

Information to Help You: Factsheet 7

HELP WITH NHS SERVICES

NHS Choices

NHS Choices contains information on health conditions and treatment, health services near to where you live, on line clinics, how to live well and much more. There is a Symptom Checker which enables you to check your symptoms then providing advice on what to do next. Alternatively for non urgent medical advice contact NHS 111.

www.nhs.uk

NHS 111

NHS 111 is a new service introduced to make it easier for you to access local NHS healthcare services when you need medical help fast, but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

How GP Surgeries can help Family Carers

Your local GP may be able to help family carers by providing flexible appointments, free flu jabs, Annual Health Checks as well as being able to signpost to other support services.

Eye Deal Optical (Home Visits)

Specialise in home eye care services and is free to anyone 60+ or anyone who is entitled to NHS test. For more information contact 01642246193 or visit www.eyeddeal-optical.co.uk

Dentist (Home Visits)

If you or the person you support are unable to get to a Dentist and already have dentures a full time mobile Dentist may be able to make a home visit. If you are not exempt from dental charges you may have to pay for treatment. For further information visit www.nhs.uk/service-search/Dentist

Help with Home Delivery of Prescriptions

Your Chemist may be able to get your prescriptions delivered to your home or the home of the person you support. NHS Choices contains information on Pharmacies neat to where you live with contact telephone numbers and address details.

www.nhs.uk

Help with Health Costs

Prescription prepayment certificates (PPC) are available in England and they may help save you money with prescription costs. For more information including how to apply for PPC, telephone 0300 330 1343 or visit www.nhs.uk/NHSEngland/Healthcosts

You may also be able to claim travel costs under the Health Care Travel Costs (HCTS) scheme when travelling to the Hospital or other NHS premises for NHS treatment . To qualify for costs under HCTS you must meet 3 conditions. You may also qualify for travel costs for an escort, if your doctor, dentist or consultant says that for medical reasons you need someone to travel with you. For more information download the leaflet HC11 – Help with health costs from www.nhs.uk/NHSEngland/Healthcosts

Support with Costs of Attending Appointments at James Cook University Hospital

Patients (not visitors or people supporting patients) can reclaim travelling expenses on public transport to appointments by taking their receipt to the Cashiers Office, which is based near the North Entrance of the hospital.

For drivers dropping patients and visitors off at the Hospital there is 15-minute parking free of charge.

Parking for people who are disabled is free but drivers need to take their disabled permit and car-parking card to any of the reception areas in the Hospital. For people who regularly attend the Hospital, Special Parking Permits are available at a reduced rate.

Ask the receptionist at the clinic or Ward Sister for further details or telephone 01642 850850

You can get a copy of these fact sheets by

visiting www.middlesbrough.gov.uk, contacting your Social Worker / Care Manager, visiting the Central / Local Library.

If you would like to comment on the Factsheets please ring 01642 728305

For more information on services which may be able to help visit:

<https://www.middlesbroughmatters.co.uk>

All information was correct at time of print (24/07/15)