

## Help to use health services for refugees and asylum seekers

If you are an asylum seeker or refugee in Newcastle help is available to use health services.

Looking for a different kind of help? Read more about [support for refugees and asylum seekers on InformationNOW here](#).

[English for Health](#) have a video introducing health care and the National Health service (NHS) You can watch [the video here](#) . They also have a video helping you understand where and what service you should use when needing help with your health. You can [watch the video here](#)

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### Interpreters for NHS services

If you are unable to speak or understand English well, you can have an interpreter for all NHS services, including on the phone. Say 'interpreter' to the receptionist and the language you need. When ringing **999** or **NHS 111**, say the language you need and they will get an interpreter on the phone. This is a free service.

Read more about [Interpreting and translation on Information Now](#)

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### Accident and Emergency department (A&E)

A&E is based in hospitals for people who are very ill or seriously hurt, and should only be used in an emergency. You can arrive at any time, but you may have to wait a long time. It depends how ill you are and how busy they are. Appointments are not needed and A&E is free to use for everyone. In Newcastle the A&E department is based at [Royal Victoria Infirmary](#), Queen Victoria Road, Newcastle, entrance on Richardson Road. Open 24 hours a day, 7 days a week.

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### Emergency Services: Ambulance

**Call 999** (free) if there has been a serious accident or if you or someone else is:

- bleeding a lot
  - finding it hard to breathe
  - feeling severe pain in the chest
  - showing signs of stroke including sudden
  - weakness on one side of the body/face
  - unconscious
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When ringing [999](#) or [NHS 111](#), say the language you need and they will find a person who speaks your language. This is a free service.

Emergency services are provided by [North East Ambulance Service](#). They also provide patient transport for clinical and outpatient appointments, if you are eligible.

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[Bottle in the fridge scheme](#) helps store your personal and medical information in your fridge door, so it can be found quickly by emergency services, if you have an accident or sudden illness at home. This simple and free idea could help to save your life. It is useful to people who may not be able to give their health information to the emergency services.

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## Doctor or GP services

You and your family need to register for free at a [local doctor called a GP](#). You can register as a patient if you do not have proof of your: identification, address or immigration status or do not speak English.

You can request an interpreter in the language you need. This is a free service.

Once registered you can make an appointment to see a doctor. If you need an urgent appointment tell the receptionist. You may be given an appointment in the future.

If your GP decides you need medicine, they will give you a prescription. To get your medicine, take the prescription to a [pharmacy](#)

If you need to see a specialist, you have to see your GP first. In the UK it isn't possible to make a direct appointment with a specialist. Your GP will refer you to a specialist at a hospital if you need to see one.

If you are eligible, your GP can give you free immunisations to protect you from certain diseases.

Some GP practices make an extra effort to welcome everybody. These GP practices are called 'Safe Surgeries'. They display posters so you know the surgery is a safe place. For more information contact [Doctors of the World UK](#)

[English for Health](#) video explains how to use your GP service. [You can watch the video here.](#)

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## Dentists

You need to register for free with an NHS [Dentist](#) for any treatment to your teeth. Children receive free dental care and adults may have to pay for some treatment. Find out if you can get [help to pay for NHS health costs](#) here.

Not every dentist can help you. You need to find a dentist where they accept NHS patients. Use these websites to search for a list of your local dentists:

- [NHS.UK](#)
- [Newcastle Gateshead CCG](#)

If you can't find a dentist accepting NHS patients, you should call NHS England's Customer Contact Centre on [0300 311 2233](tel:03003112233).

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## Drugs and alcohol

[Change, Grow, Live](#) help adults and young people in Newcastle with drug and alcohol problems. They can help you to reduce your use or stop using substances safely.

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## Covid vaccination information

You can register with a GP without any documentation and you can get a Covid vaccine. This animation will help you understand what to do [Covid-19 Vaccine: 'How to register with a GP and book a vaccine](#)

The animation is very simple and shows the 11 steps you need to follow. You can watch a translated version in 23 languages including Spanish, Albanian, Arabic, Romanian, Simplified Chinese, Polish and Portuguese.

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## Improve your health

[Healthworks Newcastle](#) can support you to improve your health. They can help you to stop smoking, exercise, learn to cook and support with breastfeeding. They have 2 venues:

- [Health Resource Centre](#) in Benwell
  - [The Lemington Centre](#) in Tyne View
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## Lesbian, Gay, Bisexual, Transgender, Queer or Questioning (LGBTQ+) health support

[Rainbow Home](#) provides confidential sexual health support for LGBTQ+ asylum seekers and refugees in North East England.

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## Pregnancy or maternity services

Maternity care is free for all asylum seekers, refugees and refused asylum seekers receiving Home Office support.

Every pregnant person can have free maternity care because it is necessary and urgent. Speak to your [GP surgery](#) to book an appointment with a midwife.

[Maternity Action](#) helps women from abroad to understand how to access NHS maternity care. This includes migrants, refugees, asylum seekers, EU and EEA nationals and UK citizens. They have a telephone helpline and provide translators. They also give information and advice by email and on their website.

[English for Health videos](#) are for pregnant people and new parents to help understand what

happens after you've had a baby in the UK. They show the different health professionals you'll meet, what sort of checks they do on mum and baby, and as baby grows. [Watch the videos on YouTube](#)

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## Mental health and emotional wellbeing

Are you feeling low, anxious, stressed or worried? Finding it difficult to cope or not sleeping well? [Contact your GP for an appointment.](#) They will give you advice and refer you for more support from services. Read more about [mental health and support](#) on InformationNOW. You can contact the following mental health services for help:

[Vita Health](#) offers free talking therapy, sometimes called IAPT services, which can help with problems such as depression, anxiety, stress, anger, fears, bereavement and relationship difficulties. You can request a referral from your GP or contact them directly to make an appointment.

[The Comfrey Project](#) has allotments in Newcastle and Gateshead. You can get involved in gardening to help improve your wellbeing. Their staff will signpost you to support services.

[ReCoCo: The Recovery College](#) help people recovering from mental illness, drug or alcohol misuse, trauma or distress. They run free groups and courses which are open to anyone who would find them helpful in their recovery. At ReCoCo you can try new things, learn new skills and be creative.

[Tyneside and Northumberland Mind](#) runs a Safe Space Service MEA House. It is an informal group that offers essential support to adults who are experiencing problems with their mental health and emotional wellbeing.

[Samaritans](#) offer a safe, listening ear if you are in distress. Call their free helpline 24 hours a day . Phone their helpline or text [07725 909090](#).

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## Mental health emergency or crisis support

If you are hurt or at your life is at risk [call 999](#).

[Mental health services 24 hour support](#) read more about getting help with a mental health problem outside normal working hours.

[Crisis resolution and home based treatment team Newcastle and Gateshead](#) can help with your urgent mental health needs. The team of mental health professionals offer assessment and home treatment. You can contact them 24 hours a day 7 days a week.

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## Non urgent medical advice from NHS 111

**NHS 111** gives medical advice over the phone. It is open 24 hours a day. If you do not need to see a GP, they will give you general advice or refer you to a pharmacy. They can book an appointment for you at your GP or **Urgent Treatment centre**. If it is an emergency they will refer you to A&E and can arrange an ambulance.

NHS 111 is provided by **North East Ambulance Service**. They also provide patient transport for outpatient/clinical appointments if you are eligible.

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## Opticians (eye appointments)

You need to make an appointment with an optician to get your eyes checked. If you have an **HC2 form** you will get eye tests free. Your optician will tell you if you need to pay extra for some products.

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## Pharmacies

A **pharmacy (chemist)** provides prescription and non-prescription medicine and advice. Some pharmacists are trained to give help with emergency contraception and sexual health information.

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## Paying for health services

Refugees and asylum seekers can register for and access health services provided by the NHS for free, such as GPs (doctors), hospitals and maternity services.

If you are receiving asylum support, you should have an **HC2 certificate** which allows you and your dependants to get free prescriptions, free dental care, eye tests and spectacles. If you do not have an HC2, you need to fill in an HC1 form. If you need help with these forms, contact **West End Refugee Service (WERS)** or **North England Refugee Service (NERS)**.

**Doctors of the World UK** can help if you receive a bill. If you need advice about whether you may be charged for a health service they can help.

**Maternity Action** can give advice about the costs of maternity care. They have a telephone helpline and translators.

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## Screening programmes

Screening helps find diseases like cancer early and is free for those with HC2 forms. If you get a letter about screening it is important you arrange to have this done. You will be offered screening:

- cervical cancer for women aged 25 to 65
  - breast cancer for women aged 50 to 70
  - bowel cancer for men and women aged 60 to 74
  - prostate cancer for men over 50 years old
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## Sexual health

[Sexual Health Services 4 Newcastle at New Croft Centre](#) provides free and confidential sexual health services. This includes contraception, testing for infections, information and advice.

[Streetwise](#) support young people aged 11 to 25 years with free information, advice, counselling, support, community activities and sexual health services.

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## Urgent Treatment Centres

You can use these for minor injuries or urgent care. You do not need an appointment to be seen:

- [Molineux Street, Newcastle NHS Walk-in Centre](#), Byker. Open 8am to 8pm, 7 days a week
  - [Ponteland Road Newcastle NHS Walk-in Centre](#) Open 8am to 8pm, 7 days a week
  - [Westgate Road Newcastle NHS Walk-in Centre](#) Open 8am to 8pm, 7 days a week –  
Temporarily closed
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## Where this information came from

[UK Health Security Agency](#) at Newcastle City Council in partnership with the Regional Refugee Forum and [Connected Voice HAREF](#) shared this information with us at InformationNOW. It was first published as the 'Newcastle Health Access Card' in October 2018.

Thank you to [Newcastle City of Sanctuary](#) and [English Unlocked](#) for working with us to develop this article.



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## Useful Organisations

### NHS 111

Website: [www.nhs.uk/111](http://www.nhs.uk/111)

**English  
Unlocked**

Communication Training

### Emergency Services – Fire, Police, Ambulance

Website: <https://www.gov.uk/guidance/999-and-112-the-uks-national-emergency-numbers>

Telephone: 999



UK Health  
Security  
Agency

## Doctors of the World UK

Email: [safesurgeries@doctorsoftheworld.org.uk](mailto:safesurgeries@doctorsoftheworld.org.uk)

Website: <https://www.doctorsoftheworld.org.uk/>

Telephone: 0207 167 5789

Address: 29th Floor, One Canada Square, E14 5AA

## West End Refugee Service (WERS)

Email: [info@wers.org.uk](mailto:info@wers.org.uk)

Website: [www.wers.org.uk](http://www.wers.org.uk)

Telephone: 0191 273 7482

Address: St Philip's Vicarage, NE4 5JE

## North of England Refugee Service (NERS)

Email: [info@refugee.org.uk](mailto:info@refugee.org.uk)

Website: [www.refugee.org.uk](http://www.refugee.org.uk)

Telephone: 0191 245 7301

Address: 2 Friars St, NE1 4XA

## Newcastle Urgent Treatment Centre (Molineux Street)

**Website:** <https://www.newcastle-hospitals.nhs.uk/hospitals/molineux-street-urgent-treatment-centre/>

**Telephone:** 0191 213 8566

**Address:** Molineux Street Urgent Treatment Centre, NE6 1SG

### **Newcastle Urgent Treatment Centre (Ponteland Road)**

**Telephone:** 0191 271 9030

**Address:** Ponteland Road Health Centre, NE5 3AE

### **Newcastle Urgent Treatment Centre (Westgate Road)**

**Website:** <https://www.newcastle-hospitals.nhs.uk/hospitals/westgate-urgent-treatment-centre/>

**Telephone:** 0191 282 3000

**Address:** Newcastle General Hospital, NE4 6BE

### **Emergency Department – Royal Victoria Infirmary (RVI)**

**Website:** <https://www.newcastle-hospitals.nhs.uk/services/emergency-department-ae/>

**Telephone:** 0191 233 6161

**Address:** Queen Victoria Road, NE1 4LP

### **NHS**

**Website:** [www.nhs.uk](http://www.nhs.uk)

**Telephone:** 0191 233 6161

### **ReCoCo: The Recovery College Collective**

**Email:** [info@recoverycoco.com](mailto:info@recoverycoco.com)

**Website:** <http://www.recoverycoco.com/>

**Telephone:** 0191 261 0948

**Address:** 1 Carliol Square, NE1 6UF.

### **Samaritans**



**Email:** jo@samaritans.org

**Website:** <http://www.samaritans.org/branches/samaritans-tyneside>

**Telephone:** 0191 232 7272

**Address:** Samaritan House, NE2 1QQ

## **Crisis Resolution and Home Treatment Team Newcastle and Gateshead – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust(CNTW)**

**Website:** <https://www.cntw.nhs.uk/services/crisis-resolution-home-treatment-service-newcastle-gateshead/>

**Telephone:** 0191 814 8899

**Address:** Hartside Management Suite , NE3 3XT

## **Maternity Action**

**Email:** <https://maternityaction.org.uk/mcaas-form/>

**Website:** <https://maternityaction.org.uk>

**Telephone:** 0808 800 0041

**Address:** Maternity Action , EC1Y 8RT

## **Healthworks**

**Email:** enquiries@hwn.org.uk

**Website:** <https://www.healthworksnewcastle.org.uk>

**Telephone:** 0191 272 4244

**Address:** West End Health Resource Centre, NE4 8BE

## **The Lemington Centre**

**Email:** hwn@hwn.org.uk

**Website:** <http://www.healthworksnewcastle.org.uk/our-centres/lemington-centre/>

**Telephone:** 0191 264 1959

**Address:** Tyneview, NE15 8DE

## Change Grow Live

**Website:** <https://www.changegrowlive.org/>

**Telephone:** 0191 261 5610

**Address:** Bridge View House , NE1 2AF

## Rainbow Home

**Email:** rainbowhomene@gmail.com

**Website:** <https://rainbowhome.org.uk/>

**Telephone:** 07775 861 450

## Involve North East

**Email:** beinvolved@involve.org.uk

**Website:** [www.involve.org.uk](http://www.involve.org.uk)

**Telephone:** 0191 226 3450

**Address:** Carnegie Building, NE4 8XS

## Sexual Health Services 4 Newcastle at New Croft Centre

**Email:** SexualHealth.4Newcastle@nhs.net

**Website:** <https://sexualhealthservices4newcastle.co.uk/>

**Telephone:** 0191 229 2999

**Address:** New Croft Centre, NE1 6ND

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## Related Articles

[Pharmacy \(or Chemists\)](#)

[How to use your GP surgery well](#)

[Your Doctor or GP](#)

[Support for Asylum Seekers and Refugees](#)

[Urgent medical help from NHS 111](#)

Walk-in centres (Urgent Treatment Centres)

Dentists

Mental Health

Mental health emergency or crisis services

ESOL : English lessons for people who speak English as a second or other language

Bottle in the Fridge – emergency information scheme