

Essential information for new arrivals in Derbyshire

# healthcare



In Derbyshire, there are people from different backgrounds, ages, cultures and religions, who we hope feel they belong to one community. The information provided outlines the key elements of living in a cohesive community, as well as how to engage with various services to make the most for your life in Derbyshire.

The Derbyshire Constabulary's Community Safety Team at Force Headquarters has made every effort to ensure the information provided from its own and partner organisations, is accurate at the time of publication. The information may change over time and is for guidance purposes only.

Readers are therefore encouraged to obtain copies of the other leaflets designed to help new arrivals settle into their life within Derbyshire through accessing services available.

## Healthcare

The National Health Service (NHS) is the publicly-funded healthcare system of the United Kingdom (UK), and provides the below healthcare services.

### Medical emergencies

If you have been injured in an accident, you should go directly to a NHS hospital to receive free emergency treatment as an outpatient. Many hospitals have an accident and emergency unit (A and E) that will be able to deal with patients requiring urgent treatment. In a medical emergency you should call 999 for an ambulance to take you to the hospital.

A medical emergency is considered a serious situation such as: loss of consciousness, difficulty in breathing, heavy blood loss, suspected broken bones and persistent chest pains for 20 minutes or more. If in doubt, you should contact NHS Direct for advice.

In other circumstances, you may need to attend a hospital where your doctor has advised you to do so to receive outpatient treatment,

which will have been pre-arranged for you. Most appointments and treatments at NHS hospitals are free of charge to citizens of the European community, upon providing relevant documentation.

## NHS Direct

NHS Direct offers free medical information and advice, 24 hours a day, 365 days a year, staffed by nurses. You can call them on 0845 4647. You can also ask to speak in an alternative language, by saying the English word for this language and waiting to be transferred to the interpreting service. NHS Direct primarily offers information on: what to do if you or a member of your family feels ill, how to take care of some minor health problems and information on local health services.

## Primary care

On your arrival in the UK, you should register with a General Practitioner (GP's; also known as doctors) who look after the health of people in their local area and who are based at the local health centre (also known as doctors' surgery or GP Practice). You will need to register every adult and young person in each household separately. It is important to register with a GP as soon as possible; do not wait until you become ill.

All appointments at your local surgery are free and confidential. The doctor is there to diagnose your health problem and may refer you to other health services. To find out where your local NHS GP's surgery is located, you can contact NHS Direct for a list of ones you will be able to register with locally. Once you have found out where you are able to register, you will need to attend their Surgery to fill out a registration form, as well as showing your Passport or Identity card and proof that you are a legal resident of the UK.

If you cannot speak English, English is not your first language, or you are deaf, or hard of hearing, interpretation services can be arranged for you free of charge. Once you have registered, you will receive your NHS medical card, which confirms your entitlement to NHS treatment.

## Pharmacists

Pharmacists (sometimes called Chemists) are experts in medicines and how they work. They play a key role in providing quality healthcare to patients and can help you to decide whether you need to see a doctor. They dispense your prescriptions (which may need to be paid for), provide a range of services related to specific health issues and can offer advice on healthy living and minor ailments. You can talk to a pharmacist in confidence and you don't need to make an appointment to be able to do this.

For further information on prescription costs visit:

[www.nhs.uk/nhsengland/healthcosts/pages/prescriptioncosts.aspx](http://www.nhs.uk/nhsengland/healthcosts/pages/prescriptioncosts.aspx)

## Dentists

Dentists provide check-ups and treatments such as fillings, extractions, fitting bridges and dentures. Dental practices can take both private and NHS patients. You will need to pay for NHS and private dental treatment unless you are under a certain age or receiving qualifying benefits. You will need to register with a Dentist to access treatment in the same way as you would for a GP.

For emergency dental treatment contact the Dental Access Line through NHS Direct.

## Eye care

Opticians in the UK provide a range of services including eye tests at a cost to the user, which vary by the company. They also prescribe spectacles or contact lenses. Most of the opticians are located in shopping centres and areas in and around the towns within Derbyshire. To find your nearest optician visit:

[www.nhs.uk/servicedirectories](http://www.nhs.uk/servicedirectories).

## Sexual health and contraception

You can get free and confidential advice on sexual health and on contraception from your GP. Contraception is legal in the UK and is free on the NHS.

## Useful contacts

You are advised that you can attend any of the 46 Derbyshire County Council's state public libraries, which have 400 public PC's with free broadband access. These will assist you in accessing some of the information which is provided on the websites listed below.

## Accident and Emergency Units

Chesterfield and North Derbyshire Royal Hospital

Calow, Chesterfield, Derbyshire, S44 5BL Tel: 01246 277271

[www.chesterfieldroyal.nhs.uk](http://www.chesterfieldroyal.nhs.uk)

---

Royal Derby Hospital

Uttoxeter Road, Derby, Derbyshire, DE22 3NE Tel: 01332 340131

[www.derbyhospitals.nhs.uk](http://www.derbyhospitals.nhs.uk)

---

## Minor Injuries Units

Amber Valley: Ripley Hospital, Sandham Lane, Ripley,

Derbyshire, DE5 3HE Tel: 01773 743456

---

Derbyshire Dales: St Oswald's Hospital, Belle Vue Road, Ashbourne,

Derbyshire, DE6 1AU Tel: 01335 342121

---

Derbyshire Dales: Whitworth Hospital, 330 Bakewell Road,

Darley Dale, Matlock, Derbyshire, DE4 2JD Tel: 01629 580211

---

Erewash: Ilkeston Community Hospital, Heanor Road, Ilkeston,

Derbyshire, DE7 8LN Tel: 0115 9305522

---

High Peak: Buxton Hospital, London Road, Buxton,

Derbyshire, SK17 9NJ Tel: 01298 214000

---

South Derbyshire: Burton Hospital, Belvedere Road, Burton-on-Trent,

Staffordshire, DE13 0RB Tel: 01283 566333

---

You can find out further information on healthcare from:

Patient Advice and Liaison Service (PALS) [www.pals.nhs.uk](http://www.pals.nhs.uk)

---

Derbyshire County Primary Care Trust (PCT):

Amber Valley: Babington Hospital, Derby Road, Belper, DE56 1WH

Tel: 01773 824171

---

Chesterfield: Scarsdale, Nightingale Close, Off Newbold Road,  
Chesterfield, S41 7PF Tel: 01246 231255

---

Erewash: Tollbar House, 1 Derby Road, Ilkeston, DE7 5FH

Tel: 0115 9316100

---

High Peak: Newholme Hospital, Baslow Road, Bakewell, DE45 1AD

Tel: 01629 812525

---

South Derbyshire: Park Hill, Hilton Road, Eggington, DE12 6JF

Tel: 01283 731300

---

[www.derbyshirecounty.nhs.uk](http://www.derbyshirecounty.nhs.uk)

Stopping smoking and alcohol support:

[www.freshstart.co.uk](http://www.freshstart.co.uk) Tel: 0800 707 6870

[www.gosmokefree.nhs.uk](http://www.gosmokefree.nhs.uk) Tel: 0800 022 4332

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) Tel: 0845 769 7555

[www.drinkaware.co.uk](http://www.drinkaware.co.uk) Tel: 020 7766 9900

Some key council services are dealt with by Call Derbyshire  
(Derbyshire County Council's contact centre)

Tel: 08456 058058 (weekdays 8am-8pm and Saturdays 9:30am-4pm)  
[www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)

If you require this leaflet in Braille, large print or another format,  
please write with your request and contact details to:  
Force Headquarters Butterley Hall Ripley Derbyshire DE5 3RS  
or Tel: 0345 123 3333.

[www.derbyshire.police.uk](http://www.derbyshire.police.uk)

In producing this and associated leaflets, various partner  
organisations were engaged with in the development and  
implementation, we would like to take this opportunity to thank them.

May 2011

