

Herefordshire Community Network

Support for Ukraine – information for guests

DOCTORS APPOINTMENTS

Registering with a GP surgery is crucial for receiving ongoing medical care, including routine check-ups, chronic disease management, and specialist referrals. It also ensures that your medical records are up to date, allowing healthcare providers to offer the best possible care.

After you register with a GP surgery you can make an appointment with a doctor.



To make an appointment with a doctor, you can follow these steps

1. Call your personal physician's office.
2. Provide a brief but detailed description of your symptoms.
3. Ask for the earliest available appointment. This might not be on the same day.
4. If you need to reschedule, call the doctor's surgery as soon as possible. Not cancelling an appointment and not turning up is not liked.
5. If you are a new patient, be prepared to provide your medical history.
6. If you have a full day to plan, make your first appointment as early as possible and schedule the others consecutively.
7. Calculate travel time for each appointment.
8. Schedule time off from work or school in advance.

If you need an emergency appointment

1. To request an emergency appointment with your GP surgery you need to call the surgery at 8.00. Explain you would like to see a doctor on the same day. You will probably have to give a brief overview of your symptoms.
2. Seek medical advice from a pharmacist, if a doctor's appointment is not available.

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3. Call 111. They will ask you a series of questions and advise you what to do next. You can ask for a translator
4. Try calling surgery after 11 am for a same day appointment or to speak to a doctor or nurse on the telephone.

If you or a loved one has a life-threatening emergency, you should call 999 or go straight to your nearest emergency department.

Referrals to hospital

If the GP thinks your symptoms require further investigation, they may refer you straight to the hospital if it is a matter of urgency, or to see a specialist at a later date. There are waiting lists for most hospital departments. If it is suspected that the illness is cancer, the waiting time is usually less than 2 weeks to a specialist.

DENTISTS

When you come to England you can find and register with NHS dentist to have a regular check-ups and treatment of teeth.

To register with an NHS dentist, you need to:

1. Find a dental surgery that accepts NHS patients.
2. Fill in a registration form.
3. Find out what NHS services the practice provides.
4. Find out which dentist will treat you.
5. Have a check-up.



If you have a toothache you need to see a dentist as soon as possible. Even if the pain subsides a bit, that doesn't mean that the problem has gone away. So the first thing to do is **call a dentist**. Explain that you're experiencing pain and want to book an emergency appointment.

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If you are not registered with a dentist or your dental practice is closed, then visit the **NHS 111** website or call NHS 111 for further help and advice right away. You may need to see an emergency NHS dentist or attend your local hospital's Accident and Emergency Department.

You can find lots of useful information on the NHS website, go to the website or scan the QR code.

[The NHS website - NHS \(www.nhs.uk\)](http://www.nhs.uk)



PRESCRIPTIONS

The current prescription charge is £9.90 per item.

Information:

Prescription charges are for each item not each prescription. For example, if your prescription has 3 medicines on it you will have to pay the prescription charge 3 times.

Some items are always free, including contraception and medicines prescribed for hospital inpatients.

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC).

[Find out how to save money with a PPC](#)

You may be entitled to free prescriptions if you are on certain benefits. Use this website to check

<https://check-for-help-paying-nhs-costs.nhsbsa.nhs.uk/start>

Prescriptions are free for under 18 (if in education; over 60s; pregnant and new mothers; or for everyone if the prescription was written in Scotland or Wales.

Information correct as of 28.10.2024