

Understanding NHS Services and Accessing Support

Navigating healthcare resources and
obtaining timely assistance

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Introduction to NHS Services



NHS Overview

The NHS is a publicly funded healthcare system ensuring care based on need, not ability to pay.

Wide Range of Services

NHS offers local doctors, hospitals, mental health, maternity, and emergency services to all residents.

Access and Support

Services can be accessed without ID; interpreters are available to assist non-English speakers.

Choosing the Right Help

Knowing when to use GP, pharmacy, NHS 111, or emergency services helps reduce stress and saves time.

What is the NHS?



Universal Healthcare Access

The NHS provides free healthcare based on medical need, accessible to everyone living in the UK regardless of background or income.

Support for Refugees and Asylum Seekers

Refugees and asylum seekers can register with a GP without proof of address or ID, ensuring access to primary care.

Comprehensive Health Services

The NHS offers physical health, mental health, maternity, children's health, and vaccination services with interpreter support.

Emergency and Life-saving Care

NHS emergency services provide urgent help through A&E departments and ambulance services for serious illnesses and injuries.

Primary Care Services

Service	Role	Examples of Support
GP (Doctor)	First medical contact	Health concerns, prescriptions, referrals
Pharmacy	Minor illness advice	Coughs, colds, medication advice
Dentist & Optician	Teeth and eye care	Dental checks, eye tests

Secondary Care Services

Aspect	Description
Access	Usually via GP referral
Services	Specialists, scans, operations
Settings	Hospitals and outpatient clinics

Registering with a GP



Importance of GP Registration

Registering with a GP is essential for accessing NHS services like appointments, prescriptions, and referrals.

No ID Required to Register

GP practices should not refuse registration due to lack of ID, proof of address, or immigration documents.

Interpreter Services Available

Patients can request interpreters to assist communication during medical appointments if language is a barrier.

Benefits for Families and Wellbeing

Registering children ensures access to vaccinations and routine checks, supporting overall family health.

Find GP-NHS

www.nhs.uk/services search

Choosing the Right Service



Pharmacies for Minor Illnesses

Pharmacies offer advice and treatment for minor illnesses and medication queries, providing accessible healthcare support.

GPs for Routine Care

General Practitioners handle routine health concerns, ongoing conditions, and provide referrals for specialist care.

NHS 111 for Urgent Advice

NHS 111 offers free telephone and online urgent health advice when unsure of next steps or care needed.

A&E and 999 for Emergencies

Emergency services like A&E and 999 are for serious situations like severe chest pain or life-threatening injuries only.

Key NHS Contacts



GP Practices for Routine Care

GP practices serve as the main contact for routine healthcare needs and ongoing health management.

NHS 111 for Urgent Advice

NHS 111 provides urgent health advice when unsure about the appropriate healthcare service to use.

Emergency Services Access

In emergencies, calling 999 or visiting A&E ensures immediate medical attention for critical situations.

NHS Website for Information

The NHS website offers reliable information and helps locate local healthcare services efficiently.

Using a Pharmacy



Role of Pharmacists

Pharmacists offer expert advice, recommend treatments, and explain safe medicine use to support patient health.

Managing Minor Health Issues

Pharmacies effectively handle common ailments like coughs, colds, and headaches, reducing need for GP visits.

Support for Long-Term Conditions

Pharmacies assist patients in managing medications and understanding side effects for chronic conditions.

Confidential Consultations

Private consultation rooms in pharmacies ensure patient privacy and confidential health discussions.

Prescriptions



Prescription Issuance

Prescriptions are provided by qualified clinicians when medication is required and taken to pharmacies for dispensing.

Following Medication Instructions

It is crucial to follow dosage and timing instructions for safe and effective treatment. Pharmacists offer guidance if needed.

Prescription Charges and Support

Some patients pay charges, but exemptions exist based on age and income. Seeking advice helps ensure medication access.

Ensuring Treatment Safety

Understanding prescriptions supports safe treatment and better health outcomes through proper medication use.

Mental Health Support



Starting Mental Health Support

Support often begins by speaking to a GP who assesses needs and refers to relevant services.

NHS Talking Therapies

Confidential support is provided for anxiety, depression, and stress through NHS Talking Therapies.

Community and Crisis Services

Community mental health offers ongoing care; crisis services provide 24/7 urgent confidential support.

Importance of Early Access

Early mental health support improves outcomes and is available to all regardless of background.

Mental Health Support

Accessing Support

- ✓ Speak to your GP
- ✓ NHS Talking Therapies
- ✓ Community Mental Health Services
- ✓ Early support improves wellbeing and recovery

Local Support Services

 Good Thinking London
www.good-thinking.uk
www.nhs.uk/every-mind-matters

 Hope Brent Cove
27–29 Fairlight Avenue, NW10 8AL
Open daily 2pm–10pm

 VIA Mental Health Support
0800 107 1754

Crisis Support (24/7)

 Samaritans
116 123

 Single Point of Access
0800 0234 650

 Papyrus
0800 068 41 41

 Shout
Text SHOUT to 85258

 The Caravan
0207 183 1802

Sexual Health and Family Planning

Services Available

- ✓ Contraception Advice
- ✓ STI Testing & Treatment
- ✓ Pregnancy Support
- ✓ Confidential Services
- ✓ Inclusive & Accessible Care

Patrick Clements Clinic

📍 Central Middlesex Hospital

Acton Lane, NW10 7NS

☎ 020 8453 2221

✉ lnwh-tr.pccgeneral@nhs.net

Community Hub Clinic

📍 Hillside Primary Care Centre

NW10 8RY

☎ 07900 134 941

Community support for people
affected by HIV in Brent

Smoking, Alcohol and Drug Support

Stop Smoking Support

 Brent Stop Smoking Service

 Stop Smoking London

 0208 937 5490

 stoptobacco@brent.gov.uk

Alcohol & Drug Support

 VIA Drug & Alcohol Services

 97 Cobbold Road, NW10 9SU

 Willesden Centre for Health,
NW10 3RY

 0300 303 4611

 24/7 Helpline: 0800 107 1754

Benefits of Support

 Improved Physical Health

 Better Mental Wellbeing

 Confidential Support

 Recovery Focused Services

 Non-judgemental Advice

NHS APP



WHAT NHS APP DOES:



ORDER REPEATED
PRESCRIPTION



BOOK AND
APPOINTMENT



VIEW YOUR MEDICAL
REPORT



[WWW.NHS.UK/NHSAPP](http://www.nhs.uk/nhsapp)



DOWNLOAD VIA THE
GOOGLE PLAY OR APP
STORE