



Department for Levelling Up,
Housing & Communities



Home Office

Welcome Workshops

Cultural Orientation Programme

Health Services in the UK

With thanks to Department of Health and Social Care Office, Office for Health Improvement & Disparities, NHS gov.scot & Dr Ethie Kong, GP and Clinical Lead NWLCCG

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National Health Service



- The NHS is a public healthcare service, funded by taxes
- The NHS includes GP services, mental health, ambulance, social care and hospital services
- The NHS provides everyone in the UK with free healthcare based on their needs
- Most health services are free



The NHS has a duty to keep your personal details and medical history confidential.



The NHS provides services to everyone – irrespective of their sex, race, disability, age, sexual orientation, gender reassignment status, religion or belief.

If it is important to you, you can ask to access the same GP or Nurse again

You may ask to be treated by a healthcare worker of the same gender. You may be offered a chaperone of the same gender instead, if a choice of healthcare worker is unavailable.

Did you know?

You can ask for someone (a chaperone) to come to appointments with you. This can be someone you know, or another professional.



You can ask for an interpreter for your medical appointments for free

NHS services must provide a choice to patients, and where appropriate, involve them, their families and carers, in all decisions about their care and treatment



If you have requirements, such as mobility or disability access, you have the right to inform the clinic so that they can arrange assistance for your appointment



Your rights to services



The following services are free to everyone:

- GP (doctor) advice and treatment
- Services that are provided as part of the NHS 111 telephone advice line
- Accident and Emergency services provided at A&E departments, walk-in centres, minor injuries units or urgent care centres
- Diagnosis and treatment of some infectious and sexually transmitted diseases
- NHS services provided for COVID-19 investigation, diagnosis, treatment and vaccination
- Family planning services (contraception)
- Treatment for a physical or mental condition caused by torture, female genital mutilation, domestic violence or sexual violence

Prescription medicines and some dental and eye care are free in Wales and Scotland. In England, these services are not normally free.

999: life threatening situation

- 999 is the emergency phone number to call in a life threatening emergency
- Say on the phone if you need an interpreter to help with language
- For example: heart attack, stroke, serious accident. The phone line is available all day every day
- If emergency help is needed an ambulance will be sent to help.



Facilitators could roleplay 999 calls to practice the English required



- You can contact the NHS free phone line by dialling 111
- This service is for when you need urgent, but not life threatening help
- This phone line is available all day every day (in Scotland this is out of hours and weekends only)
- You can ask for an interpreter in your language by saying "interpreter please"

111 Online (111.nhs.uk) can also tell you:

- where to get help for your symptoms, if you're not sure what to do
- how to find general health information and advice
- where to get an emergency supply of your prescribed medicine
- how to get a repeat prescription

Walk-in or Urgent Treatment Centres

If you need urgent medical care for minor injuries such as cuts, sprains and small fractures, or urgent medical advice.

You may be referred to an urgent treatment centre by NHS 111 (in England) or by your GP. You can also just turn up and walk in without an appointment.

The centre treats minor injuries and illnesses that require urgent treatment including:

- cuts and grazes
- minor scalds and burns
- strains and sprains and suspected fractures
- bites and stings
- minor head injuries
- ear and throat infections
- minor skin infections / rashes
- minor eye conditions / infections
- stomach pains



Find your nearest walk-in centre online:

<https://www.nhs.uk/Service-Search/other-services/Walk-in%20centre/LocationSearch/663>

General Practitioner (GP)

- Everyone has the right to register with a GP practice
- Your GP practice is your first point of contact with the NHS
- If you are unwell and need to speak to a doctor or nurse, you will need to book an appointment with the GP practice
- A GP (doctor) can provide a **diagnosis, prescribe medicines and offer medical advice**. If you need more specialised healthcare, they will refer you to a hospital.
- A wide range of other health care professionals may be available in your GP practice, including to provide specialist clinics for example, for long-term conditions, vaccinations, child health.
- GP practices are not the best place to go for every health issue. For some **minor things** like colds and mild skin complaints, **you can speak to your local pharmacist and no appointment is needed**.



How to register for a GP

The council will help you register with a GP surgery near where you are living as soon as possible, even if you are not currently ill. This will allow you to access services when required.

You can find out how to register with a GP surgery in England at: <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

For more information on how to register in Wales: <https://111.wales.nhs.uk/localservices/gpfaq/>

To register with a GP, you will need to give your name, date of birth, address and telephone number if you have one.

GP surgeries may ask to see proof of identity with your name and date of birth (such as your passport or recognised identity card such as BRP) and proof of address as it ensures your records are accurate. However, they cannot refuse to register you if these are not available.

After you have registered with your new GP you might be asked to have a health check. You can ask to be seen by a male or female GP (or for a male or female chaperone if a preferred GP is not available). It is important that you go to this appointment even if you are well.

If you move to a different part of the UK, you will need to register with a new GP. You can only be registered with one GP practice.



Booking an appointment with your GP

If you are unwell and need to speak to a doctor or nurse about a health issue, you will need to book an appointment at the GP surgery

- You can book an appointment in **person, over the phone or online.**
- Each individual appointment is for a **single person.** If there are several members of the family that need help, individual appointments must be made for each person.
- Each appointment is **usually 10 minutes long** – and can be used to discuss one health complaint. For example: a lump or pain of concern. If you have two health issues, you must tell the receptionist and ask to book a longer appointment.
- If you need an **interpreter** – please let the receptionist know when you book an appointment as this will need to be arranged..
- You may be asked a lot of **questions about how you are feeling,** this will help the doctor or clinician to understand how to help.
- If you need a **chaperone,** the surgery can arrange this.

After your appointment

- You maybe asked to go for tests and these can take days and sometimes weeks for the results, the GP will advise you if they need to see you again to discuss test results.
- If you need medication – you will be given a prescription to take to a local pharmacy or the prescription will be sent electronically by the GP to the local pharmacy.



What happens if you need specialist help?

GPs are trained to discuss and help treat many conditions.

If you need specialist help, the GP will refer you to a specialist doctor. The specialist may be at the hospital or in a community clinic.

- If you need to see a specialist, your first appointment may be over the phone and not face-to-face.
- For urgent referrals including cancer, you will be given an appointment by a specialist in around two weeks from the time of referral by your GP.
- Most other referrals will take several weeks or months for you to have an initial review. Please only go back to the GP while waiting if your health concern gets worse.

You cannot book in directly in with a specialist service, you must be referred by your GP



Pharmacies

- Pharmacies are on most high streets and you can speak to a pharmacist without an appointment
- Pharmacies can offer health advice on minor health concerns, including coughs and colds
- Pharmacists, as qualified healthcare professionals, are experts in medicines and they can offer clinical advice.
- Many are also be able to offer flu vaccinations (free to those in at risk groups).
- You can buy some basic over-the-counter medicines, such as painkillers, cold and flu medicines, plasters and basic first-aid materials, in a pharmacy
- Once you are registered with your GP you can take your prescriptions for medication to a local pharmacy to collect
- Find your nearest pharmacy in England: <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>



This symbol should be on the outside of a pharmacy



Dentist



- You will be entitled to NHS dentistry.
- NHS dentistry is only free for patients in an exempt category. Usually, you are required to pay for NHS services. You can choose to register with an NHS dentist or a private dental clinic.

There are free exemptions where:

- the treatment is free (for example to remove stitches, stop bleeding in the mouth, repair dentures)
- the person is under the age of 18, or under 19 in full-time education
- the person is pregnant or has had a baby in the last 12 months. A MAT B1 certificate or maternity exemption certificate (MatEx) must be shown to the dental practice.

If you need **urgent dental help call 111**

If you are in England, you can find your nearest dentist here - <https://www.nhs.uk/service-search/find-a-dentist> or your council or GP surgery can support you

Opticians



- You can make an appointment with any high street optician yourself.
- It is not linked to your GP service.
- There may be costs for optician services.
- Your eyesight will be examined and they will look for any eye disease.
- You may be prescribed glasses.
- If necessary, they will refer you to a GP or a hospital eye clinic for further investigations.

- How often should I have an eye test?
- The NHS recommends that you should have your eyes tested every 2 years.



Cancer screening and health checks



There are three cancer screening programmes in the UK. These aim to detect any early signs that could lead to cancer, and prevent serious illness.

- Bowel cancer (offered from age 56 in most areas)
- Breast (for women aged 50 to 70)
- Cervical (for women aged 25 to 64)



There are also screening programmes for:

- AAA (Abdominal aortic aneurysm) screening: A weakness in the main blood vessel that supplies blood to your body (screening for men only aged 65 and over)
- Diabetic eye screening (screening for anyone with diabetes aged 12 and over)
- Pregnant women and new born babies



Maternity Care

You will be offered care when you are pregnant and after you give birth; this is likely to be through your GP.

There are lots of places you can find information about maternity care, including:

- Online
- Your GP
- Your Midwife



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Antenatal Care

This is the care you receive while you are pregnant to make sure you and your baby are as well as possible.

You will attend between 7-10 appointments during your pregnancy. The appointments will include:

- Ultrasound scans
- Tests to see if you are at risk of a disease or condition, including blood tests.

Care will also:

- Give you information to help you have a healthy pregnancy (including advice about healthy eating and exercise)
- Discuss your options and choices for your care during pregnancy, labour and birth
- Answer your questions

Postnatal Care

This is the care you receive after you give birth to make sure you feel well and are recovering properly.

Midwives will agree a plan with you for visits at home or at a children's centre.

The care will cover your physical health and mental health and wellbeing.

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To note that Women will receive more information about contraception, abortion and sexual health in the Women and Girls only session for cultural sensitives.

What happens at your postnatal check

The following is usually offered, though this may vary according to where you live:

- You'll be asked how you're feeling as part of a general discussion about your mental health and wellbeing.
- You'll be asked if you still have any [vaginal discharge](#) and whether you have had a period since the birth.
- Your blood pressure will be checked if you had problems during pregnancy or immediately after the birth.
- You may be offered an examination to see if your stitches have healed if you had an [episiotomy](#) or [caesarean section](#).
- If you were due for a [cervical screening test](#) while pregnant, this should be rescheduled for 12 weeks after the birth.
- You'll be asked about [contraception](#).
- If you're overweight or obese, with a BMI of 30 or more, you may be weighed. Your doctor should give you [weight loss advice](#) and guidance on healthy eating and physical activity.

**Discuss the fact that in the UK if you have had an uncomplicated birth and all is well you will be discharged on the same day, no need to stay overnight.
Ask how it works in Afghanistan, do midwives also do home visits?**

Health Visiting in Scotland



- Any family in Scotland with a child below school age is entitled to benefit from Scotland's Universal Health Visiting Pathway.
- The pathway is a series of home visits from a specially trained nurse known as a Health Visitor. These home visits start at pre-birth and end just before a child goes to school. However, anyone settling in Scotland with a child below school age will join the pathway at the appropriate time and will not be expected to cover all visits within the pathway.
- Health Visitors will monitor and promote the health and wellbeing of your child as well as providing advice and support to parents and the wider family.

Vaccinations

Everyone aged 12 years and over is invited to have a Covid-19 vaccine, you can book your vaccine online via the National Booking System www.nhs.uk/covidvaccine or call 119. This offers you the best protection from serious illness caused by the Covid -19 virus.

If you are in Scotland and need any doses of your COVID-19 vaccination (first, second, third or booster) speak to the hotel liaison team for more information or alternatively you can book any outstanding dose of COVID-19 vaccine easily by calling the National Vaccination Helpline on **0800 030 8013**. They will be able to help you even if you are not registered with a GP yet. The helpline also offers the option for an interpreter to support you with the call in a language of your choice.

Every winter, people over the age of 50 or those with a health condition are invited by their GP for a flu jab. Please make sure you accept this offer. For the 2021 to 2022 flu season the following groups are being vaccinated:

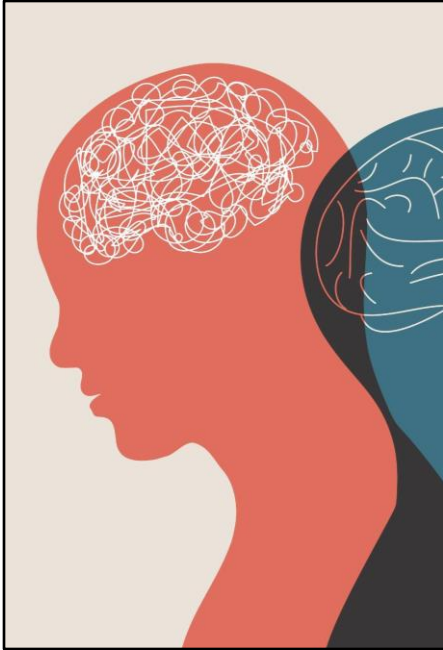
- all children aged 2 to 15 years old on 31 August 2021
- people aged six months to under 50 years in clinical risk groups
- all pregnant women
- people aged 50 years and over
- the main carer of an older or disabled person
- household contacts of immunocompromised individuals
- all frontline health and social care workers

Children's Vaccinations

- To ensure your child is up to date with their vaccinations, please call your GP surgery to book an appointment with the practice nurse.
- Many childhood vaccines are given as combined vaccines, so your child does not need as many injections. Routine UK vaccines include:



Age	Vaccines offer protection against:
2 , 3 and 4 months	Diphtheria, tetanus, whooping cough, polio, Hib (can cause meningitis), hepatitis B, Meningitis B , rotavirus, pneumococcal
13 months	Hib, Meningitis B and C, Pneumococcal, mumps, measles and rubella
2 years and over	Flu (via a nasal spray) annually
3 years (preschool)	Diphtheria, tetanus, whooping cough, polio , mumps, measles and rubella
12-13 years	Cancers caused by HPV, Covid-19
14 years	Tetanus, diphtheria and polio, Meningitis A, C W and Y



Mental Health

- Mental health is like physical health – everybody has it. Your mental health can affect your thinking, feeling, mood or behaviour.
- Mental health and wellbeing concerns can range from the worries we all experience as part of everyday life to serious long-term conditions. Anxiety, post-traumatic stress disorder and depression are the amongst the most common problems.
- If you are going through a period of poor mental health, it can change your ability to relate to others and function on a day-to-day basis.
- Mental health problems are common and can happen to anyone.
- You are not alone. There is support available for you – it is likely that with the right support, you will feel better.

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Mental Health Support



- There is no shame in talking about your mental health or seeking help. Advice is available on the NHS website to support you on your way to feeling better.
- If you are experiencing distress, anxiety or feeling low, or are worried about your children, you can find advice and support on the [Every Mind Matters](#) website.
- If you think you may be depressed or your anxiety is affecting your daily life, you are not alone. It is okay to get help – you do not need to have a diagnosed mental illness.
- You can make an appointment to speak to your GP or refer yourself directly for talking therapies. There is more information on the NHS website or the [Hub of Hope](#) website.
- In Scotland, you can visit www.clearyourhead.scot for ways to help with your mental wellbeing, and www.breathingspace.scot.
- There is specialist mental health support for children and young people and their families. Some of these services accept self-referrals, but your GP can also refer you.
- Your GP will be able to refer you to a community mental health service if you need treatment for severe mental illnesses, such as bipolar disorder or schizophrenia.



Mental health services are free on the NHS.

Your GP can help you access mental health services – they will assess your circumstances and offer you advice or treatment. They can refer you to a community mental health service, psychological therapy service or a specialist mental health service.

A mental health emergency should be taken as seriously as a physical one. You are not wasting anyone's time.

If you need urgent mental health support, you can also speak to a professional over the phone for free using NHS 111 in England.

If you think someone's life is at risk or you do not feel you can keep yourself or someone else safe call 999 or go to A&E.

Low Mood and Depression

Low mood can include feelings of: sadness, panic, worry, feeling anxious or tiredness, low self-esteem, frustration, anger.

Depression is a low mood that lasts for a long time and affects your everyday life.

Symptoms of depression include: low mood lasting 2 weeks or more, feeling hopeless, tired or lacking energy, difficulty concentrating or enjoying life, changes in appetite and sleep, having suicidal thoughts or thoughts about harming yourself.

You can experience depression at specific points in your life, such as the winter months (seasonal affective disorder, or SAD) and after the birth of a child (postnatal depression).

You should see your GP if: you have had a low mood for more than 2 weeks; you're struggling to cope with a low mood; things you're trying yourself are not helping or you would prefer to get a referral from a GP. You can also refer yourself to a talking therapy service for treatment for depression. Visit [nhs.uk/talk](https://www.nhs.uk/talk) to find the contact details for your local service.



Depression affects around one in 10 people over the course of their lives.

Anxiety

- Most people feel anxious at times, especially while coping with stressful events or changes.
- Anxiety can become a mental health problem if it impacts your ability to live your life as fully as you want to.
- Speak to your GP if you think you need treatment for anxiety. You can also refer yourself to a talking therapy service for treatment, visit [nhs.uk/talk](https://www.nhs.uk/talk) to find the contact details for your local service



Mental	Physical	Behavioural
Feeling tense or nervous	Faster, irregular or more noticeable heartbeat	Not being able to enjoy your leisure time
Worrying about the past or future	Feeling lightheaded, dizzy or nauseous	Difficulty looking after yourself
Being unable to relax	Headaches	Struggling to form or maintain relationships
Feeling tearful	Chest pains	Worried about trying new things
Difficulty concentrating	Sweating or feeling hot	Avoiding certain places and situations
Fear of the worst happening	Breathlessness	Compulsive behaviour (e.g. constantly checking things)
Difficulty sleeping	Shaking or panic attacks	
Intrusive traumatic memories and obsessive thoughts	Loss of appetite	

Post-traumatic Stress Disorder (PTSD)

- Post-traumatic stress disorder (PTSD) is an anxiety disorder caused by very stressful, frightening or distressing events.
- Symptoms of PTSD:
 - Reliving what happened e.g. through flashbacks, nightmares, physical sensations and intense distress at reminders of the trauma
 - Alertness or feeling on edge – irritability/aggression, disrupted sleep, difficulty concentrating, feeling on edge
 - Avoiding feelings or memories - feeling emotionally and physically numb, using alcohol and drugs to avoid memories
 - Difficult beliefs or feelings – feeling like nowhere is safe, overwhelming feelings of anger, sadness, guilt or shame
- Symptoms can develop immediately after the event, or can occur weeks, months or even years later. They are often severe enough to have a significant impact on the person's day-to-day life.
- You should contact your GP if you or your child are still having problems about four weeks after the traumatic experience, or if the symptoms are particularly difficult. Your GP can refer you to mental health specialists for further assessment and treatment.



Mental Health Helplines



Samaritans	<u>116123</u> <u>jo@samaritans.org</u>	24/7 confidential and emotional support to anyone in emotional distress, struggling to cope, or at risk of self-harm or suicide.
NHS111	111	24/7 urgent mental health support and advice, help to speak to a mental health professional, and can arrange an assessment to help decide on the best course of care.
Mind	<u>0300 123 3393</u> <u>https://www.mind.org.uk/</u>	Information about: <ul style="list-style-type: none">• Mental health problems• Where to get help near you• Treatment options• Advocacy services.
Young Minds	<u>https://www.youngminds.org.uk/</u> Text YM to 85258	Provides free, 24/7 text support for young people across the UK experiencing a mental health crisis.



Safeguarding



Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background.

England	0808 2000 247	Refuge's National Domestic Violence Helpline
Northern Ireland	0808 802 1414	Domestic and Sexual Abuse Helpline
Scotland	Help@dsahelpline.org 0800 027 1234	Domestic Abuse and Forced Marriage Helpline
Wales	Helpline@sdafmh.org.uk Info@livefearfreehelpline.wales 0800 80 10 800	Live Fear Free
UK Wide	Info@mensadviceline.org.uk 0808 801 0327	A confidential helpline specifically for male victims

Getting Support for Drugs and Alcohol



If you are struggling with your drug or alcohol use, treatment and support are available to help you reduce or stop your use, and recover.

It is important you seek the right support. Your families, friends and carers can give good support, but this alone might put strain on your loved ones.

There are free, safe and confidential local drug and alcohol treatment services available in all local council areas.

Staff in drug and alcohol treatment services understand drug and alcohol problems and are there to support you.

If you need drug or alcohol treatment, you're entitled to it in the same way as anyone else who needs it.

It can be dangerous to stop drinking too quickly without proper help.

LEARNING OBJECTIVES (for drug and alcohol slides only):

By the end of the drugs and alcohol slides, the learner will:

- Be assured that local drug and alcohol treatment services are free, accessible, safe, confidential and supportive
- Be aware that it can be dangerous to stop drinking suddenly
- Know how to access drug and alcohol advice, information, treatment and other support such as self help

SPEAKER NOTES:

- If you are struggling with your drug or alcohol use, treatment and support are available to help you reduce or stop your use, and recover.
- Some people try to do this alone or with support from families, friends and carers. It's good to have this support, but this alone may not be enough and can put strain on your loved ones.
- All local councils fund drug and alcohol treatment services for young people and adults. These services are free to use.
- Refugees are entitled to use local community health services in the same way as anyone with health problems. This includes use of local community drug and alcohol treatment services.
- If you are drinking a lot and find that you shake, sweat or feel anxious until you have

your first drink of the day, it can be dangerous to stop drinking too quickly without proper help.

Getting Support for Drugs and Alcohol

You can get drug and alcohol advice, information and treatment through:

GP or practice nurse <ul style="list-style-type: none">• This can be a good place to start. They can discuss your drug or alcohol problems with you and get you into treatment.	Your local drug and alcohol service <ul style="list-style-type: none">• You can also call or go to your local drug and alcohol treatment service yourself.	The NHS website <ul style="list-style-type: none">• Offers advice and information on getting help to address <u>drug</u> and <u>alcohol</u> use.
FRANK <ul style="list-style-type: none">• Offers free and confidential advice about drugs 24 hours a day <u>online</u>, by phone on 0300 123 6600, by email and by text on 82111.	Drinkline <ul style="list-style-type: none">• For people who are concerned about their drinking, or someone else's. Call 0300 123 1110.	The NHS website <ul style="list-style-type: none">• Offers advice about drugs and the law by phone and <u>online</u>. Call 020 7324 2989.

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SPEAKER NOTES:

- You can get advice, information and treatment by speaking to either:
 - **A local GP or a nurse working in a doctor's surgery** (called a practice nurse). They can discuss your drug or alcohol use with you and get you into treatment.
 - You can also call or go to your **local drug and alcohol treatment service** yourself.
 - You can find your local drug and alcohol treatment service on the FRANK website by entering your postcode and can also call the FRANK helpline for guidance on getting into treatment.
- The NHS website gives advice and information on getting help to address drug and alcohol use.
- FRANK offers advice and information about drugs 24/7, and Release give advice about drugs and the law.
- Drinkline offers advice about alcohol problems 7 days a week.

Support for individuals and families

Alcoholics Anonymous (AA, 0800 9177 650)

Cocaine Anonymous (CA, 0800 612 0225)

Narcotics Anonymous (NA, 0300 999 1212)

Online and in-person self-help groups based on a '12 step' programme and involve regular support groups.

SMART Recovery UK

Online and in-person self-help groups to help people change their alcohol or drug use.

Adfam

Advice and support to families affected by drugs and alcohol including an online forum and information about local groups.

Alcoholics-Anonymous

Online and in-person self-help groups based on a '12 step' programme for families and friends of people with alcohol issues. Call 0800 0086 811 (10am-10pm).

Families Anonymous

Online and in-person self-help groups based on a '12 step' programme for families and friends of people who use drugs. Call 020 7498 4680.

National Association for Children of Alcoholics (NACOA)

Support for children of alcohol-dependent parents. Call 0800 358 3456.

SPEAKER NOTES:

- Other support for you and your family is available by phone and in support groups across the country.
- Mutual aid or 'self help' groups for people with alcohol and drug problems are available online or in-person. These include Alcoholics Anonymous, Cocaine Anonymous, Narcotics Anonymous and SMART Recovery.
- There are also self help groups for families affected by drugs and alcohol such as Al-Anon for families affected by alcohol and Families Anonymous for families affected by drugs.

Support for individuals and families

[Dan24/7 \(Wales\)](#) information and advice about drugs and treatment services online, phone and text. Call 0808 808 or text 81066

In Northern Ireland:
[Drugs and Alcohol NI](#)
information on drug and alcohol treatment and support services available across Northern Ireland.

[Know the Score \(Scotland\)](#)
Information and local drug treatment services on their website or call 0800 587 5879

SPEAKER NOTES:

- Other support for you and your family is available by phone and in support groups across the country.
- Mutual aid or 'self help' groups for people with alcohol and drug problems are available online or in-person. These include Alcoholics Anonymous, Cocaine Anonymous, Narcotics Anonymous and SMART Recovery.
- There are also self help groups for families affected by drugs and alcohol such as Al-Anon for families affected by alcohol and Families Anonymous for families affected by drugs.

Drugs and Alcohol: True or False?

1) You have to pay to get drug and alcohol treatment in the UK

2) Staff in drug and alcohol treatment services understand drug and alcohol problems and are there to support you.

3) Refugees who need drug and alcohol treatment are not entitled to it in this country.

4) It is safe to stop drinking alcohol without any support.

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SPEAKER NOTES:

- *[This slide includes a quiz to check learning.]*
- To check what we've learnt about drug and alcohol support here, we'll do a quick quiz and find out which of the following are true and which are false.
- *[Presenter to read each statement and ask the group if each statement is true or false. Answers are on the next slide.]*

Stopping Smoking

- Smoking is not permitted in any indoor, work or public place in the UK. Vaping is not illegal indoors, but local restrictions may apply
- Most hospitals and healthcare settings have smoke-free policies covering both buildings and grounds
- It is illegal to sell tobacco or cigarettes (including e-cigarettes) to anyone under the age of 18

Quitting smoking is easier with the right support. If you give up for 28 days, and you're 5 times more likely to quit for good.

There is a range of FREE support available to help you stop smoking:

- Speak to a specialist advisor at a local stop smoking service
- GPs and pharmacists can provide advice or direct you to an advisor
- Download the NHS Quit Smoking app and get a personal quit plan
- Information on e-cigarettes (or vaping) is also available
- Stop smoking aids such as nicotine replacement therapy are available on prescription



Any questions?