

# DELIVERABLE REPORT

## D6.4.2

### “Health Care Services”

#### MASELTOV

Mobile Assistance for Social Inclusion and Empowerment of Immigrants with Persuasive Learning Technologies and Social Network Services

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### ABBREVIATIONS:

<b>AT</b>	<b>Austria</b>
<b>ES</b>	<b>Espania/Spain</b>
<b>UK</b>	<b>United Kingdom</b>
<b>NHS</b>	<b>National Health Service</b>
<b>SNS</b>	<b>Spain NHS</b>
<b>HCS</b>	<b>Health Care Service</b>

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## 1 EXECUTIVE SUMMARY

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Access to Health Services is a crucial part for immigrants. Thus it is a key feature of MASELTOV to provide information and support in accessing national health care services. Task 6.4.2 is an evaluation of the benefits for immigrants regarding the health services, which are implemented throughout the different MASELTOV applications (MApps).

In D6.4.1. the MASELTOV health service was mainly presented as an information service from the user's perspective. Deliverable D6.4.2 extends this view by demonstrating the implementation of health services for immigrants throughout the whole range of MASELTOV applications.

The "Health Care Assistant" is realized through various other services. Health related information can be accessed in the collected information service for immigrants. The training of health vocabulary and language skills is integrated into more general language lessons. Hospitals, practitioners and pharmacies can be found quickly via the navigation services.

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## 2 INTRODUCTION

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This deliverable describes the work carried out in the scope of task 6.4 "Health Care Service" of work package 6 "Mobile Assistance & Information Services".

The first part of this document explains the national health services in the respective country and the coverage of immigrants in these systems to provide a framework for the second part of this document.

The second part of this document discusses the different health services and how they are implemented throughout the whole MASELTOV application (Figure 1).

In particular MASELTOV offers the following health related services:

### **Health Information Service**

This service provides information about the access to national health services, relevant bureaucratic processes, emergency services and important service lines.

### **Health Navigation Service**

This service offers a lookup and routing service for health care professionals, pharmacies, hospitals and clinics as insurances and important bureaucratic institutions.

### **Health Social Networks**

These services support mutual exchange between MASELTOV users, as well as exchange between NGOs, experts and volunteers with immigrants.

### **Health Language Service**

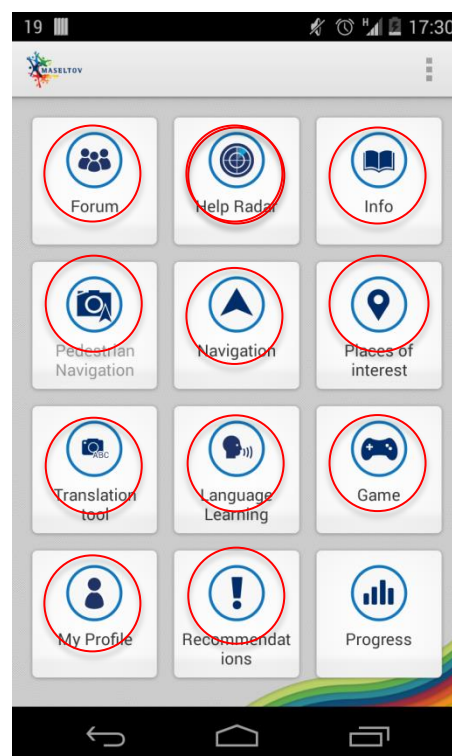
This service offers training in medical and health care related vocabulary, as well as a translation service for medical related written language, i.e., prescriptions.

### Health Scenarios Training with Serious Games

To gain confidence in situations where locally specific knowledge about health care is required, Serious Games offer a service to provide an immersive experience to train approaches to these scenarios.

With these services the "Health Care Assistant" helps immigrants to gain timely access to their country-of-destination's health care services.

As basis for the health information provided in the London field trial, the Annex A “Health Care Services / FAQ / UK” collects important facts about the NHS with special focus on the pilot site London.



**Figure 1: The Health Care Assistant is integrated into several other MApp modules (marked red where it is related to the respective service, represented by the button)**

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### 3 NATIONAL HEALTH CARE SERVICES

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There are great differences between the health care systems of the three countries that are represented within MASELTOV; i.e., United Kingdom (UK), Austria (AT), and Spain (ES). These differences affect the distinct state's provision of health services to the population, as well as political decisions, but are of low relevance for accessing health services on an individual level.

A detailed description of the health care systems of UK/AT/ES was given in Deliverable D6.4.1 "Health Care Systems" and was partially included in Deliverable D6.2 "Bureaucratic Advisor Service", especially as basis for the development of the categories "Health Care" and "Emergency" in the "Info" service.

Based on EU regulations every person living legally in a country is entitled to basic medical provision. However the actual definition of basic medical services is different per county.

In the **United Kingdom** the National Health Service (NHS) is tax-financed and available for all permanent and temporary residents. Basic medical services are provided by walk-in-clinics, free of charge, without restrictions originating from the resident status. It is recommended to register with a General Practitioner (GP) as soon as possible after taking up residency, to have full access to all NHS services. Specialist care and hospitalization is only accessible by referral from a General Practitioner.

**Austria** has a more diverse system. The state's health care is funded by contributions to the social insurance system of the working population. A social assistance system assumes the costs of health services for the one percent of the population which are not insured by the social insurance system, like a part of the immigrant population.

Basic care is provided by general practitioners, which also have a gate keeper function for the rest of the available medical services. Basic medical care for immigrants is regulated by the Federal Ministry for the Interior with detailed legislation and execution by the federated states of Austria. Every immigrant legally living in Austria is given a written proof about their legal status and can access medical services like a contributor to the social insurance system.

In **Spain** are several different health systems, depending on location and occupation, which undergo regular adaptations and restructuring. The Spanish national health system is the main provider for 27 regions. Basic medical care for immigrants can be accessed via the Spanish "Medical Card". There are only minor differences in the entitlement between immigrants and Spanish natives in the medical provision.

In all three countries immigrants with low income, or no income at all, are entitled to access to medical services, drugs and medical aids free-of-charge.



#### 4 MASELTOV APPLICATIONS (MAPPS) FOR HEALTH CARE ASSISTANCE



**Figure 2: Utilization of MApps for the „Health Care Assistant“ (with numbers referring to the respective describing Sections).**

Problems and difficulties of immigrants are identified in MASELTOV deliverable D2.3 "Use Cases and Service Scenarios", in collaboration with NGOs. Requirements for the "Health Care Assistant" are detailed in "D2.3.1 User requirements & interaction design", Section 4.1 "Functional requirements" and Section 4.2 "Non-functional requirements" and extended by collaborating NGOs.

Scenario stories were written for further specification steps, especially the use cases. These scenarios represent the capabilities of the MASELTOV provision to its users. For Health the user Maria was designed:

"Maria immigrated from Colombia to London to follow her husband to the UK. She has two children (3 and 5 years old) and basic English skills. They live in one room, in a house shared by Latin American immigrants. Currently, she works as an office cleaner. She downloaded MApp after recommendation by a friend."

In D6.4.1. MASELTOV services were presented from the user's perspective. In this deliverable all MASELTOV services are put into the context of health services, demonstrating the benefits for immigrants.

In the following chapters health-relevant MASELTOV services and their implementation are discussed.

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## **5 HEALTH EMERGENCY SERVICE**

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### **5.1 PROBLEM DEFINITION AND EXPECTATIONS**

The EU Emergency Call 112 is always available, free-of-charge, for immediate emergencies of any kind. For serious illnesses and injuries, which i.e. require an ambulance service, but are not an immediate emergency, different national service lines are available.

People might hesitate to call an emergency number outside of an immediate emergency. The “MApp Info” provides assurance by offering the correct service number for the current situation in form of a short recommendation for the user.

The following requirements regarding the Emergency Service were identified in D2.3.1 User requirements & interaction design:

#### Functional Requirements

- Provide information on how to register/make appointments with a general practitioner. (PCE-14)

Further Health Care requirements (identified by collaborating NGOs)

- How can I initiate the local urgent health care services?

### **5.2 USER STORY**

After seeing some friends in the city, Maria walks home through the streets of the London suburbs. It is late and she is alone in the street, a car drives past her, the driver is talking into his phone without a hand-free kit. When he crossed the intersection, he crashes into another car. Both drivers seem to be unconscious and one driver is bleeding from the head. Maria nearly panics and clicks on “MApp Info”, “Health” and “Emergency health Service”. After reading the first paragraph she dials 999 on her phone. Soon a Spanish speaking operator instructs her how to do first aid until the ambulance arrives.

### **5.3 USE CASES**

#### **5.3.1 Getting information about locally specific emergency lines**

The MApp Info provides information about relevant emergency service lines and when to call them.

MApp Info is accessed directly from the Dashboard. The correct emergency line can be found via the menu “Health” and submenu “Emergency health service” and dialed on the phone.

## 5.4 UTILIZATION OF MAPP INFO

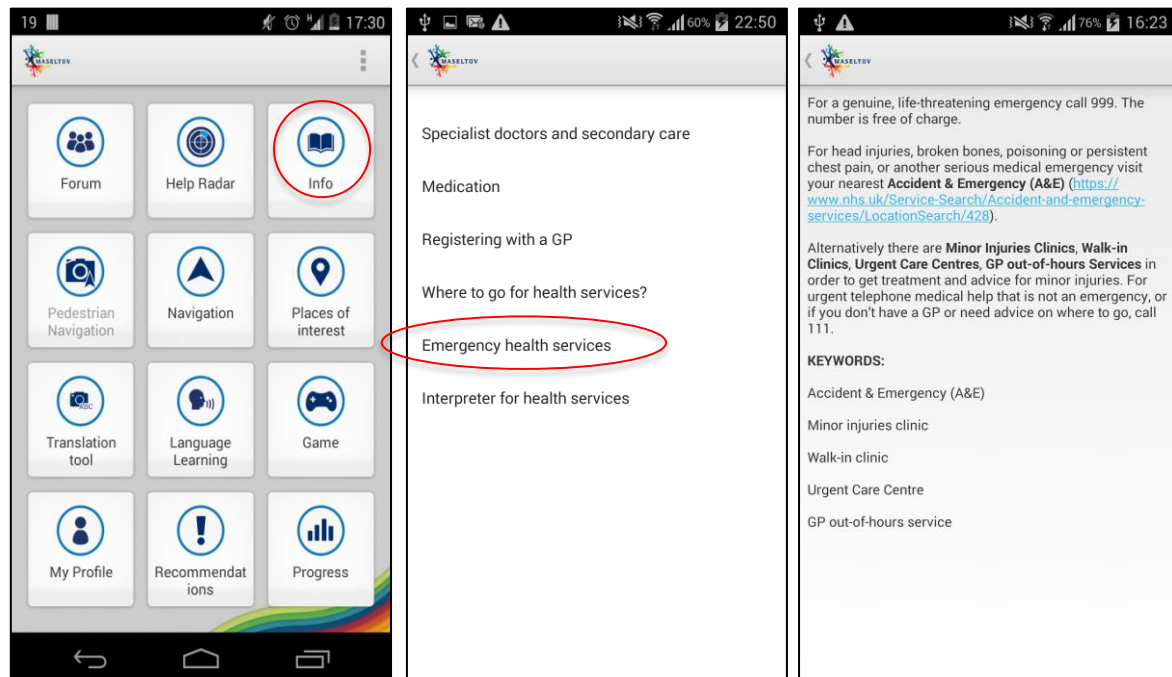


Figure 3: Screen flow to access information about Emergency Calls and Hotlines in „Mapp Info“ (menu “Health” is omitted).

## 6 HEALTH INFORMATION SERVICE

### 6.1 PROBLEM DEFINITION AND EXPECTATIONS

Outside of emergency situations, medical access is highly regulated in the three project countries, requiring knowledge about the bureaucratic processes and appropriate measures to gain access to medical services.

The following requirements regarding the Health Information Service were identified in D2.3.1 User requirements & interaction design:

#### Functional Requirements

- Provide information on how to register/make appointments with a general practitioner. (PCE-14)
- Provide information on how to provide a proof of address (PCE-15)
- Provide information on how to refill a prescription (PCE-16)

Further Health Care requirements (identified by collaborating NGOs)

- How to describe problems, illness to a doctor?
- How can I find the nearest doctor?
- How can I initiate the local urgent health care services?
- How to find information about appropriate medication?

## **6.2 USER STORY**

In her first hours within the MASELTOV applications Maria meticulously reads through all information provided by MApp Info. She notices that she has to register with a General Practitioner (GP) in her area, and also about the required forms and documents. Maria decides to register with a GP first thing tomorrow.

## **6.3 USE CASE**

### **6.3.1 Receiving medical help**

“MApp Info” presents health care information in a question and answer format. Answers are edited to provide comprehensive, but easy-to-understand information, relevant to immigrants and include important hotlines and emergency numbers, next to general health information and common fallacies of foreigners in their country of destination.

### **6.3.2 Getting how-to instructions**

Health topics in “MApp Info” include “What to do in case of emergency?”, “Where to go for health service?” and “How to get information in my language?”, which is answered for all MASELTOV countries of destination. Additionally locally important information is made accessible e.g. “How to register with a General Practitioner (GP)?”, which is of importance for immigrants residing in the United Kingdoms.

Further examples are given in Annex A “Health Care Services / FAQ / UK”, which is the foundation of the Health Care Assistant services for the London field trial.

### **6.3.3 Gaining access to medical service**

“MApp Info” provides the user with information about necessary bureaucratic processes and access to national services. This is especially important in case of health care access, as these processes have to be completed before an actual need for medical help, outside an immediate emergency.

## **6.4 UTILIZATION OF MAPP INFO**

In the MASELTOV Dashboard locally relevant Health information can be accessed by clicking on MApp Info and the Health menu. Relevant hotlines can be called directly from the information pages. Further information can be accessed via the smartphones browser by clicking on a link.

Figure 4 shows the access of information on “Health Services” in the MASELTOV application.

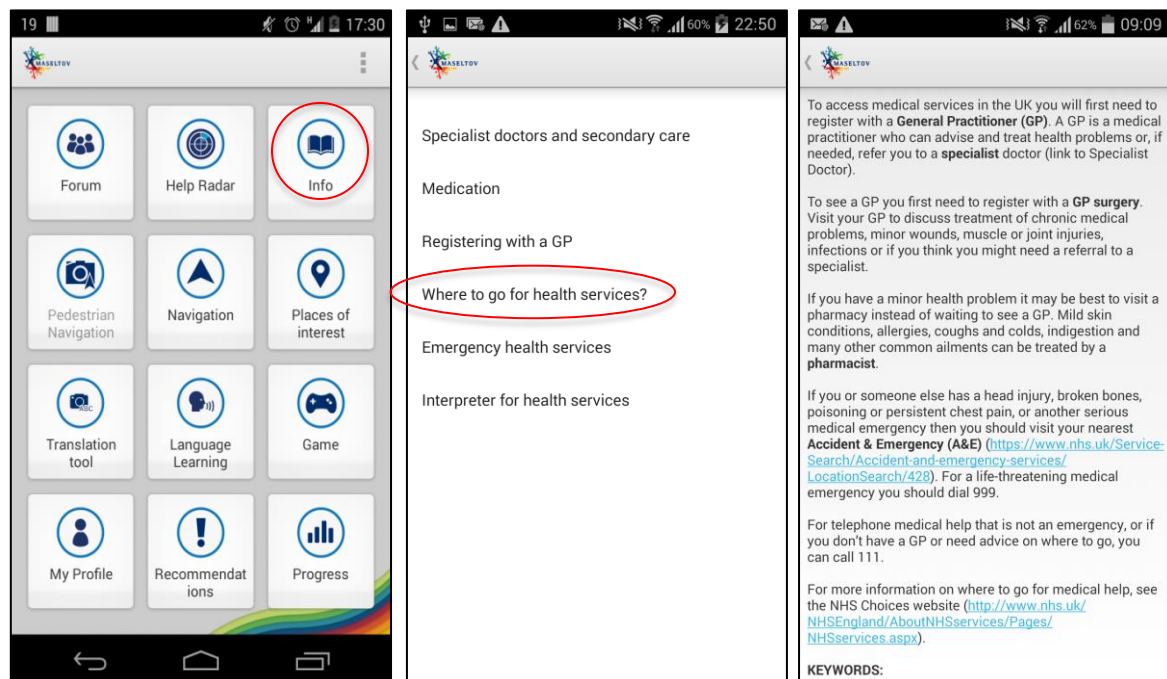


Figure 4: Screen flow to access information about Health Services in „MApp Info“.

“MApp Info” is described in detail in “D6.2 Bureaucratic Advisor Service”, Section 5.3 “Feature Description”.

## 7 HEALTH NAVIGATION SERVICE

### 7.1 PROBLEM DEFINITION AND EXPECTATIONS

General practitioners, pharmacies and hospitals are important places for anyone living in a country. Especially in the case of health services, quick access and short routes are advantageous.

The following requirements regarding the Health Navigation Service were identified in MASELTOV deliverable D2.3.1 “User requirements & interaction design”:

Further Health Care requirements (identified by collaborating NGOs)

- How can I find the nearest doctor?
- How can I initiate the local urgent health care services?

### 7.2 USER STORY

Maria wants to register with a general practitioner (GP). Using the MApp POI service, she finds a GP surgery near her place. In the MApp Forum she looks if this surgery is mentioned and indeed it is recommended because of friendliness and Spanish skills. As she has no printer for the necessary form, she uses the MApp Navigation to find the quickest route to the

surgery and fills out the form there. Maria is now registered with the GP's surgery and is entitled for NHS services there.

### 7.3 USE CASES

#### 7.3.1 Finding appropriate health services

“MApp POI service” allows the user to view an annotated map of his place of residence. Various filters allow the user to find health related services, like hospitals, pharmacies and general practitioners.

#### 7.3.2 Going the quickest route to a health service

“MApp Navigation service” offers a routing service to find the quickest route to any address starting from another address (like the work place) or the current location.

As the “MApp Navigation service” can be directly accessed from the “MApp POI service” it is easy to navigate to a health service.

### 7.4 UTILIZATION OF MAPP PLACES OF INTEREST AND MAPP NAVIGATION SERVICE

“MApp POI service” provides a range of important places related to Health. These Points of Interest can be accessed via the “MApp POI service”. The MApp shows a map of the surroundings. Via the menu Points of Interest can be selected, for example hospitals and pharmacies. By clicking on any Point of Interest, a short information block with the address is shown. By clicking on “Set as destination” “MApp Navigation” is started, to provide a routing service to the respective Point of Interest.

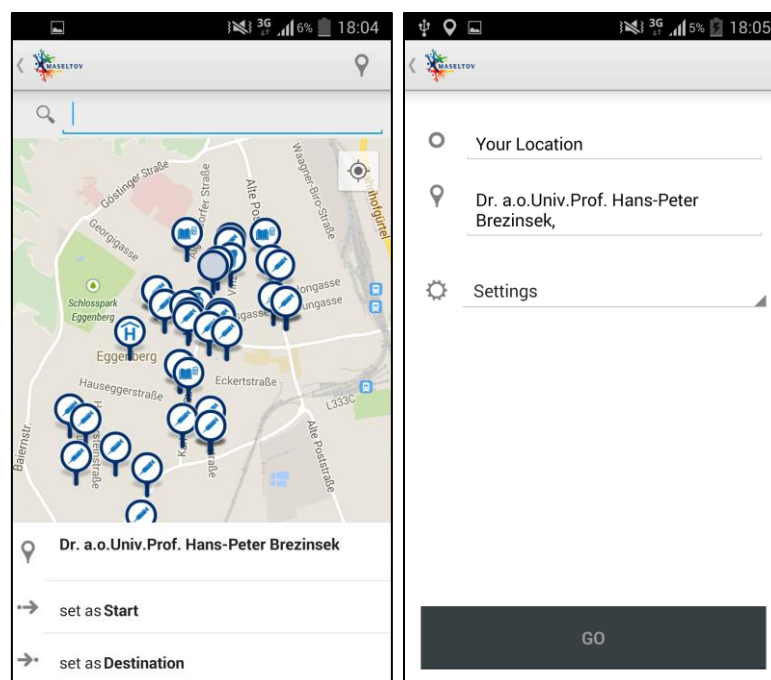


Figure 5: Finding a GP in the MApp POI and navigation to a GP's surgery.

Details of POI and Augmented Navigation are described in D6.3.1 and D6.3.2 “POI Navigation Service”.



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## **8 HEALTH SOCIAL NETWORKS**

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### **8.1 PROBLEM DEFINITION AND EXPECTATIONS**

MASELTOV supports the forming of communities.

The focus is on an exchange between experts and NGOs with the MASELTOV uses and on mutual assistance between MASELTOV users.

The following requirements regarding the Health Social Networks were identified in D2.3.1 User requirements & interaction design:

Non-functional Requirements

- Provide the possibility to share different information in different services (NF-9)
- Further Health Care requirements (identified by collaborating NGOs)
- How to find information about appropriate medication?

### **8.2 USER STORY**

Maria got much help from the MASELTOV community: She found a good day care center for her children by recommendation of another user. Also she found a Spanish speaking plumber, when the kitchen sink broke. And especially in the first days she often used the MApp Geo Radar to find helpful volunteers to help her through the red-tape.

After months in London Maria starts to give tips to newly arrived immigrants. By chance she built several helpful connections regarding Health services and is often asked for information in the MApp Forum. Someone pointed out, that they would like to find Maria in London, when they need help with a prescription, or a doctor's visit. As the MASELTOV service was a great help for her in the first months, she agreed to register as volunteer in the MApp Geo Social Radar with the language skills Spanish and English, and the area of expertise "Health".

### **8.3 USE CASES**

#### **8.3.1 Use case: Exchanging information**

The MApp Forum offers the functionality of online bulletin boards accessible directly from the Dashboard and is used for asking and answering questions, talking about experiences and giving recommendations.

Especially for health topics NGOs and experts can post in the forum additionally to regular MASELTOV users.

#### **8.3.2 Use case: Finding a volunteer**

MApp Geo Social Radar shows a map of the near surroundings with the positions of volunteers who can be asked for help. Volunteers are profiled by their language skills, as well as their areas of expertise (i.e. Health, for help with access and explanation of medical services). By clicking on any volunteer the MASELTOV user can call the volunteer and ask for assistance.

## 8.4 UTILIZATION OF MAPP FORUM AND MAPP GEO-SOCIAL RADAR

The MApp Forum is a virtual space where immigrants can exchange health related recommendations, opinions and suggestions asynchronously. This is of particular use in case of chronic illnesses, where the MApp Forum can be the starting point of a immigrant focused self-help group. In regular cases MApp Forum can be of help to find appropriate local health services and talk with more experienced MASELTOV users.

With the help of MApp Help Radar MASELTOV users can find volunteers who will help them especially with early problems after arrival in their country of destination. Because of the nature of the Health topic, this early help is of critical importance, which is why volunteers are profiled also by their Health related skills.

“MApp Help Radar” is described in detail in “D8.2.1 Geosocial Mobility and Communication Model”, in Chapter 4.3 "Functional Description" while the MASELTOV social network services are described in “D8.1.1 Social Network Analysis”.

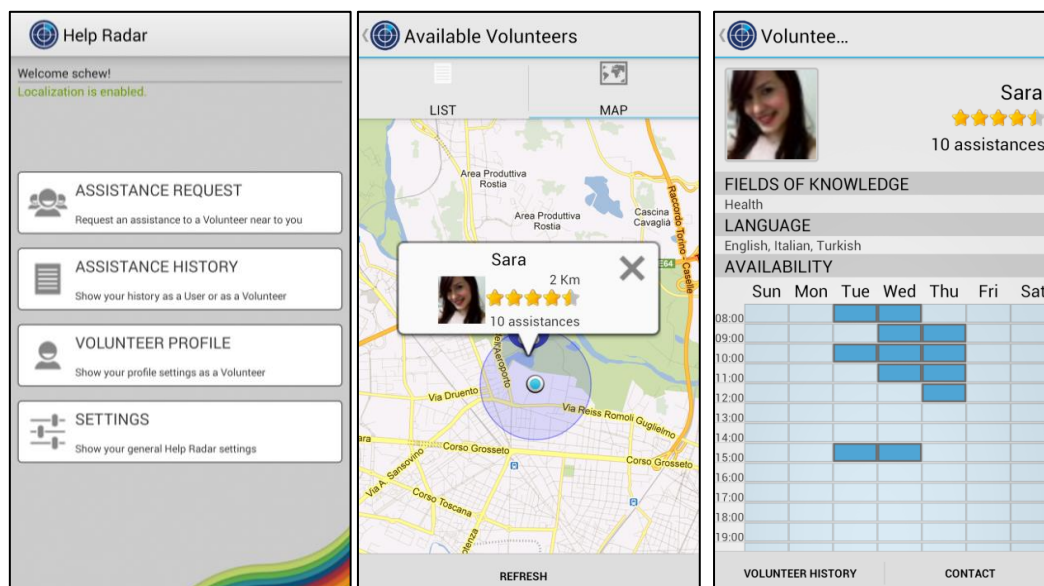


Figure 6: Health related assistance by listed volunteers

## 9 HEALTH LANGUAGE SERVICE

### 9.1 PROBLEM DEFINITION AND EXPECTATIONS

To compile a vocabulary of most important phrases / words on Health issues is very often supposed to be problematic even for the native population, the more so for immigrants being hosted in a foreign country.

The following requirements regarding the Health Language Service were identified in D2.3.1

User requirements & interaction design:

Functional Requirements

- Provide possibilities to describe certain symptoms and complaints at the doctors. (PCE-13)



- Provide information on how to refill a prescription (PCE-16)
- Dictionary containing topic specific entries, especially for medical terms (SLL-1)
- How to describe problems / illnesses to a doctor (SLL-2)

Further Health Care requirements (identified by collaborating NGOs)

- How to describe problems, illness to a doctor?
- How can I initiate the local urgent health care services?

## **9.2 USER STORY**

Maria felt feverish and dizzy during her work, and needs to see her doctor. Before calling she trains her vocabulary in the category "How to make an appointment with a doctor" in the "MApp Language Learning Tool".

After examination there she gets treated and also gets a prescription and a referral to a specialist in internal medicine. She uses the MApp Text Lens to better understand the prescription and the referral. After that she opens the MApp Info service to look up some information. MApp Info tells her to fill the prescription at a pharmacy and also that she needs to pay a prescription fee, if she has no proof of cost exemption.

During her bus-ride to the pharmacy she uses MApp Language Learning tool to train relevant vocabulary for filling in a prescription.

## **9.3 USE CASES**

### **9.3.1 Understanding medical written language**

MApp Text Lenses allow the MASELTOV user to capture any text via the smartphone's camera to get translation and explanation about its content. Additionally relevant new, or specialized vocabulary is added to the MApp Language Lessons and can be trained.

### **9.3.2 Expressing one's medical needs**

MApp Language Learning Tool trains relevant language skills for accessing medical services, like necessary vocabulary for making an appointment with a doctor, or how to describe symptoms during telephone calls and visits.

## **9.4 UTILIZATION OF MAPP TEXT LENSES AND MAPP LANGUAGE LESSONS**

Prescriptions, information sheets, medical orders and forms are an important part of European Health Care services. "MApp Text Lense" offers support in reading and understanding Health related written language for immigrants.

The "Text Lense" is described in "D4.3.1 Mobile Text Detection and Recognition".

Combined with the "MApp Language Learning Tool" immigrants train Health relevant language skills to allow them unhindered access to the health provision they are entitled to.

The MASELTOV language materials contain lessons that cover language relating to topics that are relevant to the lives of immigrants. In the module entitled 'Healthcare' is a short lesson called 'The Health Service'. This lesson is aimed at learners at CEFR A2 level (late beginner) and teaches useful words, phrases and interactions relating to healthcare, as well as simultaneously offering some information about the system of the host country. The lesson

includes:

- Vocabulary: people and places in the healthcare system (e.g. doctor, nurse, doctor's surgery)
- Phrases and dialogues showing how to make and change a doctor's appointment
- A comprehension exercise about the National Health Service

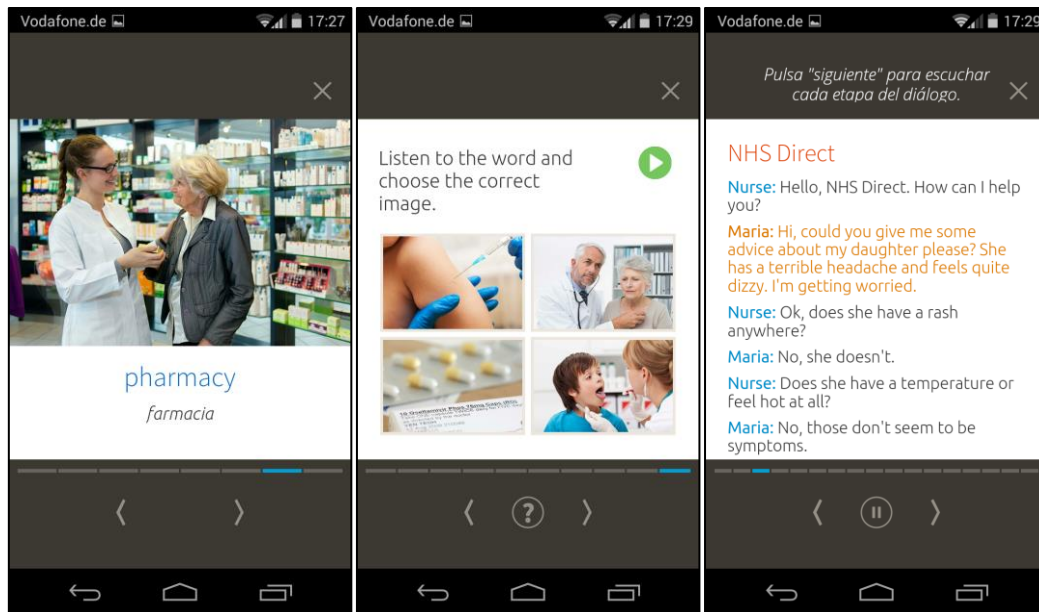


Figure 7: Language Learning combines text with images and spoken word

## 10 HEALTH SCENARIOS TRAINING WITH SERIOUS GAMES

### 10.1 PROBLEM DEFINITION AND EXPECTATIONS

Being in unknown social situations can be awkward, especially if being in a foreign country and when the situation is related to one's own health.

The following requirements regarding the Health Scenarios Training with Serious Games were identified in D2.3.1 User requirements & interaction design:

Functional Requirements

- Provide possibilities to describe certain symptoms and complaints at the doctors. (PCE-13)
- Provide information on how to register/make appointments with a general practitioner. (PCE-14)

• Provide information on how to refill a prescription (PCE-16)

• How to describe problems / illnesses to a doctor (SLL-2)

Further Health Care requirements (identified by collaborating NGOs)

- How to describe problems, illness to a doctor?
- How can I initiate the local urgent health care services?

## 10.2 USER STORY

Maria has to get her children vaccinated. Her general practitioner does not offer these vaccinations so he referred Maria to another GP's surgery. As her regular GP speaks Spanish perfectly, she is unsure if she is possible to talk to an English-only GP about her children. After training the vocabulary in "MApp Language Learning Tool", she starts the "MApp Game" and plays through the health-related scenarios in English. After some time she stops feeling insecure about the appointment tomorrow.



Figure 8: MApp Game allows the exploration of a GP's surgery inside a virtual world

## 10.3 USE CASE

### 10.3.1 Training of Health Scenarios

"MApp Game" offers an immersive experience for trying out different approaches in health-related social situations. This allows the user to gain confidence and also consolidates relevant language skills.

## 10.4 UTILIZATION OF MAPP GAME

To train skills necessary for a straightforward access of Health Care services "MApp Game" provides different Health related scenarios, where different approaches can be learned in a playful way.

In the healthcare scenario in the game, the player experiences two culturally distinct ways to approach healthcare. The first emphasizes the role of the GP and referral in access to healthcare, whilst the second encourages the player to directly seek specialist advice. Journal updates provide a layer of reflection for the player, communicating their character's observations on how access to healthcare differs between cultures.

"MApp Game" is described in detail in "D7.1.1 Incidental Learning Framework" and "D7.4.2 Playful Cultural Learning".



**Figure 9: Different health care scenarios lead the player to an in-game hospital**

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## 11 SUMMARY

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This deliverable is part of WP6 and covers the complete extent of the use of “Health Care Services” in the MApp. The focus of this deliverable was on the utilization of the MASELTOV applications (MApPs) by the target group, i.e., the immigrants.

In Section 3, “National health care services”, the health system of the three project countries UK/AT/ES was discussed briefly.

Sections 4-10 “MASELTOV Applications (MApPs) for Health Care Assistance” aggregates the MApPs to health service entities and describes their function via Use Cases and depicts the services through User Stories.

This deliverable has demonstrated the implementation of health services throughout the MASELTOV application and how they benefit immigrants using these services.

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## 12 ANNEX “HEALTH CARE SERVICES / FAQ / UK”

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# Health Care Services / FAQ / UK

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## Health Care Services

Health Care Services.....	1
Frequently Asked Questions .....	2
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## **Emergency Services**

### **EU Emergency Call 112**

#### **Q What to do when there is an emergency?**

Need Help? **112** is your life-saving number!

112 is the European emergency phone number, available everywhere in the EU, free of charge.

It is possible to call 112 from fixed and mobile phones to contact any emergency service: an ambulance, the fire brigade or the police.

<https://ec.europa.eu/digital-agenda/en/about-112>

### **Emergency Call – Life-threatening situation**

#### **Q What to do when there is a life-threatening situation?**

If you are very ill or seriously injured you should go to the nearest Accident and Emergency (A&E) department at a hospital or call **999** for an ambulance.

In cases of emergency you will not be refused access if you are not registered with a general practice.

### **Emergency Call – Not immediate**

#### **Q What if it is not an immediate emergency?**

You can go to Minor Injuries Clinics, Walk-in Clinics, Urgent Care Centres, GP out-of-hours Services in order to get treatment and advice for minor injuries.

Alternatively, you can call NHS Direct on 0845 4647 or NHS **111** for medical advice. You can also contact your local GP or pharmacist, if you have one.

## **Access to health services**

### **Medical Online Services**

#### **Q Is there an online service offering medical health and advice?**

Yes. You can use the NHS Direct online symptom checker at

<http://www.nhs.uk/NHSDirect/pages/symptoms.aspx> and receive personalised advice.

### **Health service listings**

#### **Q How to find and access the appropriate services?**

You can find and choose the nearest available services online at <http://www.nhs.uk/service-search> by filling in your postcode. Or you can simply call NHS Direct on 0845 4647 or NHS 111 for further information and advice.

### **Entitlement to health services**

Everyone is entitled to Immediately Necessary Treatment including all Maternity Treatment regardless of their status in the UK.

### **Patient rights and complaints**

#### **Q Not happy with the care or treatment you've received and you have a complaint to make?**

"You can always make a complaint to the practice manager.

Also, you can contact NHS England on 0300 311 22 33, NHS Direct on 0845 4647 to get information and help to make a complaint.



There is the Healthwatch independent service as well, where you can make a complaint online at <http://www.healthwatch.co.uk/>."

**Q Not happy with the dental care or treatment you've received and you have a complaint to make?**

"You can always make a complaint to the practice manager.

Also, you can contact NHS England on 0300 311 22 33, NHS Direct on 0845 4647 to get information and help to make a complaint.

There is the Healthwatch independent service as well, where you can make a complaint online at <http://www.healthwatch.co.uk/>."

## **NHS services explained**

**Q What is the UK National Health Service (NHS)?**

This section provides an overview of the most common services provided by the NHS in England, such as emergency and urgent care, general practitioners (GPs) or dental services. Also get advice on how to access each service, do's and don't's in emergencies and the costs involved (if any)

<http://www.nhs.uk/NHSEngland/ABOUTNHSservices/Pages/NHSservices.aspx>

## **NHS walk-in centres**

**Q What are NHS walk-in centres (WICs)?**

offer convenient access to a range of treatments. WICs are managed by [Clinical Commissioning Groups \(CCGs\)](#). There are around 7 million attendances at type 3 A&E services (i.e WICs, UCCs and MIUs) in England, dealing with minor illnesses and injuries.

<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/Walk-incentresSummary.aspx>

## **Primary care**

### **General Practitioners (GP)**

**Q When do you have to make an appointment with a GP?**

To get medical help in London you should register with a local general practice where your general practitioner (doctor) works, along with other healthcare professionals. If you have a medical problem this is where you should go first. Your general practitioner (GP) can advise about, and if necessary, refer you to other services.

If you have any difficulty finding a GP who is prepared to register you, you can get help to find a doctor from

NHS Direct on 0845 46 47 or NHS England on 0300 311 22 33.

Whilst trying to register with a GP, you can access a walk-in centre or GP-led health centre if needed. Registration is not required and patients do not need an appointment.





## **Register with a General Practitioner (GP)**

### **Q How to register with a GP?**

Find and choose your closest GP practice online at <http://www.nhs.uk/Service-Search/GP/LocationSearch/4> and check if they are currently accepting new patients. You can fill an application online or do it directly at your chosen GP practice. You can always register with another GP practice if you like by applying to a new one so your medical records can be transferred there.

### **Q Who can register with a GP?**

Legally, any person living in the UK (i.e. any person who is not in the UK for a short visit/ holiday) may register with a GP. You do not need to be a British citizen, or to have lived in the country for a certain time. However, you can only register with a GP who is located near you, rather than any GP you like. GPs however are able to exercise a certain degree of discretion over who they register and you may find some GPs are easier to register with than others.

### **Q Why do I need to register?**

Even if you are not ill at the moment you should register with a general practice. There are some specialist services you can only access when registered. Registration is free and when registered it is free to see a GP.

### **Q What documents do you need to take with you to register with a GP?**

Legally, you do not need any documents to register with a GP.

In practice, some GP practices may ask for:

- Your NHS card
- Proof of address (usually 1 or 2 bills with your name on it) in order to prove that you live in the area
- Your passport in order to prove your identity and to check what type of Visa you have.

But no GP practice should refuse to register you either because you are unable to provide this documentation or because you have a certain type of Visa. If they do, tell them that you will be raising this issue with PALS.

### **Q How to register with a GP in London?**

You can find your nearest general practice through the “my health London” website ([www.myhealth.london.nhs.uk](http://www.myhealth.london.nhs.uk)), the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) or your local phonebook. Sometimes general practices ask for proof of address or proof of ID. If you do not have any documents, they can still register you. See ‘The NHS rules about registering new patients’ on page 7 for further guidance.

### **Q Can a General Practitioner turn you away?**

A general practice may refuse to register you if you live outside the area they serve or if their list is full.

If this happens, you should ask them to direct you towards a Primary Care Trust (PCT) service which can help you register elsewhere.

If a general practice refuses to register you, you may ask them to give their reasons in writing.

If you feel a general practice has refused you unfairly, you can make a complaint through your local Patient Advice and Liaison (PALS) team ([www.pals.nhs.uk](http://www.pals.nhs.uk)).

### **Q What if I feel ill and I can't see a GP?**

If you are not registered with a general practice and you feel ill, you can use a walk-in clinic. These are available across London and can be called NHS walk-in centres, urgent care centres, minor injury units or GP-led walk-in services. You can usually find them through NHS Choices ([www.nhs.uk](http://www.nhs.uk)) or in your local phonebook.

If you are not registered with a general practice you should use a walk-in clinic rather than Accident and Emergency (A&E) services.



If you are still having problems finding a general practice you can call Project: London on 020 7613 4106 and 07974 616852.

They hold regular free clinics where you can see a doctor.

### **Q What are the NHS rules about registering new patients?**

GPs are self-employed and have contracts with the local Primary Care Trust (PCT) to provide NHS services. Under these contracts, GPs have some discretion in accepting new patients. However, GPs cannot refuse to register you on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

They can only turn down an application if the PCT has agreed they can close their list to new patients or if they have other reasonable grounds\*.

Overseas visitors do not legally have to prove their identity or immigration status to register with a practice. For more detail, see the British Medical Association's guidance to GPs on overseas visitors accessing UK health services at:

[http://www.bma.org.uk/employmentandcontracts/independent\\_contractors/providing\\_gp\\_services/overseasvisitors.jsp](http://www.bma.org.uk/employmentandcontracts/independent_contractors/providing_gp_services/overseasvisitors.jsp)

\* Review of access to the NHS by foreign nationals, Consultation on proposals, February 2010 (Annex 4, Pages 50-51)

## **Secondary Care**

### **Q When do you have to make an appointment with a specialist?**

Treatment provided through GP referrals, usually at a hospital or specialist service, such as orthopedics and dermatologists.

It is free of charge for 'ordinarily residents' of the UK - living legally in the UK for at least 12 months.

Secondary care treatment must be given to anyone, regardless of their ability to pay if it is considered:

Immediately necessary treatment, which would save life, prevent a condition from becoming life-threatening or prevent serious damage (e.g. maternity and antenatal care)

Urgent treatment, which is not considered immediately necessary, but cannot wait until the person is expected to return home (e.g. cancer)

Only clinicians can make an assessment as to whether a patient's need for treatment is immediately necessary, urgent or non-urgent.

## **Secondary Care costs**

### **Q Do I have to pay for secondary care?**

You can receive secondary care for free if you:

- are UK resident for at least 12 months
- are an employee or self-employed person in the UK
- are a student of a course which lasts at least six months
- have a work or student visa
- are from a European Economic Area (EEA) country or Switzerland
- come from a country outside of European Economic Area and your country has signed a health care agreement with the UK
- are a refugee or asylum seeker (granted or not)
- are victim of human trafficking
- are a tourist and have a European Health Insurance Card (EHIC)



### **Q Who pays for secondary care?**

"People who are not considered to be ordinarily residents, such as visa over-stayers, undocumented migrants, tourists regardless nationality and short-term visitors (including British citizens living abroad).

Hospital staff will ask you questions to work out whether you or your family member will have to pay for treatment. Hospital registration staff will ask if:

- you are a UK or EEA or Swiss national, or if you have a valid visa or leave to enter or remain in the UK
- which country/ countries you have lived in during the past 12months

If you answer 'no' to the first question, the hospital's overseas visitors team will interview you to decide whether you have to pay for your treatment."

## **Ophthalmologist – Optician**

### **Q How to access an optician's service?**

An eye test every two years is recommended, however a NHS sight test is free of charge only if it is clinically necessary. It is up to the ophthalmic practitioner to decide whether a sight test is necessary in your case or not.

You may be entitled for a free NHS sight test if you :

- are under 16
- over 60
- over 40 and have a family history in glaucoma
- receiving benefits, etc.

There is no need to register with an optician and no catchment area applies.

There are optical vouchers to help with the costs of glasses or contact lenses in some cases - HC2 and HC3 certificates apply.

## **Hospitalization**

### **Q How can I go to the hospital?**

### **Q How do I find a hospital?**

### **Q How long do I have to wait?**

Find information about NHS hospital services, including choosing hospitals, giving consent to treatment and aftercare.

<http://www.nhs.uk/NHSEngland/AboutNHSservices/NHShospitals/Pages/HospitalsSummary.aspx>

About NHS hospital services

Choosing a hospital - Finding a hospital

Waiting times

Complaining about hospital services

## **Dental Care**

### **Q What to do before an appointment with a dentist?**

Be prepared for your dentist appointment. Get tips and advice on how to find a dentist, the costs of dental treatments and where to complain if things go wrong.

<http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/your-dentist-visit.aspx>



### **Q How to find a dentist?**

To find a dentist, you can [search for a dentist near you](#) or [call NHS 111](#).

### **Q How to access a dentist's service?**

Dentists can be private or NHS , however all dentists will charge all patients unless you:

- have a valid HC2 certificate
- are under 18, or over 18 and full time student
- are receiving benefits
- are pregnant or had a baby in the last 12 months

You have to register with a dentist, but there is no need to be located near you - they don't have catchment areas.

### **Q How to register with a dentist?**

"It's like to register with a GP!

Dentists and opticians do not have catchment areas, so they do not have to be located near you but you still have to register with a dentist."

## **Dental emergency and out-of-hours care**

Find out about [emergency and out-of-office hours dental treatment](#)

<http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/dental-%20emergency-and-out-of-hours-care.aspx>

### **Q What to do with acute toothache?**

If you think you need urgent treatment, contact your usual dental practice and ask to be seen as an emergency. If you do not have a regular dentist, you can still get urgent care. Contact your NHS England [Local Area Team](#) or call [NHS 111](#).

## **Pregnancy**

### **Q Am I pregnant?**

### **Q What should I be eating?**

### **Q Is it normal to be this tired?**

Whatever you want to know about getting pregnant, being pregnant or caring for your new baby, you should find it here.

There are more than 200 easy-to-read pages, detailed week-by-week guides and lots of expert videos, parents' tips and interactive tools to explore.

<http://www.nhs.uk/conditions/pregnancy-and-baby/pages/pregnancy-and-baby-care.aspx#close>

## **Pharmacies and medical aids**

### **Pharmacy services**

### **Q What services do pharmacists offer?**

Pharmacists dispense prescriptions and other medicines, offer testing and screening for common conditions, and can advise on minor ailments. Not all pharmacies supply the same services and depend on NHS priorities in that area.



## **Over-the-counter (OTC) and prescription drugs**

### **Q Who can write a prescription?**

Doctors and sometimes nurses and pharmacists can write prescriptions.

Medicines are free if they are:

- administered at hospitals, walk-in centers or by a GP
- prescribed contraceptives
- supplied at hospitals or primary care trust clinics for treatment of STIs or certain diseases

<http://www.nhs.uk/chq/Pages/1629.aspx?CategoryID=68&SubCategoryID=161>

### **Q Can I pick up a prescription for someone else?**

<http://www.nhs.uk/chq/Pages/2124.aspx?CategoryID=73&SubCategoryID=100>

## **Prescriptions Costs (medicines, medical aids, remedies)**

### **Q How much do I have to pay to get my medication?**

**Prescription costs as of April 1 2014**

- Prescription – **£8.05** per item
- 12-month prepayment certificate (PPC) – **£104.00**
- 3-month PPC – **£29.10**

You can get free NHS prescriptions if you:

- are an NHS inpatient
- are over 60 or under 16
- are 16-18 and full-time student
- are pregnant or have had a baby in the last 12 months
- have a specified medical condition and a continuing physical disability
- receive any kind of Income Support, Jobseeker's Allowance or benefits

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx>

## **Transportation - Ambulance Services**

### **Hospital and community transport**

#### **Q How can I get to a doctor if I'm unable to walk or use public transport?**

The British Red Cross transport service also helps those who cannot get about easily or use public transport.

It can provide a driver with a vehicle to offer door-to-door assistance or a trained, volunteer escort to sit with the client throughout their journey. A contribution towards the cost is normally requested, but nobody will be refused a service because they cannot pay.

To find out more, contact [your local British Red Cross office](#).

<http://www.nhs.uk/CarersDirect/guide/transport/Pages/community-hospital-transport.aspx>

### **Information – Interpreter services**

#### **Q Where can I get help in my language?**

You can visit the Migrant Resource Centre at 24 Churton Street, London, SW1V 2LP and speak to Sylwia, the Health Inclusion project coordinator, who will be able to assess your individual case with confidentiality and give you the information and support you need.

You can contact Sylwia at MRC: Tel. 020 78342505, ext.104,

E-mail: [healthworks@migrants.org.uk](mailto:healthworks@migrants.org.uk)



## **Information specialized London**

### **Q How can I get medical help in London?**

"The booklet, "How can I get medical help in London?" provides an easy to follow guide to accessing primary health care in the capital.

The booklet takes the user through the steps they need to take in order to access primary health care. It

- sets out the information needed to register with a GP and how to get treatment in an emergency.
- is useful for healthcare professionals who commission primary care service and set local public health priorities.
- seeks to enable primary healthcare providers to deliver their services more effectively.

The booklet is available, including in other languages, on:

<http://www.london.gov.uk/priorities/health/publications/access-to-primary-health-care>

## **Database for quality**

"NHS - National Health Service

<http://www.nhs.uk/Pages/HomePage.aspx>

MRC Trainingscripts, Autor Slawia Lemanska,

<http://healthwork@migrants.org.uk>

The booklet, "How can I get medical help in London?"

<http://www.london.gov.uk/priorities/health/publications/access-to-primary-health-care>

The Black and Minority Ethnic (BME) Health Forum

<http://www.bmehf.org.uk/index.php/information-patients/your-rights/>

"