



WELCOME TO OUR FRIENDS

FROM UKRAINE

Important health and care information in
Norfolk and Waveney



Welcome to our friends from Ukraine

Welcome to England

This information is designed to help you establish yourselves in the UK – we hope you will find it useful. It also contains many useful hints and tips about using the National Health Service (NHS) in England. Please note a lot of first contact is by phone or through the internet – so please speak to your host or local council to help you with this.

If you need to speak to someone about an aspect of healthcare in Ukrainian or Russian, please call 111. Our colleagues in this service can arrange for you to speak to a translator who can assist you with your query. It's a free service.

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Registering with a local general practice



General Practitioners (GPs) - are highly skilled doctors who are trained in all aspects of general medicine for example; child health, adult medicine and mental health.

Practice nurses are qualified and registered nurses who usually run clinics for long-term conditions for example; diabetes. Other healthcare professionals also work in a GP practice, for example pharmacists and physiotherapists. You can find out how to register with a GP surgery in the UK at:

<https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

To register with a GP, you will need to give your name, date of birth, address and telephone number if you have one. GP surgeries may ask to see proof of identity with your name and date of birth, but they cannot refuse to register you if these are not available.

After you have registered with your new GP, you might be asked to have a health check. This will usually be carried out by a nurse. It is important that you go to this appointment even if you are well.

If you move to a different part of the UK, you will need to register with a new GP. You can only be registered with one GP practice at a time. When attending appointments, it is acceptable to bring a friend or your host if this would be helpful to you.

What is a pharmacy?



Pharmacists are experts in medicines who can help you with minor health concerns. If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP, nurse or other healthcare professional.

If you're suffering from a cold, cuts and grazes or minor illnesses, your pharmacist will offer you remedies so you don't have to see a GP or nurse.

Your GP may want you to take medicines and will write you a prescription. Take your prescription to your local dispensary. You can visit NHS Choices to find your local pharmacy:

<http://www.nhs.uk/ServiceSearch/Pharmacy/LocationSearch/10> or ask for advice at your GP surgery.

The pharmacist can also give free advice on treating minor health problems, such as colds and coughs. You can buy some medicines from the pharmacy without a prescription, including some painkillers and cough medicines however you will have to pay for these medicines. You may be charged for prescription medicines. Some patients will already be on medicines they will need a prescription to get them.

Check your medicine cabinet



You can help prevent a minor illness from developing into something worse by keeping a well-stocked medicine cabinet.

Many over-the-counter medicines (including paracetamol and ibuprofen) are available to relieve symptoms of common winter ailments such as colds, sinusitis or painful middle ear infection (ear-ache). Speak to your pharmacist about what medicines should be in your cabinet to help get you and your family through the winter season.

Make sure your medicine cabinet has essentials like painkillers and cold and flu remedies to help see you through any closures.

For more information search 'medicine cabinet' on www.nhs.uk.

NHS 111



You can call NHS111 for help with an urgent medical problem.

You can contact the NHS111 service online at www.111.nhs.uk or you can call 111, 24 hours a day, 7 days a week.

Your symptoms will be assessed and you will be provided with healthcare advice.

This may include:

- Self-care
- Visiting a pharmacy
- Contacting your GP practice
- Contacting an urgent treatment or walk-in centre
- Going to A&E.

If needed, NHS111 can also send an ambulance, or where available can also book appointment times to some services.

Emergency dental support



If you have an emergency dental issue, please don't call your GP. Instead, please ring 111 who can help with an emergency dental number.



In Norfolk and Waveney there are two Minor Injuries Units:

The **Norwich Practices Walk-in Centre** at Rouen House on Rouen Road, Norwich, is open between 7am and 9pm every day. Learn more by visiting: <https://www.norwichwalkincentre.co.uk/>

The nurse-led centre can help with a range of minor illness and injuries, including minor cuts and wounds, strains and sprains, skin complaints, and other minor injuries.

You will be triaged at the entrance and then treated or signposted elsewhere if necessary.

The **Minor Injuries Unit (MIU) based at Cromer Hospital** on Mill Road is open every day, including Bank Holidays, from 8am to 7.45pm. Learn more by visiting: <https://www.nhs.uk/Services/Hospitals/Overview/DefaultView.aspx?id=RM131>

Patients can receive treatment for minor injuries such as minor wounds, burns, simple fractures, and broken or dislocated fingers.

The unit can advise over the phone if your injury is suitable for the MIU. Call 01603 646230 to speak to one of the team before travelling to the MIU

Emergency services should only be used for life-threatening illnesses or accidents which require immediate, intensive treatment.

In an emergency you should ring the ambulance service (via 999) or go to the hospital's Accident and Emergency (A&E) department.

There are three hospitals in Norfolk and Waveney:

Queens Elizabeth Hospital

Gayton Rd, King's Lynn PE30 4ET
01553 613613

Norfolk and Norwich Hospital

Colney Ln
Colney
Norwich
NR4 7UY
01603 286 286

James Paget Hospital

Lowestoft Road
Gorleston-on-Sea,
Great Yarmouth
NR31 6LA
01493 452452

Out of hours



The Out of Hours service is for urgent cases only and is available by contacting your GP surgery or by calling 111.

If your problem isn't urgent, please contact your GP surgery when it is next open. This service operates Monday to Friday from 6.30pm to 8.00am and 24 hours at weekends and during bank holidays.

COVID-19 vaccinations



Have you had your COVID-19 vaccinations yet?

One of the most important ways you can protect yourself and others against COVID-19 is to get vaccinated. Anyone over the age of 5 can walk into a drop-in clinic, no appointment is needed and you don't need to be registered with a GP.

You can also book an appointment at a vaccination centre or pharmacy at:

COVID-19 booster vaccination

A COVID-19 booster vaccine helps improve the protection you have from your first two doses of the vaccine, giving you longer-term protection against getting seriously ill.

Get your COVID booster vaccination if you had your second dose at least 3 months ago. You can:

- Book a vaccination appointment at a vaccination centre or pharmacy.
- Go to a walk-in vaccination site - no appointment is needed.
- Wait to be contacted by a local NHS service and book an appointment with them.

Protect yourself and your loved ones from flu. It's easy to pass on flu viruses without knowing.

Staying well



Make movement a regular part of your day

Regular exercise, and even simply moving more throughout the day, can help improve your mental health, reduce the risk of falling, and it helps to keep up your overall fitness which helps your recovery if you do get ill.

Here are some top ways you can keep yourself moving when you're indoors:

- Don't sit down in front of the computer or television for long periods of time without moving. Sitting still for long stretches makes your muscles tighten up and your circulation slow down. That means when you do get up from long stretches of sitting down you're more vulnerable to having a fall.
- Break up your time spent being inactive by walking around your home or standing up from your

chair and doing simple stretches during TV advert breaks or when you're on the phone.

- Stretch out your arms and legs while you're making a cuppa, holding onto the bench if you need support. Lifting light weights, such as a tin of beans or the milk carton, can help increase blood flow to your muscles too.
- There are many activities you could do at home, such as walking up and down stairs, dancing, gardening, housework, or taking part in online fitness classes. It doesn't matter what you do, as long as it's something you enjoy and keeps you moving.
- For ideas and videos to keep active at home visit activenorfolk.org/active-at-home
- Search for online fitness classes and face-to-face fitness classes in the Waveney area at <https://www.activesuffolk.org/activities>
- Find additional activity ideas and videos at www.nhs.uk/keepactive and www.ageuk.org.uk
- Don't do anything that doesn't feel comfortable and trust your instincts about your own limits. Stop if you are feeling any pain or lightheaded and make sure you drink plenty of water to keep hydrated.

Mental health support



The NHS website (nhs.uk) contains lots of information about mental health and wellbeing. You can also get a free Mind Plan with tips to help you deal with stress and anxiety and improve your sleep on the Every Mind Matters website (www.nhs.uk/every-mind-matters/).

Remember, your GP is there to support you too – physically and mentally – and can refer you to the right service if you need mental health advice.

If you or a loved one are experiencing a mental health crisis, you can call the First Response helpline 24-hours a day for advice and support on 0808 196 3494.

If you're aged 16 or over, Wellbeing Norfolk and Suffolk offer online webinars, one-to-one support and guided self-help which you can self-refer to. You can visit them online (www.wellbeingnands.co.uk/norfolk/) or call 0300 123 1503.

Mental health resources for young people

For young people aged between 11 and 25, Kooth is a local online mental wellbeing community which provides access to counselling. Delivered 365 days a year by qualified counsellors, the service works on a drop-in basis or through bookable chat sessions. The Kooth website (www.kooth.com) also offers peer support and features a wide range of self-help materials and moderated online forums.

The Just One Norfolk website (www.justonenorfolk.nhs.uk) also contains helpful information about mental and emotional health for young people and families.

Qwell - mental health support

Qwell (www.qwell.io) provides a welcoming place to access non-judgemental professional help for any mental health concern, as and when needed. The service is designed to work alongside other NHS commissioned services within the established mental health pathways.

Once registered, adults can access Qwell via any internet connected device such as a laptop, smartphone or tablet.

Children's health



Children can experience coughs, colds and bugs that can spread within the community. However, many childhood illnesses can be treated and managed at home.

If your child is unwell there are many places you can visit online to get help. Visit Just One Norfolk (justonenorfolk.nhs.uk) along with the Children's Health section of the NHS website (www.nhs.uk) for the latest information. There, you can find information on a range of topics to help you care for your child at home.

If you need to speak to someone, please call the Just One Number on 0300 300 0123 or text Parentline on 07520 631590.

Pregnancy



If you are expecting a baby, then our maternity services will be pleased to welcome you. The care is free, and can be booked by contacting the local maternity unit and requesting to be booked for maternity and pregnancy care. Your host family and GP will be able to support this, and contact details are in the padlet link: https://padlet.com/NandW_LMNS/2x4v41wzr48lcr9r

You will be allocated a Midwife who will be your main point of contact. She will spend time with you getting to know your health needs and planning the care for you and your new baby. She will then make any necessary referrals for blood tests, scans and plan your delivery care according to your needs. The birth will be supported by midwives and doctors as required and the place of birth will be discussed and planned with you.

If you prefer to have a chaperone with you at your appointments please let your midwife know. If you need any additional support and health information, you can email our maternity health advisors who will make contact and arrange a support visit and help to signpost you to all the care you require. They can be contacted by email and respond usually within 24 hours. The email address is: nwccg.lmnsshared.nhs.net.

