



Introduction to Health and Wellbeing Services

What to expect from your local NHS?

- All Ukrainians arriving via resettlement schemes will have access to NHS services free of charge.
- Additional health assessments and screening appointments will be arranged by the Health Board for new arrivals.
- NHS care will be very different to what Ukrainians are familiar with. For example, in Ukraine they may have to pay for GP or hospital appointments and can buy prescription-only medications such as antibiotics over-the-counter.
- As such they will benefit from your support to signpost to the right services.



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What to expect after your guests arrive

- The local authority will notify the Health Board of your guests' arrival.
- The Health Inclusion Service will contact your guests by phone usually within 24 hours of the Health Board being notified of their arrival. This is to identify any urgent medical needs, medication needs or respiratory symptoms.
- Within 48 hours the booking team will contact your guests by phone to arrange a Health Screening Appointment.
- They will also be contacted separately to arrange a chest X-Ray. The chest X-Ray is an essential part of their health screening.
- These appointments are in addition to any arranged via the GP service.
- You need to register your guests with a GP ASAP.



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Registering with a GP

- It's really important that you register your guests with a local GP as soon as possible to ensure any health needs are met.
- It is important to understand the registration process for your local GP – this may be a paper form or online form.
- To register guests will need: Name, Date of Birth, Address, Contact Number.
- Guests will not need proof of identity to register with GP practices (although a passport would be useful as it helps to ensure the registration is processed correctly if they can provide this).
- [GPs - Aneurin Bevan University Health Board \(nhs.wales\)](https://www.nhs.uk/healthboards/aneurin-bevan-university-health-board/)



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Innovation House

(Initial Health Assessment and Screening)

- Our health assessment, screening and support hub is situated in Innovation House. You are welcome to attend with your guests to support them during this appointment.
- It will provide an opportunity for your guests to meet other Ukrainians' and for our dedicated team of health professionals to discuss any health or support they might need.
- We appreciate that attending for health screening and assessment will require transportation. We would be grateful if you can assist with transportation. If you are having difficulties with this the booking team can assist.
- Appointment and location details will be provided by the booking team.

On arrival at Innovation House

The Centre will include:

- ✓ Welcome check in desk
- ✓ A welcome lounge with drinks facilities & refreshments
- ✓ Volunteers to welcome guests and host families and provide an overview of the screening appointments
- ✓ A follow up health assessment with our Health Inclusion Service who have experience of supporting individuals with the re-settlement process
- ✓ Assessment by Tuberculosis (TB) and Blood Borne Virus (BBV) teams including blood tests
- ✓ Support will be on hand to discuss any health related concerns.



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Navigating NHS services

- To assist individuals in navigating what services are available the '*NHS Services for you and your family*' booklet has been translated into both Ukrainian and Russian.
- This includes information on services such as Pharmacies, Common Ailment Scheme, Dental Practices, Optometrists, GP services, NHS 111, Minor Injuries Units, Accident and Emergency
- Further information can be found at:
<https://abuhb.nhs.wales/clinical-futures/information-resources/>





Overview of Other Health and Wellbeing Services



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Pharmacy

- Individuals will be entitled to free prescriptions when they are prescribed by GP's in Wales. This is why it is important they register with a GP.
- Community pharmacies can provide treatment for a range of common ailments or offer general health care advice without the need for an appointment. For more information visit:
[Pharmacies / Chemists - Aneurin Bevan University Health Board \(nhs.wales\)](#)
- In Ukraine, medication such as antibiotics are available to buy over the counter. As a result, individuals may not be aware that they will require a prescription from the GP for these medications.



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Dentist

- Individuals will have the same access to dental services as UK citizens.
- If guests have any urgent dental needs then telephone 01633 744387.
- For routine dental care guests will need to complete a HC1W form ([Claim for help with health costs \(HC1W\) | GOV.WALES](#)) to present to the NHS dental practice if they are exempt (i.e. unemployed).
- Many dental practices have long waiting lists to see patients due to Covid-19 pandemic.
- If guests prefer they can register with private dental practices.
- [Dentist - Aneurin Bevan University Health Board \(nhs.wales\)](#)



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Eye Care

- Guests can attend any opticians if required.
- They may be eligible for a free sight test and an NHS optical voucher towards the cost of glasses or contact lenses.
- Guests may be eligible due to their age, health condition (e.g. Diabetes or Glaucoma) or if they are in receipt of certain benefits or on a low income.
- Eye tests can be arranged at well-known high street premises. Please note there will be a charge for this service unless eligible to use NHS vouchers. Please speak to the Opticians for more detail
- Further information on entitlement can be found at:

[Get help with NHS eye care costs | GOV.WALES](#)

[Optician - Aneurin Bevan University Health Board \(nhs.wales\)](#)



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Pregnancy and Young Families

Pregnancy

- Getting support as soon as possible is important for any pregnant women.
- It is important they register with a GP urgently. The GP will refer them to antenatal services.
- They will be entitled to antenatal care and pregnancy screening.

Families with Young Children

- Support will be available for families with children under the age of 5 through the Health Visiting Service. GP's will refer them to this service.
- It is important that guests know where to go in an emergency, all under 1's will need to be seen at the Grange University Hospital
- [Children's Healthcare Services - Aneurin Bevan University Health Board \(nhs.wales\)](https://www.nhs.uk)



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Mental Health Support

- Many individuals will have experienced traumatic events which may require Mental Health Support. ([Melo Cymru - Mental Wellbeing Resources, Courses + Advice Gwent Wales](#))
- The Health Inclusion Service have nurses trained in supporting individuals who have experienced trauma and can discuss these concerns.
- Some GPs will also have psychological wellbeing practitioners linked to surgery.
- The GP or Health Inclusion Service can refer to multi-agency teams for adults and children with mental health and emotional difficulties.
- Guests may need encouragement to access Mental Health support as their experiences of Mental Health Services in Ukraine may differ to services in Wales.



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Routine Screening Services

- As residents in Wales your guests will be able to access routine screening services.
- Screening will automatically be offered after registering with a GP.
- Screening includes antenatal, new-born, diabetic eye, cervical, breast, bowel and aortic aneurysm.
- Some of your guests may not be familiar with screening services and should be encouraged to attend.

Available screening

Mother and baby

Antenatal screening
Mother blood tests and ultrasound

Newborn bloodspot screening

Babies 5 days
Heel-prick test

Newborn hearing screening

Babies 0 - 4 weeks

Anyone with diabetes

Diabetic screening eye test
Anyone over the age of 12

Women

Cervical screening
(Smear test)
Aged 25 to 64

Breast screening
Breast x-ray
Aged 50 up to 70
(70 and over can ask to have a breast test)

Men

Abdominal aortic aneurysm screening
Ultrasound scan
Aged 65
(over 65 - if you ask)

Men and women

Bowel screening home test kit
Aged 58 to 74

Help Us Help You

By choosing the right place, first time



Contact your Pharmacist

for health advice, mild illnesses and ailments



Contact your GP Practice

if you have an ongoing illness or concern that you need help with



Call 111

or visit the online symptom checker
111.wales.nhs.uk/SelfAssessments for urgent medical advice or help if you are unsure where to go



Go to a Minor Injury Unit

at Nevill Hall, the Royal Gwent, Ysbyty Ystrad Fawr or Ysbyty Aneurin Bevan hospitals with injuries that are not life-threatening, such as broken bones, cuts, minor head or face injuries, and bites



Call 999, or go to The Emergency Department at The Grange University Hospital

if you have a LIFE-THREATENING ILLNESS or SERIOUS INJURY such as suspected stroke, severe chest or stomach pains, seizure or severe blood loss



What if you have concerns about the health and wellbeing of your guests

- Please refer to the '*NHS Services for you and your family*' booklet.
- Please also follow us on social media and use the Health Board website.
- Local Authorities and Voluntary Organisations will be offering support to help guests integrate into the local community.



Useful Information

For more information please visit the Health Board website
[Home - Aneurin Bevan University Health Board \(nhs.wales\)](https://www.abuhb.nhs.uk)

The Health Board website can be fully translated into Ukrainian and other languages using the Recite Me tool



located on the home page of the Health Board website.

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 **VISIT OUR WEBSITE:**
www.abuhb.nhs.uk

 **TO JOIN OUR WHATSAPP MESSAGING SERVICE, CONTACT:**
ABB.Engagement@wales.nhs.uk



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Thank you for your support



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