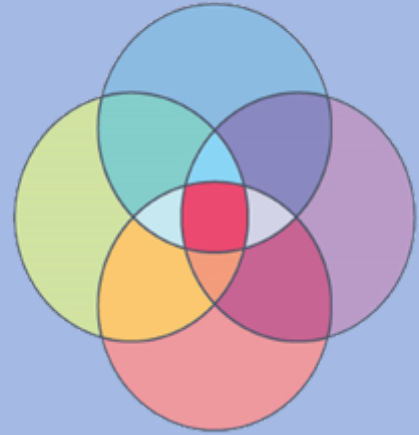




BORDERLANDS
from exclusion to
BELONGING

HEALTHCARE INFORMATION WORKSHOP

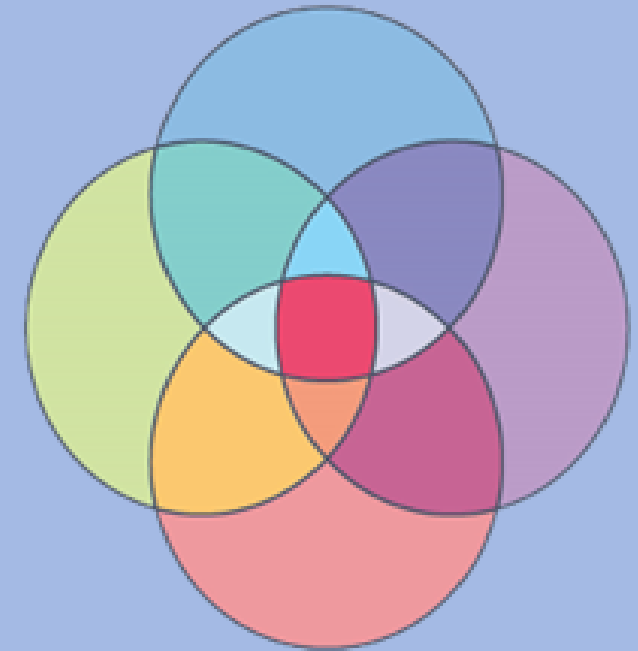


HOTELS

Access to Health Services in Bristol

Who are we?

We are **Borderlands** and **Bristol Mind**. We work with refugees and asylum seekers across Bristol, and visit the hotels once a week for practical and emotional support.



BORDERLANDS
from exclusion to
BELONGING



Vocab slide!

Inpatient
Outpatient
Pharmacy
Disabled

What is the NHS?



The National Health Service (NHS) is the free healthcare system in the UK.

People seeking asylum and refugees are entitled to free healthcare.

If you are not sure which NHS service you need, call 111 which is a free NHS health advice line. You can ask for an interpreter.



The Haven



0300 124 6875

The Haven is a specialist health service for asylum seekers and refugees.
The Haven will:

- Help you register with the GP when you arrive in Bristol.
- Invite you for an hour long appointment to discuss your physical and mental health needs and support you to access appropriate services. They will also offer you testing for infectious diseases.
- The welfare team will inform you of your appointment date and time. Sometimes, the wait can be up to 12 weeks. Please tell the welfare team if you have any urgent health needs.
- Children below school age will be seen by the Haven's Health visitors.

General Practice (GP) Services

Your GP is your local doctor.

This is where you can go if you want to speak to a doctor, nurse or healthcare worker.

This is the first place to go to for most health problems and they can send you to a hospital for more tests.

This not for emergencies



How to Register at a GP Surgery

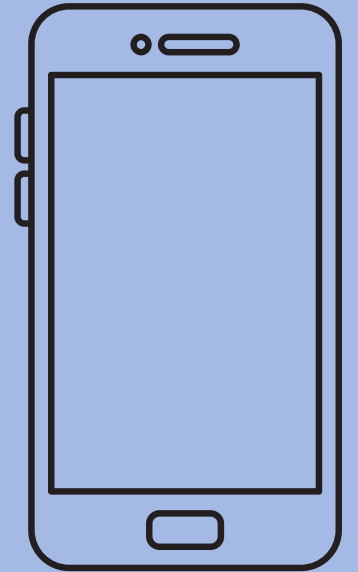
If the waiting list for the Haven is too long, you can register yourself with the GP.

Most GP practices allow you to register online on their website, or you may be able to collect a paper form from the reception. You must register at a GP practice near your home.

If you have urgent health needs speak to the hotel welfare team so they can let the Haven know and support you with GP registration.

You do not need an address, proof of ID or immigration status to register. It is helpful to take your ARC card to help to link up your health records and NHS number.

The NHS app and number



Your NHS number helps both you and doctors access your health information. It is especially useful if you relocate!

Your NHS number will be emailed to you by your GP after registration.

Once you are registered at the GP, download the NHS app on your phone.

You can log in with your date of birth and NHS number.



General Practice Staff



Pharmacist



Nurse



Care Navigator



Paramedic



Healthcare Assistant



Doctor



Mental Health Practitioner



Physiotherapist

Top tips for GP Consultations



You can book a GP appointment through the welfare desk, by phone or online using the 'Patient Triage' form. You will then either be given an in person or phone appointment.

You are entitled to an interpreter! Ask reception about this.

It can be up to 2-3 weeks to see a doctor in some GP practices, but most GP surgeries will have a same day appointment for urgent problems.

Bring 1 health concern to each appointment. Ask reception for a 'double appointment' if you have more than 1 health concern!

Screening Programmes

The NHS offers free 'screening' programmes to find anyone at risk for health problems and provide early treatment.



Your GP will send you a letter or text. If you have moved location, ask your GP if they can check if you are due for any screening.

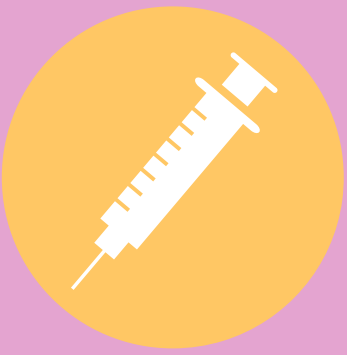
You might be invited for screenings to detect breast, cervical, bowel, or prostate cancer.

If you have specific health conditions like diabetes, there are regular screenings for those too.

www.nhs.uk/conditions/nhs-screening



Vaccination services



Vaccinations are important to keep you, your family, and others safe from harmful diseases.

The Haven will offer vaccinations to all residents in hotels.

It is really important to get the recommended vaccinations, but if you have any worries, you can talk to your GP or the visiting nurses about them.

[www.nhs.uk/vaccinations/why-vaccination-isimportant-and-the-safest-way-to-protect-yourself/](https://www.nhs.uk/vaccinations/why-vaccination-is-important-and-the-safest-way-to-protect-yourself/)



Low Income Scheme - asylum seekers

You will have an HC2 certificate while you are an asylum seeker, as part of the 'Low Income Scheme'.

This entitles you to help with extra medical costs, including transport to appointments, dental services, optician services and prescriptions.

If you don't receive this, contact Migrant Help or the hotel welfare desk.



Low Income Scheme - refugees



If you receive refugee status, you must re-apply for the Low Income Scheme to receive your HC2 certificate.

Pick up a [HC1 form](#) from your GP reception or Job Centre, or you can fill in online.

Bristol Refugee Rights or Borderlands can help you fill the form in if you are experiencing difficulties.

Make sure to check your HC2 certificate expiry date as you can be fined if it is out of date!

<https://www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis/>

Pharmacy support

- Pharmacists offer advice on minor illnesses (such as coughs, colds, ear infections etc), and how to use your medications.
- Most pharmacies can offer some prescription medicine, without you needing to see a GP. This is for conditions such as UTIs, impetigo, ear infections, sinusitis, sore throat, and shingles.
- Other services include free blood pressure check, advice on stopping smoking, blood sugar testing and contraceptives



Medication at Hotels

Hotels offer prescription vouchers to all residents.

This is only for specific medication:

- Painkillers: Paracetamol, Ibuprofen
- Constipation: Senna
- Allergies: Chlorphenamine, Loratadine
- Antiseptic: Chlorhexidine
- Vitamin D

Your HC2 certificate will cover the cost of other medications.



Emergency services in Bristol: 999

- Call 999 for life-threatening emergencies.
- When you call 999, ask for an interpreter if you need.
- They will ask you some questions. They might send an ambulance, or ask you to travel to A&E.
- Video call for BSL speakers and texts for deaf patients.

Call 999 now for any of these:

- **signs of a heart attack**
chest pain, pressure, heaviness, tightness or squeezing across the chest
- **signs of a stroke**
face dropping on one side, can't hold both arms up, difficulty speaking
- **sudden confusion (delirium)**
cannot be sure of own name or age
- **suicide attempt**
by taking something or self-harming
- **severe difficulty breathing**
not being able to get words out, choking or gasping
- **heavy bleeding**
spraying, pouring or enough to make a puddle
- **severe injuries**
after a serious accident
- **seizure (fit)**
shaking or jerking because of a fit, or unconscious (can't be woken up)
- **sudden, rapid swelling**
of the lips, mouth, throat or tongue
- **labour or childbirth**
waters breaking, more frequent intense cramps (contractions), baby coming, or just born

When to call 111

- Call 111 if you need quick medical help, but your life is not in danger.
- Option 1 is for physical health
- Option 2 is for mental health
- Ask for an interpreter if you need
- You can get help either online (<https://111.nhs.uk>), through the NHS app or by calling 111
- Based on the situation, 111 will tell you to:
 - call 999
 - go to A&E
 - go to urgent treatment centre (see later slides)
 - see an out-of-hours GP
 - get urgent specialist support
 - look after yourself safely at home

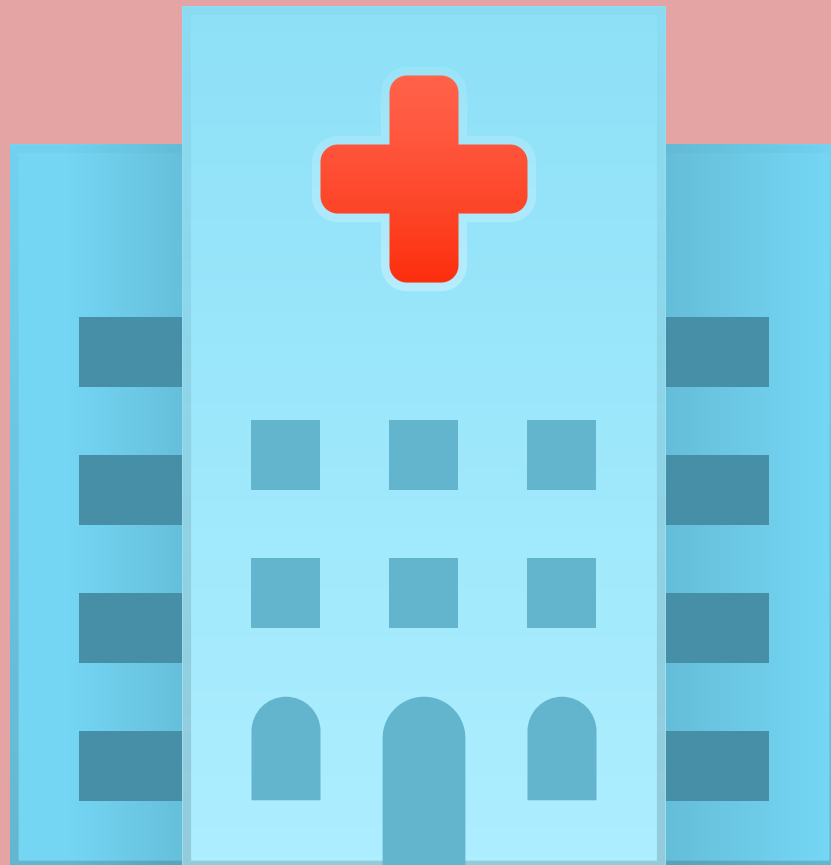


Accident and Emergency departments in Bristol



Hospitals in Bristol: Southmead

- If you have an appointment at Southmead Hospital, you can arrange an interpreter by contacting the telephone number or email address on your appointment letter.
- Southmead emergency apartment is only available for people over 16.



- **Address:** Southmead Hospital, Southmead Road, Westbury-on-Trym, Bristol, BS10 5NB
- **Buses:** 2 Park Street / Henleaze /Southmead Road; 17 Kingswood; 18 Emersons Green; 24 Ashton Vale; 2 Yate /76 Hengrove / Bedminster / City Centre / Gloucester Road;
- **Stagecoach Buses** – 505 (Hotwells / Redland / Clifton), 13 (City centre / St Michael's hill / Gloucester road)
- **Cycling:** cycle parking is available



Hospitals in Bristol: BRI

- Same place as Bristol Children's Hospital, Bristol Haematology and Oncology Centre, and Bristol Heart Institute
- The Bristol Children's Hospital emergency department treats children up to the age of 16.



BRI has access to language interpreters and can translate patient letters for you. This is for emergencies and outpatient appointments. If you have an outpatient appointment, you can call the relevant department and request an interpreter or you call on **0117342000**

- **Address:** Bristol Royal Infirmary, Upper Maudlin Street, Bristol, BS2 8HW
- **Buses:** buses from across Bristol (e.g., UWE, Southmead, Temple Meads) stop at nearby locations such as Broadmead, Cabot Circus, and Rupert Street
- Free shuttle bus running from Temple Meads to BRI on weekdays according to timetable
- **Cycling:** free cycle parking spaces



Urgent Treatment centres in Bristol

- **South Bristol Community Hospital in Hengrove, BS14 0DE**
 - Led by nurses and paramedics
 - This centre sees both adults and children of all ages
 - Open every day 8am to 8pm; walk-in (no appointment needed) or making an appointment by phoning 111
 - CANNOT treat chest pain or life-threatening emergencies
 - **Buses that stop here: 16/36/37/75/515/m1**
- Uncomplicated limb injuries
 - Minor head injuries
 - Strains and sprains
 - Bites and stings
 - Minor scalds and burns
 - Ear and throat infections
 - Minor skin infections and rashes
 - Minor eye conditions
 - Coughs
 - Minor illnesses
 - Emergency contraception

Minor Injuries Units (MIU) in Bristol

- Yate Minor Injury Unit (MIU) (for adults and children)
- Clevedon MIU (for adults & children over 12 months)

Help with:

- Broken bones
- Minor burns
- Minor head injuries
- Large or dirty cuts & grazes

All open **7 days a week, 8am to 8pm.**
You don't need an appointment.



Buses to Yate MIU: 86/SB6/Y1/Y2/Y6/Y8. Buses to Clevedon MIU: B2/X5/X6/X7/X10/X11/X14/X18

Where should I go for help if...

If I have chest pain?



Call 999

If I have a sore throat?



Pharmacy or GP

If I have a minor burn?



Minor Injury Unit

If I have a broken bone?



Minor Injury Unit
or A&E

If I have a long term
condition like diabetes?



Your GP

Sexual Health Services



If you have any worries or concerns about your sexual health, pregnancy, or contraception, you can speak to your GP or go straight to 'Yuno Sexual Health' who have a website here:

<https://yunosexualhealth.co.uk>

There are lots of charities in Bristol who can support you if you are living with HIV, such as Brigstowe and Fast-Track Cities Bristol.

What support is available?

- STI testing and treatment
- Contraception and emergency contraception
- HIV testing and prevention, including pre-exposure prophylaxis (PrEP)
- Pregnancy advice
- Sexual health advice
- Free condoms for young people aged 13 to 24

Sexual health care is always free, confidential and discreet.



Rose Clinic

Clinic at East Trees GP surgery in BS5 supporting people who have experienced FGM, cutting, Sunna and gudiniin.

1. Telephone: 07813 016 911

2. Email:

bnssg.bristolrose.clinic@nhs.net

3. Alternatively, talk to your GP about a referral to the clinic.

The Haven

Offer free screening for HIV, Hepatitis, Syphilis and parasite screening to all new patients.

Common Ambitions

Common Ambition support African and Caribbean heritage communities and provide free STI tests and drop in clinics.

Email: CAB@brigstowe.org

Phone: 0117 955 5038

Instagram: [@commonambitionbristol](https://www.instagram.com/commonambitionbristol)



**For more information on
contraception options and
services, visit:
contraceptionchoices.org**

Maternity Services

If you find out you are pregnant, you can self-refer or ask your GP to refer you for support from the midwifery team in Bristol...

- North Bristol Trust on 0117 414 6743
- University Hospitals Bristol and Weston on 0117 342 0850 and leave a message



Badger Notes - Self-refer your pregnancy to BNSSG

BNSSG is an NHS service providing a single point of access for all maternity referrals in the Bristol, North...

 badgernotes.net

The midwives, doctors and health visitors will support you throughout your pregnancy and after your baby is born. You will be invited for scans to check baby's growth, blood tests, and vaccinations to help support you and your baby.

It is really important you attend antenatal care to ensure a healthy pregnancy and reduce the risks to you and your baby at birth!



Maternity Support for migrant women

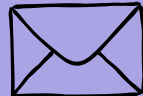
Juniper at Refugee Women of Bristol

Juniper support pregnant people after 28 weeks of pregnancy and have interpreters available.

Project Mama:



Provide mother companions to help you before, during and after pregnancy. They also have a MAMA hub on Fridays for when you are pregnant and a Play and Grow session on Wednesdays for when your baby is born.

 hello@projectmama.org

 0117 941 5320



01179415867



Refugee Women of Bristol, Unit 35
Easton Business Centre, Felix Road,
Bristol, BS5 0HE.



Domestic abuse and Sexual Violence

You do not have to suffer in silence. Bristol has specialist support services for people who have experienced any form of sexual violence and/or domestic abuse.

NEXT LINK can provide emergency housing support for people who have experienced domestic or sexual abuse.

Call: 0117 925 0680

Email: enquiries@nextlinkhousing.co.uk



The Bridge offer free and confidential support after sexual violence and offer mental and physical health support.

Call: 01173426999

Email: thebridge@uhbw.nhs.uk



Dental Services

Free NHS dentists for routine care can be difficult to find.

You can ask dental practices if they have a waiting list and regularly check this website to see if an NHS space opens up:

<https://www.nhs.uk/nhs-services/dentists/>



You don't have to pay for dental treatment as an asylum seeker

Your GP cannot provide
emergency dental care

If you need urgent dental
care call 111

Bristol Dental School



Bristol Dental School can treat volunteer patients for minor dental issues. The treatment will be done by student dentists in training.

The waiting list opens and closes at different points in the year: <https://www.bristol.ac.uk/dental/treatment/>

You can self refer or ask for support at the Borderlands help desk on Tuesday mornings (The Assisi Centre, BS5 0RE)

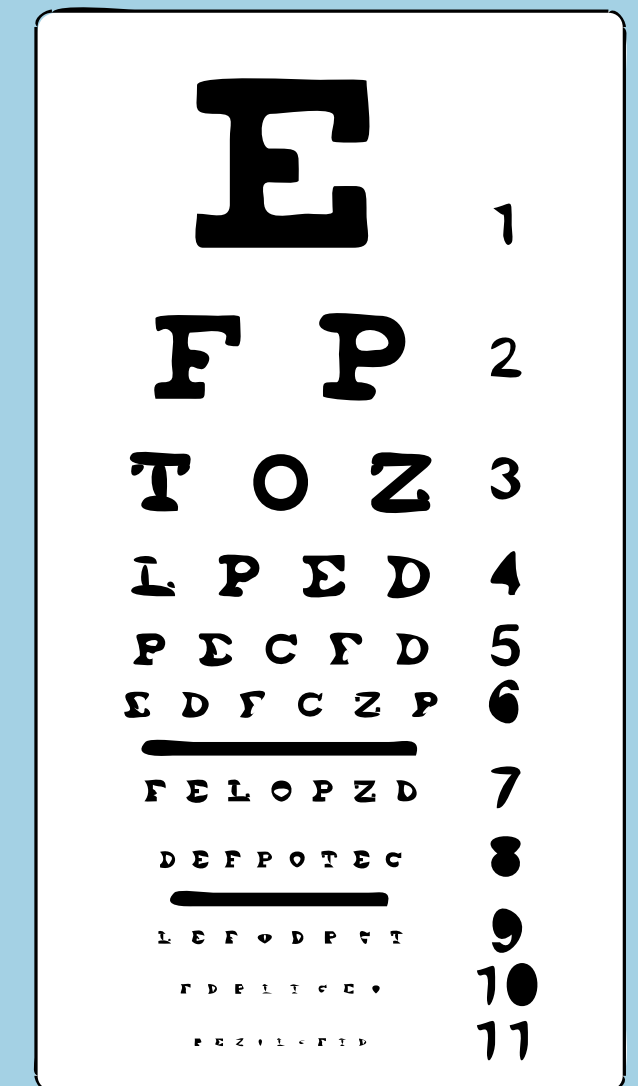
Optician services



You can get free NHS sight tests and a voucher to help with the cost of glasses or contact lenses. You can go to any opticians, like Specsavers.

Children in reception will get a free sight test in school. The nursery or primary school will arrange this for them. If your child has joined school after year 1 or missed their appointment, you can arrange an appointment with any optician service.

Information about free NHS eye tests and optical vouchers
www.nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/

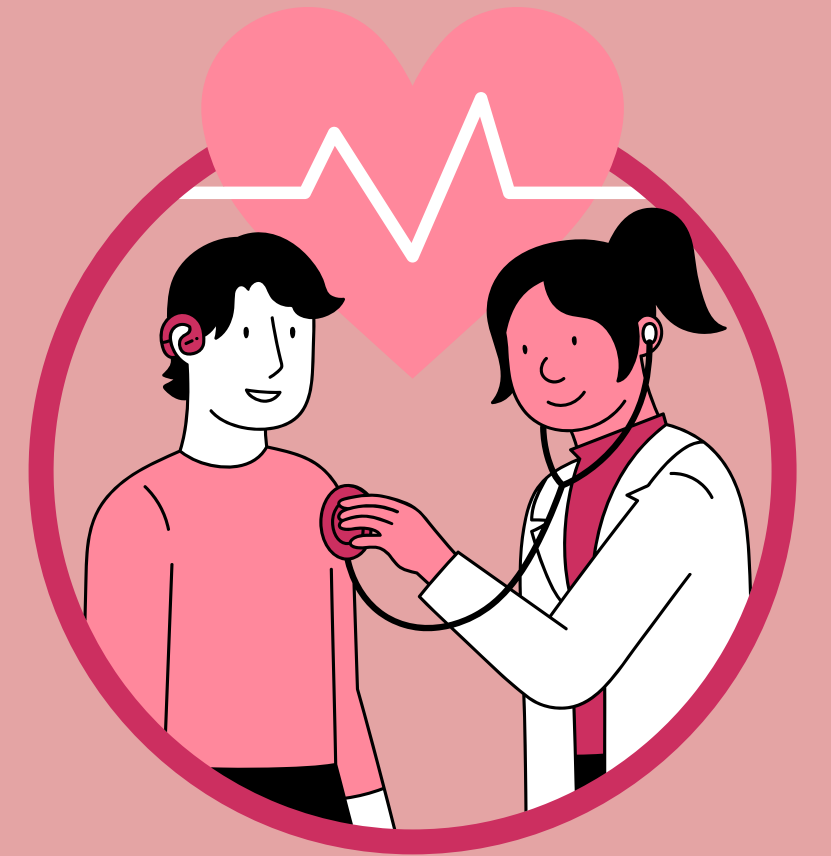


LGBTQ+ Support

If you identify as LGBTQ+ (Lesbian, Gay, Bisexual, Trans, Queer, Intersex, Asexual or any other marginalised gender or sexual orientation), there is specialist support available.

Pride Without Borders is a support group for Bristol based LGBTQ+ asylum seekers and refugees. They meet every other Wednesday from 6-7:30pm. Email tom@bristolrefugeerights.org

There are other charities who run LGBTQ+ focused support, such as 'Switchboard' and 'Yuno sexual health'. These can be found online.



Support for Disabled people

If you are living with a disability, your GP can help support you and refer you for further resources and support.

You can also ask for help from Borderlands and Bristol Refugee Rights at the hotel drop in sessions every week, or at the Welcome Centres in BS5.

If you require the use of sign language, braille or need larger text to make communication easier, please let your GP practice know.



Support for Disabled people

Organisations supporting people with disabilities and carers in Bristol:

- Bristol Disability Equality Forum (<https://bristoldef.org.uk>)
- WECIL (<https://wecil.org.uk>)

National charities:

- Disability Rights UK (<https://www.disabilityrightsuk.org>)
- SCOPE (<https://www.scope.org.uk/>)



SECONDARY CARE/ HOSPITALS

Free secondary care services



- A+E and 111 services.
- Treatment for sexually transmitted diseases.
- Treatment for infectious diseases such as tuberculosis and coronavirus.
- Treatment for conditions caused by torture, FGM, sexual violence or domestic violence.
- End of life care services.
- Contraception services



Bristol Refugee Rights

Bristol Refugee Rights
Safety · Solidarity · Action for Change



Bristol Refugee Rights can offer support with healthcare charging and access legal support for you.

If you have received a bill or need advice on charges for a health service, call BRR on **07526352353** or see the outreach team in the hotel.



Address: Wellspring Settlement, 43 Ducie Road, Barton Hill, Bristol, BS5 0AX. (Bus services 36/16/5)

Doctors of the World Support

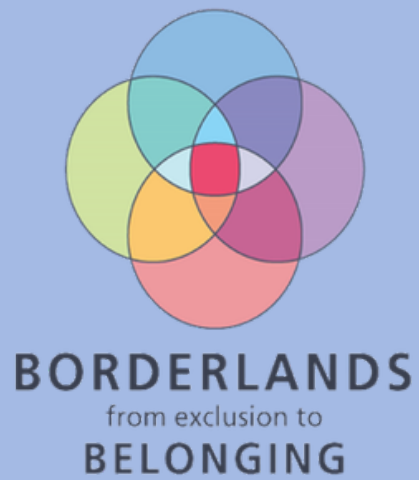


If you have a refused asylum claim you may receive charges for 'non-urgent' treatment beforehand, or receive a bill after urgent treatment.



If you have received a bill or need advice on charges for a health service, call Doctors of the World for free on **08081647686**

Borderlands



Borderlands can offer support with healthcare access and information

If you have questions or need help, see Borderlands at the hotel, or come along to their drop in every Tuesday 10am-1pm.



Address: The Assisi Centre, Lawfords Gate, Bristol, BS5 0RE. (Bus services 24/46/49/50)

Bristol Mind



Bristol Mind can offer emotional support conversations at the hotel once a week

Ask the welfare desk or message Flo on +44 7949 360174 for an appointment