

# ACTION UPDATE

## Which health service?

## Why go to A&E?

If it's a real emergency and your life is in danger, getting to a hospital's Accident and Emergency Unit (A&E) is the right thing to do.

If the problem isn't an emergency, there are better places to get treatment. You will get better care if your treatment is properly planned with specialists involved if needed. Going to a GP is also much cheaper for the NHS!

A GP will look at your health overall and work out what really needs to be done, not just patch up the immediate problem.

On the next page is a guide you can use to decide which health service is right for you.

You'll see that getting registered with a GP is really important. Groundswell's "Rights to Healthcare" cards can help you with this. There's a picture below.



Fold 3

Managing your health can be a challenge and the NHS can be difficult to navigate.

- A lot of homeless people use hospital Accident and Emergency departments to get help but there are often much better ways of getting what you need.
- Use this guide to put yourself in charge of your healthcare. By getting to the right place you'll get a better service first time.

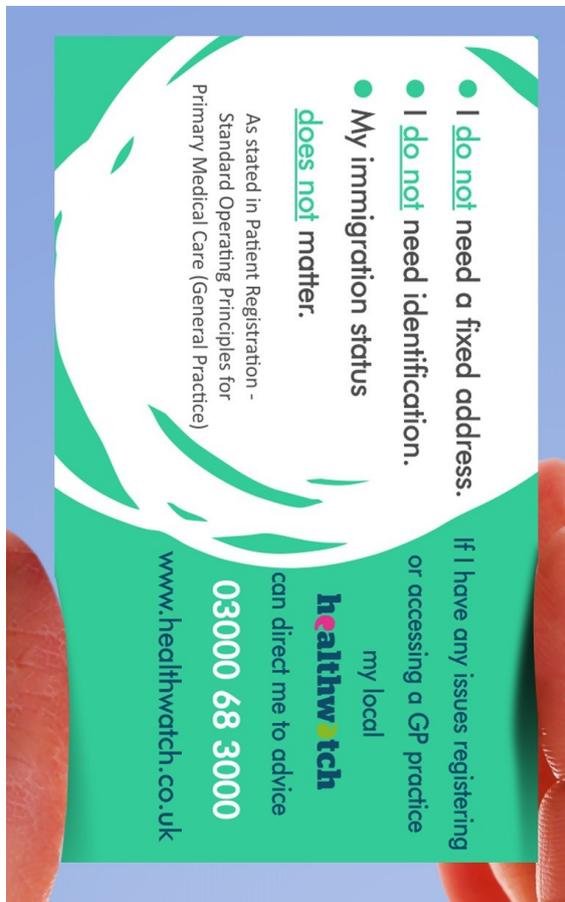


Fold 2



Fold 1

**You have a right to register & receive treatment from a GP**



## Homeless Health Peer Advocacy

Do you need help getting to health appointments in London?

Groundswell Peer Advocates, who have been homeless themselves, supported people to 2400 health appointments last year. Ask a key worker to refer you or get in touch with us yourself:

Phone: 03000 039 600

Email: [HHPA@groundswell.org.uk](mailto:HHPA@groundswell.org.uk)

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



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# ACTION UPDATE!

## Which Health Service?

Getting to the right health service isn't always easy, but if you do it will be better for your health. The guide below can help you work out where you need to go.

**Am I feeling well?**

No

Yes

Your GP can help you to manage any existing health issues. If you're over 40 you can get a general health check and if you haven't seen a GP recently it might be worth asking for one what ever age you are. If you smoke, drink alcohol or think your diet could improve ask about specialists who can help.

**Is my life at risk?**

No

Yes

A hospital's Accident and Emergency is the place you need to be. If you are sure you can get there yourself do, otherwise call 999 for an ambulance.

**Is it urgent?**

No

Yes

Call 111 they will be able to advise you on the best place to go for emergency treatment that isn't life threatening.

**Can a pharmacist help?**

Yes

Go to the pharmacist first, you don't need an appointment and they can advise on a lot of minor health issues like diarrhea or a minor infection. If you do need more help they can point you in the right direction.

No

**Am I registered with a GP?**

Yes

**Can my GP see me soon enough?**

Yes

Make an appointment with the GP. Make sure you attend and if for any reason you are unable to attend call them to let them know. It's a good idea to plan out exactly what you want to ask. Your GP will treat the problem and send you to a specialist if needed.

No

A GP should be at the center of your care. They are local doctors who can deal with many health issues and find the right specialist service for you if you need it. You can register you even if you don't have ID or proof of address and your immigration status shouldn't matter. Call 111 to find your local GP and get yourself registered.

No

You need to be in a local walk in center, minor injuries unit or urgent care center.  
Call 111 to find out where these are.

