directly to a midwife by ringing your local antenatal clinic or by visiting the hospital website and filling in the self-referral form.

The NHS provides free care to patients before, during and after the birth of a baby.

North Middlesex Hospital

Sterling Way N18 1QX

 020 8887 4055

 020 8887 2502

 www.northmid.nhs.uk/Maternity-Services

Whittington Hospital

Magdala Ave N19 5NF

 020 7288 5586

 020 7288 5249

 www.whittington.nhs.uk

MENTAL HEALTH SERVICES

Most mental health services for Haringey residents are provided by Barnet, Enfield and Haringey Mental Health Trust. For most mental health services, you will need to be referred through your GP. For more information:

 www.beh-mht.nhs.uk

 020 8702 300

Mental health emergency:

Barnet, Enfield and Haringey Mental Health Trust has a crisis and emergency service. This service is there to support people who are experiencing a mental health crisis and who need help quickly.

The service can be accessed through your GP, by calling **111** or by dialling the number for your borough's emergency service. Lines are open 24 hours, 7 days a week.

 020 8702 6700

Let's Talk - Improving Access to Psychological Therapies (IAPT) is a free talking therapy service for Haringey residents aged 16+.

The service supports individuals with mild to moderate common mental illnesses, including depression and anxiety disorders.

It provides a range of confidential treatment programs including one to one therapy, counselling, and group work. You can also receive online therapy using Skype or instant chat on a secure platform, which is available 24/7.

Individuals can refer themselves to the service or be referred by a GP, other health professional or carer.

If you would like to get support from the IAPT team please visit the Let's Talk website where you can make a referral to the service:

 www.lets-talk-iapt.nhs.uk/refer