

Nottingham and Nottinghamshire Health and Wellbeing

Information Toolkit



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Please note that although this document has been translated certain services may not have access to translators or printed materials in other languages.

Health and Wellbeing



How to register with a GP surgery

Anyone in England can register with a GP surgery. It's free to register, you do not need proof of address or immigration status, ID or an NHS number.

You might be able to register with a GP surgery that's not in the area you live, information can be found using the links provided in the useful links sections.

GP surgeries are usually the first contact if you have a health problem, they can treat many conditions and give health advice, they can also refer you to other NHS services.

Find a GP that suits what you need, some GP surgeries offer more services than others. You can look up GP surgeries to see what they offer and how they compare.

Because of coronavirus (COVID-19), try to avoid going into a GP surgery to register.

You can:

- check the GP surgery website to see if you can register online
- call or email the GP surgery and ask to be registered as a patient

You can download a registration form from the below weblink www.gov.uk/government/publications/gms1 if you're asked to complete one.

You do not need proof of ID to register with a GP, but it might help if you have one or more of the following:

- passport
- birth certificate
- HC2 certificate
- rough sleepers' identity badge
- hostel or accommodation registration or mail forwarding letter

If you're homeless, you can give a temporary address, such as a friend's address, a day centre or the GP surgery address.

How to find an NHS dentist

There is no need to register with a dentist in the same way as with a GP because you are not bound to a catchment area.

Simply find a dental surgery that's convenient for you, whether it's near your home or work, and phone them to see if there are any appointments available.

You can search for an NHS dentist near you by using the links provided in the useful links sections.

Dental surgeries will not always have the capacity to take on new NHS patients. You may have to join a waiting list, look for a different dentist who is taking on new NHS patients, or be seen privately.

Please note that if seeking private dental treatment charges do vary and it is recommended you investigate costs prior to treatment.

If NHS England has been unable to help you find a dentist and you want to raise your concerns about this, contact them on:

- email: england.contactus@nhs.net
- phone: 0300 311 2233
- visit the www.england.nhs.uk/contact-us/

If you think you need urgent care, contact your usual dentist as some surgeries offer emergency dental slots and will provide care if clinically necessary.

You can also contact 111 using the below links, who can put you in touch with an urgent dental service. Do not contact a GP, as they will not be able to offer urgent or emergency dental care.

Find information on understanding NHS dental charges please visit the web links provided in the useful links section.



NHS vaccinations and when to have them

You and your child need to be registered with a GP to be able to obtain your free, routine vaccinations. Your GP will invite you for your child's vaccinations when they are due. It's important that vaccines are given on time for the best protection, but if you or your child miss a vaccine, contact your GP to catch up. If you think that you have not been invited, when you should have been, contact your GP to clarify.

For information on what vaccinations are required for both you and your child please visit the NHS vaccinations website, links to which can be found in the useful links section.

Social Prescribing

Social prescribing can support you to look at non-medical areas of your life that you would like support with. Social Prescribing Link Workers can be accessed through your GP practice, and they can support your mental wellbeing, you be to be more active & healthier, be more socially connected, support with your finances and live well & more independently.

To find out more about social prescribing, visit their website which is listed in our useful links sections.



Access to Mental Health services

Many mental health services require a referral from a GP. However, there are somethings you can do yourself to help improve your mood, tips and advice can be found here: www.nhs.uk/every-mind-matters/

Across Nottingham and Nottinghamshire, the NHS offer **free talking therapies**. The service provides short-term psychological therapies to people suffering from anxiety, depression and stress. They also work with people who suffer from panic disorders, simple phobias, OCD or PTSD.

If you think talking therapies might help and would like to speak with someone, you can contact your GP or self-refer. Details of services can be found through the useful links section.

Nottingham and Nottinghamshire have a **crisis line** which is open 24 hours a day, seven days a week, to people of all ages. Tel: 0808 1963379

If you're in a mental health crisis, call the crisis line anytime of the day or night, and we can arrange for you to speak with a mental health professional. We can also advise you about other services, which can help you.

The crisis line is operated by local health workers. Don't worry, they will help you get the right support.

To find out more information please visit the Nottinghamshire Health Care NHS Foundation Trust website using the webpage in our useful links section.

Maternity Services

Antenatal Care is the care you get from health professionals during your pregnancy, it's sometimes called pregnancy care or maternity care.

You'll be offered appointments with a midwife or sometimes a doctor who specialises in pregnancy and birth, you should start antenatal care as soon as possible once you know you're pregnant and this can be done by contacting your GP surgery.

You will be offered a host of information in relation to your maternity care, including details about vaccinations, screening and after birth support.

The Local Maternity & Neonatal System (LMNS) is made up of members from Nottingham University Hospitals, Sherwood Forest Hospital, Public Health, CityCare, Primary Care, community sector organisations and experts by experience via Maternity Voices Partnership, working together to ensure that maternity and neonatal services in Nottingham and Nottinghamshire are safe and personalised to the needs of women, birthing people and their families.

Access to information relating to maternity services is available using the below website
www.notts.icb.nhs.uk/your-health/maternity/

All information relating to maternity services can be located using the links listed on our useful link section.

Children and Young People

There are many areas that you can support your children and engage with services as a family across Nottingham and Nottinghamshire

The below links are all local websites targeted at helping families, children and young people

- www.asklion.co.uk/kb5/nottingham/directory/home.page
- www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page
- www.healthforkids.co.uk
- www.healthforteens.co.uk/?location=Nottinghamshire

Finding the right service for you

From time to time it can be difficult to locate the correct services for you and your family. If you are struggling, you can use the below sites to find information on a whole range of organisations and services:

- Notts Help Yourself
www.nottshelpyourself.org.uk
- Ask Lion
www.asklion.co.uk



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Emergency Services

The UK emergency services ensure public safety and health and are available 24/7.

Police, Fire & Ambulance can all be contacted in an emergency on the same number, **999**.

Police - call 999

if a serious offence is in progress or in immediate danger

Ambulance - call 999

if someone's life is at risk

Fire & Rescue - call 999

if there is a fire

Nottinghamshire Fire and Rescue

In addition to emergency assistance, our teams can help with non-emergency assistance such as home safety advice, safe & well check of home, smoke alarm advice, etc. More details can all be found through our useful links section

Nottinghamshire Police

The Police in the UK are there to protect the public, their rights, and the law. The Police are there to help, you should not be afraid to approach them if you are a victim of a crime or see a crime happening, their role is to:

- Protect life and property
- Prevent public disturbances
- Prevent and detect crime

If you do need to report a crime:

Telephone 999 for a crime in progress and/or immediate risk of significant harm

Telephone 101 for non-emergency, or report online

Emergency medical Services

Included in this pack is a useful guide on how/when to contact medical services, please refer to this guidance before attending emergency departments as it may not be the best place for you to get medical advice.

If you are experiencing a medical emergency dial 999 or seek immediate support via the accident and emergency departments, locations of which are outlined below:

Queens Medical Centre (QMC), Derby Road, Nottingham, NG7 2UH.

Kings Mill Hospital, Mansfield Road, Sutton-in-Ashfield, NG17 4JL.

Alternatively, if you need urgent medical help and your GP/Pharmacy can't support, but it isn't a life-threatening illness you can seek support by calling 111 and speaking with trained medical professionals, who will advise on the best treatment required, you can also attend one of the urgent treatment centres listed below:

Seaton House
City Link, Nottingham, NG2 4LA.

Newark Hospital
Newark, NG24 4DE.



Benefits, Finance and Employment



The Department of Work and Pensions (DWP) is responsible for welfare, pensions, and child maintenance policy. It administers the state pension and a range of working age, disability, and ill health benefits such as child benefit, universal credit, personal independent payments, carers allowance.

For information on how to access benefits and financial support please visit their website using the links listed below in our useful contacts section.

Applying for Universal Credit

Universal credit is a payment to help with you and your families' living costs. It is paid monthly in arrears. You can apply for universal credit if you are on a low income, not in employment or cannot work.

Your Universal Credit payment is made up of a standard allowance and any extra amounts that apply to you, for example if you have children, a disability or health condition preventing you from working or need help paying your rent. You will find the link to apply for universal credit in our useful links sections.



Finding Employment in the UK

There is a wealth of employment agencies around Nottinghamshire who search for candidates that are registered with them for advertised roles, there are many different avenues into employment, it is recommended that you contact the Department for Work and Pensions (DWP) who will be able to put you in contact with other agencies if required, details of who to contact can be found in our useful links section.

There are also a vast number of tools online to aid with CV writing, topic areas to covered within an application, interview skills and interview preparation. There are Job Centre Sites around Nottinghamshire where you can book an appointment to speak with an advisor to gain help and guidance in finding employment.



Employment Rights

When offered a job or starting work, there are several things you should be aware of while working in the UK.

All information relating to employment rights, national minimum wage and who to contact can be located through our useful links section.

Banking

The currency in the UK is the Pound Sterling (£). £1 (one pound) = 100p (100 pence). Cash is accepted in most places but increasingly people use debit/credit cards to pay for goods and services.

You will require a UK bank account to be paid for employment, receive benefits, make bill payments for utilities (such as phone bill) or pay rent. Setting up a bank account should be made a priority upon arrival in the UK.

Further advice can be found on the Citizens Advice Bureau website which can be located in our useful links section or by speaking directly to your bank of choice.

Local Authority

Nottingham and Nottinghamshire Local Authority Information

To the right are the contacts details for Nottingham City and Nottinghamshire County Council who have responsibility for services such as housing, planning applications, council tax, refuse collection and a wide range of community-based services.



Use this link to find out which Council covers where you are staying: www.gov.uk/find-local-council

Nottingham City Council

Tel: 0115 915 5555

Web: www.nottinghamcity.gov.uk

Email: haveyoursay@nottinghamcity.gov.uk

Nottinghamshire County Council

Tel: 0300 5008080

Web: www.nottinghamshire.gov.uk

Email: foi@nottscc.gov.uk

The districts of Nottinghamshire are listed below with their contact details: -

Ashfield District Council

Tel: 01623 450 000

Web: www.ashfield.gov.uk

Email: info@ashfield.gov.uk

Bassetlaw District Council

Tel: 01909 533 533

Web: www.bassetlaw.gov.uk

Email: customer.services@bassetlaw.gov.uk

Broxtowe Borough Council

Tel: 0115 917 7777

Web: www.broxtowe.gov.uk

Email: customerservices@broxtowe.gov.uk

Rushcliffe Borough Council

Tel: 0115 981 9911

Web: www.rushcliffe.gov.uk

Email: customerservices@rushcliffe.gov.uk

Gedling Borough Council

Tel: 0115 901 3901

Web: www.gedling.gov.uk

Email: enquiries@gedling.gov.uk

Mansfield District Council

Tel: 01623 463 463

Web: www.mansfield.gov.uk

Email: mdc@mansfield.gov.uk

Newark & Sherwood District Council

Tel: 01636 650 000

Web: www.newark-sherwooddc.gov.uk

Email: customerservices@newarksherwooddc.gov.uk

Homelessness and Housing



Across Nottingham and Nottinghamshire there is a wide network of support for those that are needing housing support or find themselves homeless.

Homelessness

Information on access to services and support available either for you or those that you are worried about can be found using the links listed in our useful links section

Housing Support

Across our city there are several housing associations that can offer support and guidance to residents, for further information please visit their websites, links to which can be found in our useful links section.

Nottingham City

www.streetsupport.net/nottingham/

Nottinghamshire County

www.nottshelpyourself.org.uk

Housing

Citizens Advice

www.citizensadvicenottingham.org.uk/housing

Nottingham City Council

www.nottinghamcity.gov.uk/housingaid

Nottingham County

www.nottinghamshire.gov.uk/council-and-democracy/local/district-councils

Community

Key Community Based Support Organisations

There are several core Community and Voluntary Sector organisations that coordinate and connect support in different local areas their details are to the right.



Ashfield Voluntary Ashfield Voluntary Action

Tel: 01623 555 551

Web: www.ashfieldvoluntaryaction.org.uk

Bassetlaw Community and Voluntary Service

Tel: 01909 476 118

Web: www.bcvs.org.uk

Mansfield Community & Voluntary Service

Tel: 01623 392 444

Web: www.mansfieldcvs.org

Newark & Sherwood Community & Voluntary Service

Tel: 01623 679 539

Web: www.nandscvs.org

Rural Community Action Nottinghamshire

Tel: 0115 697 5800

Web: www.ruralcommunityactionnottinghamshire.co.uk

Rushcliffe Community and Voluntary Service

Tel: 0115 969 9060

Web: www.rushcliffecvs.org.uk

Nottingham Community and Voluntary Service

Tel: 0115 9348400

Web: www.nottinghamcvs.co.uk

Travel

Nottingham and Nottinghamshire have a wide range of public transport solutions to help you get around these services include:

Train Services

Bus Services

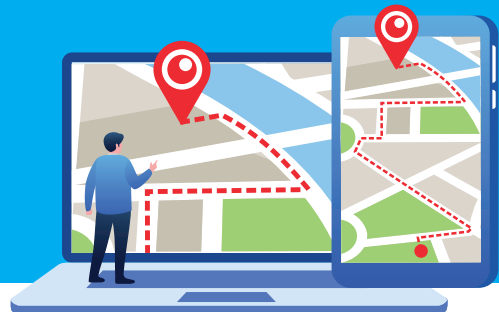
National Express

Taxi Services – area dependent

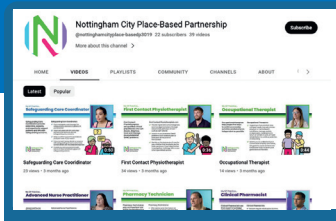
Cycling

Walking

Links to all the above-mentioned services can be found below in our useful links section.



Useful Links



What we do videos

Scan the QR codes or use the links below



All videos - main YouTube page

<https://www.youtube.com/@nottinghamcityplace-basedp3019/videos>



Receptionist:

<https://youtu.be/y7yaEjC8W8Y>



Health Care Assistant:

https://youtu.be/ACZfV1xaz_A



Clinical Pharmacist:

<https://youtu.be/r9rejlN-ZBA>



Physician Associate:

<https://youtu.be/X9z8jukEX5c>



Pharmacy Technician:

<https://youtu.be/WlkwZmrg3to>



Social Prescribing Link Worker:

<https://youtu.be/M9gm1k2Wcl8>



Advanced Nurse Practitioner:

<https://youtu.be/QLrrok1ycgg>



Mental Health Practitioner:

<https://youtu.be/7gpgb2qXBEI>



Occupational Therapist:

https://youtu.be/yB_BUJnAMz8



Health and Wellbeing Coach:

<https://youtu.be/6hnmf-2Lt2g>



First Contact Physio:

<https://youtu.be/4taaH-T0Ly4>



Practice Manager:

<https://youtu.be/1pefol3ALhg>



Safeguarding Care Coordinator:

<https://youtu.be/kVyiUYbe7Vc>

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Useful Links

1. Health and Wellbeing



Finding a GP
Find a GP - NHS (www.nhs.uk)



Registering with a GP
www.nhs.uk/nhs-services/gps/registering-with-a-gp-outside-your-area



Vaccinations
www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them



Finding a Dentist
www.nhs.uk/service-search/find-a-dentist



Emergency Dentist
www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111



Dental Charges
www.nhs.uk/nhs-services/dentists/dental-costs/understanding-nhs-dental-charges



Social Prescribing
www.england.nhs.uk/personalisedcare/social-prescribing



www.nottinghamcvs.co.uk/voice-and-partnerships/social-prescribing-in-nottingham



Mental Health
www.notts.icb.nhs.uk/your-health/mental-health/



www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis

2. Emergency Services



Fire Service
<https://www.notts-fire.gov.uk>



Police Service
www.police.uk/pu/contact-the-police/report-a-crime-incident/

3. Benefits, Finance and Employment



Benefits
www.gov.uk/government/organisations/department-for-work-pensions



Universal Credit
www.gov.uk/apply-universal-credit



Employment
findajob.dwp.gov.uk



gov.uk/contact-jobcentre-plus



Employment Rights
www.gov.uk/employment-status/employee



National Minimum wage
www.gov.uk/national-minimum-wage-rates



Citizens Advice
www.citizensadvice.org.uk/debt-and-money/banking/

4. Local Authority

All links located within Local Authority section of your toolkit

5. Housing and Homelessness



**Homelessness
Nottingham City**
streetsupport.net/nottingham



Nottinghamshire County
www.nottshelpyourself.org.uk



**Housing
Citizens Advice**
www.citizensadvicenottingham.org.uk/housing



Nottingham City Council
www.nottinghamcity.gov.uk/housingaid



Nottingham County
www.nottinghamshire.gov.uk/council-and-democracy/local/district-councils

6. Community

All links located within community section of your toolkit

7. Travel



Train Services
www.thetrainline.com

Bus Services



County Services
www.nottinghamshire.gov.uk/transport/public-transport/find-bus-timetables



Nottingham City transport
www.nctx.co.uk



Trent Barton
www.trentbarton.co.uk



National Express
www.nationalexpress.com/en

Taxi Services

Area dependent

Cycling



County Council
nottinghamshire.gov.uk/planning-and-environment/walking-cycling-and-rights-of-way/cycling



City Council
www.nottinghamcity.gov.uk/citycardcycles



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Toolkit created by Partners working across the Nottingham and Nottinghamshire Integrated Care System



Bassetlaw
Place-Based
Partnership



Mid-Nottinghamshire
Place-Based Partnership



**South
Nottinghamshire**
Place-Based Partnership

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Nottingham and Nottinghamshire ICB