



**Welcome
to your Health
and Wellbeing
Services**

Welcome to Aneurin Bevan

Welcome to Aneurin Bevan University Health Board (ABUHB), if you are arriving via a resettlement scheme, you will have access to National Health Services (NHS) free of charge.

NHS care will be very different to health services that you may be familiar with and this information pack provides an overview of the range of services available to you including:

- Registering with a Doctor – a General Practitioner (GP)
- Accessing medication
- Access to medical support in an emergency
- Mental Health Services
- Maternity care and services
- Dentistry/dental care and services
- Eye care
- Protection against infectious diseases



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Registering with a Doctor – A General Practitioner (GP)

A General Practitioner, commonly known as a GP, is the first doctor you will usually visit for routine health problems in the UK. A GP can offer medical advice, provide a diagnosis and prescribe medicines. They might be your first point of contact for many physical and mental health concerns. The GP practice is also responsible for coordinating and managing your long-term healthcare and they can refer you to other services if you need more specialised hospital services.

Everyone has a right to register with a GP and you do not need proof of address, immigration status, ID or an NHS number (you may be asked to provide ID but it is not a requirement). We strongly recommend that you register with a GP as soon as possible after you arrive. You can also register temporarily if you expect to be in an area for more than 24 hours but less than 3 months. If you have ID this can help make sure your name is spelled correctly in your NHS records.

You can find your nearest GP service via the following link:
[GPs - Aneurin Bevan University Health Board \(nhs.wales\)](#)



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Accessing Medication

Most GP practices are not co-located with a pharmacy. If your GP wants you to take a particular medication, he or she will provide you with a prescription that you will need to take to your local pharmacy or chemist, who will provide you with the medication free of charge, if you live in Wales.

The GP surgery will be able to advise you about pharmacists available to collect your medicine. You can also find information about the location of local pharmacies online at:

[Pharmacies / Chemists - Aneurin Bevan University Health Board \(nhs.wales\)](#)

As well as providing you with any prescribed medication, a pharmacist can also give you free advice on treating minor health problems, such as colds and coughs. Some very common medications, such as painkillers and cough medicines, are available for sale over the counter. You will not need a prescription for these types of medication, but you will have to pay for them yourself.

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 \(nhs.wales\)](#)



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Access to Medical Support in an Emergency

The Grange University Hospital is a purpose-built centre of excellence to treat our most seriously ill patients, or those with severe injuries.

Please **call 999** or go straight to **The Grange University Hospital** if you have a life-threatening illness or serious injury, including:

Severe breathing difficulties

Severe pain or bleeding

Chest pain or a suspected stroke

Serious trauma injuries (e.g. from a car crash)

Choose the right service in an emergency

If you attend the Royal Gwent, Nevill Hall or any of our other hospitals and you have a life-threatening illness or serious injury, you will need to be transferred to the Grange University Hospital. Attending the wrong hospital when you have a life-threatening condition may put you in more danger.

If you need treatment or advice that is not an emergency, but cannot wait until you next see your GP, you can obtain advice by calling 111. This is a service operated by the NHS. NHS 111 will be able to refer you to a doctor or to a local Urgent Treatment Centre or provide you other guidance, depending on your circumstances and needs.



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Mental Health Services

Mental health includes your emotional, psychological, and social wellbeing. Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. We understand that you have been through a very traumatic time and been exposed to a huge mental stress.

There are Mental Health Services available that can help you if you are struggling. If you, or someone you love, need help this is best arranged through making an appointment with your GP.

If you are struggling but do not want to talk to a GP, there are a wide-range of support organisations that offer helplines where you can talk in confidence to a trained advisor. These include:

- Lifeline 0808 808 8000
- [Melo Cymru - Mental Wellbeing Resources, Courses + Advice Gwent Wales](#)
- www.mind.org.uk/about-us/mind-cymru/



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Maternity Care and Services

You will be offered free care when you are pregnant and after you give birth. This is likely to be arranged through your GP.

Maternity services cover care from the beginning of pregnancy through to sign off by a midwife: this is usually around 10 days after the birth but can be up to 6 weeks postnatally.

Midwives ensure that personalised care is provided throughout pregnancy, childbirth and the postnatal period. Much of this care will be provided directly by midwives, who will also coordinate the provision of obstetric or other medical involvement if necessary.

You should contact a GP or midwife as soon as you find out you're pregnant. It's important to see a midwife or GP as early as possible to get the pregnancy (antenatal) care and information you need to have a healthy pregnancy.

You are also entitled to support from a health visitor. A health visitor is a qualified nurse or midwife who has had extra training. They're there to help you, your family and children up to the age of five years old to stay healthy.



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Dentistry/Dental Care and Services

You are entitled to NHS dental care to help keep your mouth, teeth and gums free of pain.

If your tooth is painful you should call NHS 111 or 01633 744387 for Urgent Dental Care Services.

NHS dentistry is only free by exemption (for example, if you are aged under 18 or in receipt of low income benefits). Costs for dental appointments depend on what treatment you are having and support for dental care, you will need to complete a HC1W form ([Claim for help with health costs \(HC1W\) | GOV.WALES](#)).

Dentists may be located using the following website, however, many dental practices have long waiting lists to see patients due to Covid-19:

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



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Eye Care

You can make an appointment with any high street optician to have an eyesight test or get help with your glasses or contact lenses.

There may be costs unless you are eligible for a free NHS eyesight test or optical vouchers – Please speak to the Optician for more details.

Further information on entitlement can be found at:

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

Options may be located using the following website:

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



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Protection Against Infectious Diseases

NHS vaccinations are free to everyone and give the best protection to children and adults against infectious diseases such as meningitis, mumps, measles, and rubella. Speak to your GP if you think you or your child have missed any vaccinations and an appointment can be arranged.

Additional health assessments and screening appointments will be arranged by the Health Board for you - The Health Inclusion Service will contact you 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 you by phone to offer a Health Screening Appointment at our screening hub – Innovation House.

You will also be contacted separately to arrange a chest X-Ray as an essential part of your health screening.



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Innovation House (Initial Health Assessment and Screening)

Our health assessment, screening and support hub is situated in Innovation House.

Your appointment will provide an opportunity for you to meet other Ukrainians' and for our dedicated team of health professionals to discuss any health or support you might need.

An appointment and location details will be provided by the booking team.

At Innovation House you will be offered a comprehensive health check and screening for Blood Borne Viruses such as Hepatitis or HIV and for Tuberculosis. It is recommended that you read the attached leaflets and consider your options before attending. You do not have to have the blood tests however you may consider it to be beneficial.



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On arrival at Innovation House

The Screening Hub will include:

- ✓ Welcome check in desk
- ✓ A welcome lounge with drinks facilities & refreshments
- ✓ Volunteers to welcome new arrivals 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
- ✓ Screening for Tuberculosis (*Please refer to Information Sheet 1 – Screening for Tuberculosis*)
- ✓ Screening for Blood Borne Infections (*Please refer to Information Sheet 2 – Screening for Blood Borne Infections*)
- ✓ Support will be on hand to discuss any health related concerns.
- ✓ You can opt out of any part of the process at any point.

At Innovation House, we also provide walk in clinics for those aged 5 years and over who wish to receive their 1st, 2nd or booster COVID-19 vaccination, our next walk-in clinic is:

Monday 13th June 2022, 10:00-15:00



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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/>



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Routine Screening Services

- As residents in Wales you 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.

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

Thank you



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