



Health and Wellbeing

how to find & use health

services in Solihull

Welcome to Solihull

Firstly, a warm welcome to Solihull.

This leaflet is for hosts, sponsors and new arrivals from Ukraine.

This leaflet is to help you understand what health services are available and how you can access them.

You will be helped by a Refugee Action case worker to find a family doctor and the health services you and your family need. Or you can discuss this with your host.

You can also use this website to find a family doctor www.nhs.uk/service-search/find-a-gp.

Healthcare in the UK is free. However, to get healthcare you will need to register yourself and all the members of your family with you with your local GP practice.

Register with a family doctor (known as a General Practitioner (or GP) in the UK)

You can get a NHS registration form from the website of the local GP practice, the NHS website or by visiting a local GP practice.

Complete the form and take it to the GP practice. You will be registered and receive a formal letter from the NHS **within 10 days**.

On your first visit to the local GP practice, you should make an appointment for a new patient medical. You can:

- Tell them about any recent illnesses
- Let them know if you have any medical conditions
- Explain what medicine you take and ask for more if you need it. Bring any medication you are using to the meeting.

You can use health services if you have not registered with a GP. However, being registered and having an NHS number will help healthcare professionals look after you and better meet your health needs.

Refugees will need to have a HC2 certificate to claim free NHS prescriptions. More information can be found via the following link:

[NHS HC2 Certificate | Full Help With Health Costs \(Update 2021\) \(hello-safe.co.uk\)](http://hello-safe.co.uk)

If a prescription is needed before this certificate arrives, prescription charges are payable. A receipt should be requested from the dispensing pharmacy and this money can be claimed back once your HC2 certificate arrives.

Maternal and Children's health

You will be offered free care when you are pregnant and after you give birth. This is likely to be arranged through your GP.

Midwives ensure that personalised care is provided throughout a pregnancy, childbirth and the postnatal period.

You should contact a GP or midwife as soon as you find out you're pregnant. It's important to see a midwife or GP as early as possible to get the pregnancy (antenatal) care and information you need to have a healthy pregnancy.

You are also entitled to support from a health visitor. A health visitor is a qualified nurse or midwife who has had extra training. They will help you, your family and children up to the age of five years old to stay healthy.

Information on all you need to know about pregnancy, labour, birth and NHS maternity services can be found here:

- Information on pregnancy care can be found at <https://www.nhs.uk/pregnancy/>
- and Start 4 life (NHS information for babies) - <https://www.nhs.uk/start4life/>

The Refugee Action case worker and local NHS officers will help you to contact the child health services you and your family need. Information and contact details can be found here: www.swft.nhs.uk/our-services/children-and-young-peoples-services/health-visiting-solihull

And here:

- Solihull Health Visiting/Infant Feeding - <https://healthforunder5s.co.uk/solihull/> (0-4 years)
- Solihull School Nursing - <https://www.healthforkids.co.uk/solihull/> (5-11 years) and <https://www.healthforteens.co.uk/solihull/> (5-19 years)
- Solihull Five to Thrive - <https://www.solgrid.org.uk/fivetothrive/> (early child development from pregnancy to school-age)

Dental health

You are entitled to NHS dental care to help keep your mouth, teeth and gums free of pain.

If your tooth is painful you should call NHS 111 for Urgent Dental Care Services. You can search for local dentists and ask to register for an appointment.

Costs for dental appointments depend on what treatment you are having. The Refugee Action case worker and local NHS officers will help you to search for a dentist at <https://www.nhs.uk/nhsservices/dentists/how-to-find-an-nhs-dentist/>

Mental Health and Wellbeing

Mental health problems can be anything from the worries we all experience as part of everyday life to serious long-term conditions.

We understand that you have been through a very traumatic time and been exposed to a huge mental stress.

There are Mental Health Services available throughout the country that can help you if you are struggling. If you, or someone you love, need help this is best arranged through making an appointment with your GP.

If you are struggling but do not want to talk to a GP, there are a wide range of support organisations that offer helplines where you can talk in confidence to a trained advisor. These include:

- Samaritans on 116 123 to talk to a trained volunteer
- Solihull Mind www.solihullmind.org.uk

COVID-19 vaccinations

The SARS COV2 virus (Covid-19) is at a high level in the United Kingdom.

Having vaccinations and taking some simple steps such as washing hands, using hand sanitiser, letting fresh air into rooms and wearing a face mask in crowded places can help reduce the risk of getting the virus.

For the latest guidance on what to do if you have or suspect you have the virus, please visit the UK Government's COVID-19 advice webpage:

<https://www.gov.uk/coronavirus> .

The COVID-19 vaccines are the best way to protect yourself and others.

You can book a free coronavirus vaccination through the NHS.

If you are registered with a GP, you can book your vaccination through this web link <https://www.nhs.uk/conditions/coronavirus-covid19/coronavirus-vaccination/book-coronavirus-vaccination>

To find a walk-in vaccination centre in Solihull and Birmingham, please use this link:

<https://www.birminghamandsolihullcovidvaccine.nhs.uk/walk-in/>

If you would prefer to book an appointment, please call 119 or visit www.nhs.uk/covid-vaccination

If you have already had a Covid-19 vaccine in Ukraine or elsewhere, speak to your GP about which further doses you should have in the UK and when you should have them.

You should also tell the NHS about any Covid-19 vaccinations that you have had outside of the UK. This is so the NHS can update your vaccination record. Bookings to make an appointment to get your previous vaccinations recorded can be made online using the National Booking Service or by calling 119 where translators will be available.

If you live in Solihull, there is a free 'Jab Cab' taxi service to and from NHS vaccination centres for residents who need transport. Call 0121 704 8058, leave your name and number and someone will get back to you.

Getting medical support in an emergency

If you or a family member has a serious accident or a sudden serious illness you should go to your nearest hospital with an Accident and Emergency department.

Emergency treatment at Accident and Emergency services at NHS hospitals is free for everyone. If it is an extreme emergency, **call 999 or 112** and ask for an ambulance to transport you to a hospital. This service is free of charge but should only be used in an emergency. If you are able to do so, you may also make your own way to the Accident and Emergency department.

Access to medical support that is not an emergency

You can visit a Walk-in or Urgent Treatment centre or seek advice at a local pharmacy if you need treatment or advice that is not an emergency.

Details of both types of centre can be obtained on the internet or from your case worker at Refugee Action.

You can also get advice by calling 111. This is a service operated by the NHS. NHS 111 will be able to refer you to a doctor or to a local Urgent Treatment Centre or provide you other guidance, depending on your circumstances.

Useful telephone numbers and websites:

- **Solihull Active:** <https://www.solihullactive.co.uk/>
- **Refugee Action:** <https://www.refugee-action.org.uk/>
- **NHS website:** [The NHS website - NHS \(www.nhs.uk\)](http://www.nhs.uk)
- **Solihull Council Stronger Communities page:**
<https://www.solihull.gov.uk/communities-and-safety>
- **West Midlands Strategic Migration partnership page:**
<https://www.wmsmp.org.uk/ukraine/>
- **Dial 111 for non-urgent health advice**
- **Dial 999 for emergency support**
- **UK Government – Ukraine Welcome Guidance:**
 - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1064315/Ukraine_Welcome_Guidance.pdf
- **Ukraine – How you can help in Solihull:**
<https://www.solihull.gov.uk/communities-and-safety/help-ukraine>
- **New guidance from UKSHA and OHID on providing primary care for newly arrived people from Ukraine (published 5th of April)**
 - <https://www.gov.uk/government/publications/arrivals-from-ukraine-advice-for-primary-care/arrivals-from-ukraine-advice-for-primary-care#main-messages>
- **Doctors of The World documents on “how the NHS works”:**
- **in Ukrainian:** <https://www.doctorsoftheworld.org.uk/wp-content/uploads/2022/03/UKRAINIAN-How-the-NHS-works-infographic.pdf>
- **and Russian:**
 - <https://www.doctorsoftheworld.org.uk/wp-content/uploads/2022/03/RUSSIAN-How-the-NHS-works-infographic.pdf>
- **The UK stands with Ukraine - [The UK condemns the Russian government’s unprovoked and premeditated invasion of Ukraine.](#)**
 - To find out more in Ukrainian [Британія та Україна - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
 - To find out more in Russian - <https://www.gov.uk/world/russia/news.ru>