

ACCESS TO HEALTHCARE ON ARRIVAL IN CARDIFF AND THE VALE OF GLAMORGAN

Hello and Welcome to Wales

This information sheet will tell you how to access health care services on arrival

REGISTRATION WITH A LOCAL GP SURGERY

On arrival, you should ask for help from your sponsor/support worker to find a local GP surgery who can provide for your day to day health care needs. It is important that you register all members of your family with the GP surgery as soon as you can.

The GP surgery is open between the hours of 8am and 6.30pm, Monday to Friday (but not on public holidays or weekends).

By registering with the GP surgery, you will have access to GPs, specialist nurses, midwives and health visitors.

ACCESS TO DENTISTS

If you have any problems with your teeth, you should ask for help from your sponsor/support worker to find a local dentist.

You should ask for help from your sponsor/support worker to find a local Dentist that provides NHS treatment. If you sponsor/support worker can e-mail cav.gds@wales.nhs.uk and you will be placed on a Centralised Waiting List.

For NHS dental treatment your sponsor/support worker will help you apply for a HC2 certificate. You will need to give this HC2 certificate number to the dentist when you book for your NHS appointment to avoid being charged for the NHS dental fees. You will need to bring this HC2 certificate with you when you attend for the dental appointment.

For emergency care please contact CAV 24/7 0300 1020 247. You will not need to show a HC2 certificate to access NHS emergency dental care.

ACCESS TO OPTOMETRISTS

You should ask for help from your sponsor/support worker to find a local optometrist (also called optician) that provides NHS services.

For NHS sight tests and NHS glasses please ask your sponsor/support worker to help you apply for a HC2 certificate. You will need to give this HC2 certificate number to the optician when you book for your NHS sight test to avoid being charged for the NHS sight test and glasses. You will need to bring this HC2 certificate with you when you attend for the sight test.

For any urgent problems with your eyes, an emergency eye care service is provided by most optometrists 9am-5pm Monday to Friday. Some optometrists are open on Saturdays. You will not need to show a HC2 certificate to access NHS emergency eye care. For out of hours emergency advice you can call NHS 111.

ACCESS TO HEALTHCARE WHEN YOUR GP PRACTICE IS CLOSED

If you have a health problem that is not an emergency (life/limb threatening) **that cannot wait until the GP surgery is next open**, please call **111** and they will direct you as to where you can access care. Please do not attend the Hospital- ring **111** and they will direct you to the hospital if they feel it is necessary

IF YOU HAVE A HEALTH EMERGENCY THAT COULD THREATEN LIFE OR LIMB, YOU MUST CALL 999.

PUBLIC HEALTH SCREENING

All families/individuals arriving in Cardiff and the Vale will be offered **public health screening**.

This is an additional health check for individuals who have come from overseas and who may have some additional health needs.

The Public Health Screening is undertaken by a dedicated service called the Cardiff and Vale Health Inclusion Service (**CAVHIS**). This service is based in **CARDIFF ROYAL INFIRMARY IN CARDIFF (Out of Hours Building, Longcross Street, Cardiff CF24 0SZ)**.

On registration with a GP surgery, CAVHIS will send an appointment to your address inviting you to attend for an appointment to complete the health screening.

When you attend CAVHIS, you will be asked for information to enable you to register:-

- Photographic ID
- Proof of address where you are residing

PLEASE ENSURE YOU ATTEND FOR THIS IMPORTANT APPOINTMENT OR IF YOU CANNOT MAKE THE DATE/TIME, PLEASE CALL THE DEPARTMENT TO MAKE A DIFFERENT APPOINTMENT.