GENERAL HEALTH INFORMATION

General Health Information

In the UK National Health Service (NHS) most services are free and accessed via a GP (Doctor).

You will normally have to pay for some services e.g. prescriptions, dental care and sight tests and glasses. However, if you are on some benefits or have an HC2 form, you may be able to use these services free.
You can get a form (HC1) to apply for an HC2 from most Chemists or NHS Services, for some benefits, your payment book may be accepted as proof.

Registering with a new GP (Doctor)

To register with a GP (Doctor) you need to find your local surgery. This can be done by:

1. Going online: **www.nhs.uk**
2. Visiting/telephoning PALS – Health Advice Centre, Rotherham Community Health Centre, Greasbrough Road, Rotherham S60 1RY. Tel: **01709 423030**

You then need to visit the local surgery and ask to register. You should take some identification with you, such as passport, visa and something with your new address on it.

You will be asked to fill in a form and probably have to return for a health check with the surgery nurse.

If you have any problem registering then you can contact PALS – Health Advice Centre.

Your GP (Doctor) Surgery

Your local GP surgery provides a range of services including:

- General medical advice and treatment.
- Prescriptions.
- Referral to a specialist or a hospital.
- Immunizations.
- Tests.

Out of normal surgery hours, all GPs have an emergency service. This service is only for urgent medical problems that cannot wait to be treated until normal surgery hours.

Walk in Centre

If you become ill at the weekend, and your illness or injury does not require emergency treatment then you can go to the Walk in Centre based at Rotherham Community Health Centre, Greasbrough Road, Rotherham S60 1RY.

It is open from 9am to 5pm on Saturdays, Sundays and Bank Holidays except Christmas Day.

Emergency Healthcare Accident and Emergency/999

If someone is seriously ill/injured and needs immediate emergency care, you should take the patient to Accident and Emergency (A&E) or call 999 for an emergency ambulance.

Accident and Emergency Department, Rotherham District General Hospital, Moorgate Road, Rotherham S60 2UD. Tel: **01709 304371** or **01709 304455** (Reception).

NHS Direct

Tel: 0845 4647

NHS Direct is a 24-hour advice and health information helpline, staffed by nurses and professional advisors. They can use telephone interpreters if necessary and provide confidential information on:

- What to do if you or your family are feeling ill.
- Particular health conditions.
- Local healthcare services, such as doctors, dentists or late night opening pharmacies.
- Self help and support organisations.

If your problem is very serious, they will call the ambulance service for you.

Rotherham Health Advice Centre

Patient Advice and Liaison Service (PALS) – Health Advice Centre,
Rotherham Community Health Centre, Greasbrough Road, Rotherham S60 1RY.
Opening hours: Monday to Friday – 9am till 5pm.

This is a health information service which can tell you about:

- Health services in Rotherham, including identifying your nearest local GPs (doctors), opticians, dentists and pharmacy.
- Particular health conditions.
- Self-help and support organisations in Rotherham.
- How to keep healthy.

Pharmacy/Chemist

Pharmacists or Chemists can offer advice on medicines and how to take them. They can also offer advice on common complaints such as coughs, colds, aches and pains, and other health issues, such as healthy eating.

Opticians/Optometrists

Optician/Optometrists are specialist health professionals who test eyesight and prescribe lenses to correct sight problems, they are more commonly known as Opticians. The majority of high street opticians can give eye tests, prescribe lenses, and sell glasses.

Dentists

Dentists provide general oral health advice and dental treatment, write prescriptions for dental problems such as an infection, refer patients to specialists and will have out of hours arrangements for emergency treatment.

Dental Emergencies

For people who do not have a dentist, contact PALS – Health Advice Centre service – Monday to Friday 9am to 5pm. Tel: **01709 423030** or Dearne Valley Access Centre at Mexborough Montague Hospital on: **0848 155 0845**.

For a dental emergency out of these times contact the Dearne Valley Access Centre on: **0845 155 0845** between 6.30pm and 9.30pm weekdays and between 1.30pm and 5.00pm weekends and Bank Holidays.