Good Practices for Access & Wellbeing - NHS Fact Cards

Introduction to Black Minority Ethnic Communities (BME)

in Kensington & Chelsea and Westminster

At the time of the last census, in 2001, the wards with the highest BME populations in Kensington and Chelsea were: Golborne (37%), Colville (25%) and Avondale (25%). In these wards, 15%-22% of residents were labelled as Black Ethnic, a far greater proportion than the 5% for Kensington & Chelsea overall. The figures indicate that more than 100 languages are currently spoken by school children in Kensington & Chelsea.

In 2001, 51% of all state school pupils were from BME groups and 46% of primary school pupils had English as an additional language. Other than English, the most common first language was Arabic. Kensington and Chelsea had the highest proportion of non- UK EU born residents in England (11.2%), and Westminster was second with (9.0%).

The diversity of Westminster's ethnicity profile is unique in England, as over 30% of residents are from BME communities and over 150 first languages are spoken. There are a large number of different BME groups in the City, as well as some long-established communities. Compared to London as a whole, Westminster has high numbers of Chinese, African-Caribbean and Bangladeshi residents, although within the City, Arab residents constitute the largest minority group. Islam is the third largest religion in the City.

There is an over-representation of BME groups (42%) in mental health services compared with the overall population, particularly people from the African and Caribbean communities, Refugee men and Muslim women. BME groups account for 37% of the households in temporary accommodation accepted as vulnerable due to mental health.

The African and Caribbean Community

1 NHS Fact Card

Through our work, the Good Practices for Access & Wellbeing programme identified these 3 main health concerns for our community:

SICKLE CELL ANAEMIA: This is a genetic, lifelong blood disorder. Life expectancy amongst those suffering from the condition is 42 – 48 years for males and females. Sickle cell anaemia usually presents in childhood and occurs more commonly in people from tropical & sub tropical regions where malaria is/was common. Most people with sickle cell anaemia have intensely painful episodes. Children born with sickle cell anaemia require management by a haematologist to make sure they remain healthy. They also need to take folic acid and penicillin throughout their life. Various approaches are being sought for preventing sickle cell anaemia.

TYPE 2 DIABETES: A third of African and Caribbean adults and some children suffer from type 2 diabetes. The cause of type 2 diabetes is understood in the community and treatment is being sought. A proper diet and more knowledge about the risk factors for type 2 diabetes such as obesity, (which is prevalent in African-Caribbean communities) would help ensure that the incidence of diabetes does not increase further.

OBESITY: The diet of African–Caribbean people is the main risk factor for obesity. It is not helpful that the consensus in African Caribbean communities is that being obese is part of being wealthy. Knowledge that obesity can lead to other health issues e.g. high blood pressure, heart problems, type 2 diabetes and high cholesterol is vital to the community.

2 NHS Fact Card

NHS stands for the National Health Service; the NHS belongs to us all and is there to offer support to help us all maintain a healthy body and mind. On 21 January 2009, for the first in the history of the NHS, its Constitution was published. This document brings together in one place details of what staff, patients and the public can expect from our NHS. As well as telling us about its principles and values.
The NHS constitution includes a number of rights, pledges and responsibilities for staff and patients. There are seven key principles guide the NHS in all it does, they can be found in the NHS Constitution, they are:

- The NHS provides a comprehensive service, available to all
- Access to NHS services is based on clinical need, not an individual's ability to pay
- The NHS aspires to the highest standards of excellence and professionalism
- NHS services must reflect the needs and preferences of patients, their families and their carers
- The NHS works across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population
- The NHS is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources
- The NHS is accountable to the public, communities and patients that it serves

The NHS constitution is available in over ten different languages, in easy read format and in Braille, if you would like to find out more about it ask at **WSPM Agape Community Project**, at your local **Patient Advisory Liaison Service (PALs): See Card 9**, at your local **Hospital, Service or Trust**, at your local **Citizen's Advice Bureau** or by visiting the **NHS Choices Website:**
http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx

The NHS Constitution

3 NHS Fact Card

A General Practitioner (GP) sometimes called a family doctor is a generalist doctor who works in the local community in a surgery or health centre. Your GP is there to look after the health of people in their local community and deal with a whole range of health problems.

Your GP's surgery will also provide health education, offer advice on smoking and diet, provide regular health screening, such as cervical smear tests, blood pressure checks, run clinics, give vaccinations and carry out simple surgical operations.

Your GP will usually be your first point of contact if you or a member of your family becomes ill or is worried about their health. GPs usually work with a team including nurses, health visitors and midwives, as well as a range of other health professionals such as physiotherapists and occupational therapists.

If your GP cannot deal with your problem at the surgery, s/he will usually refer you to a hospital for tests, treatment or to see a consultant with specialist knowledge.

It is important to be registered with a GP as they refer you for specialist hospital and community treatment services if needed. The services provided by each surgery can be found in the practice or surgery leaflet available at the surgery.

You have the right to be registered with the GP surgery of your choice, as long as you live within its catchment area. Visits to the surgery are free.

4 NHS Fact Card

You should register with a GP near to your home as soon as you move into a new area. Before you can see your GP you will need to book an appointment.

You can request that you see a male or female doctor (though this may not always be possible). If you think that you need to be seen urgently you should explain this to the receptionist and you may be able to be seen on the same day. If the GP thinks you are too ill to come to the surgery it may be that you can be visited at home (though this is in extreme cases only).

Appointments with your GP will usually last ten minutes. If you need to discuss a number of health related issues, or you need interpreting help, you must tell the receptionist when you make the appointment so that you can be given a double appointment.

If English is not your first language you must tell the receptionist when you make an appointment that you will need interpreting help at your appointment. (If you have difficulty communicating this to the receptionist let them know which language you speak and s/he will contact a telephone interpreting service for you).

If you need to see a doctor outside normal practice hours, you should ring your surgery's emergency out of hours service in order to access the 'on call' GP (ask at your surgery for this number).

5 NHS Fact Card

Screen services are designed to check your health and are free of charge to everyone, they consists of a test or medical examination, carried out to determine whether or not you have a particular disease. Screening can detect diseases in their early stages before symptoms appear and you start to feel unwell. Many conditions, such as diabetes and high blood cholesterol often have no early symptoms and people who appear healthy may be risk of the disease without being aware.

Detecting disease early ensures treatment, and increases the chances of managing the disease. Early treatment can also help prevent the risk of serious complications. It is important that you go for any screening when you are asked to, even if you feel well. **This is particularly important if you have a family history of the disease**. The main health screening services in the UK are for cancer: the breast screening programme, the cervical screening programme and the bowel cancer screening programme:

- Breast screening detects breast cancer at a very early stage.
- Cervical screening is not a test for cancer as such, but can detect early abnormalities which can then be treated in order to help prevent the development of cancer.
- Bowel cancer screening aims to detect bowel cancer at an early stage when treatment is more likely to be effective. It can also detect polyps, which are not cancers but may develop into cancers over time.

There is no organised screening programme for prostate cancer, but an informed choice programme for prostate cancer risk management has been introduced for those who request it. If you are concerned you should talk to your GP about this. Screening services are also available for many other health conditions and diseases including the following:

- Diabetes
- Obesity
- High blood pressure (hypertension)
- Chlamydia
- Hepatitis
- High blood cholesterol

Speak to your GP if you require any information about the health screening services available.

NHS Screening Services

6 NHS Fact Card

Anyone can apply to register with an NHS dentist and you are entitled to register with more than one dentist if you wish. All dentists will provide the following services:

- Check-up examination and assessment
- Referral to a dental hospital for specialist treatment
- Surgical treatments such as removal of wisdom and other teeth, routine and root canal fillings
- X-rays, bridges, veneers, crowns, inlays, dentures and disease management
- Non-surgical treatment such as scaling, polishing, periodontal (gum) treatments, marginal fillings and oral hygiene instruction

You may not be required to pay for NHS dental treatment. To check if you are entitled to free dental treatment look here: http://www.nhs.uk/NHSEngland/Healthcosts/Pages/dentalcosts.aspx
If you are required to pay for NHS dental treatment you will only have to pay one charge for each course of treatment (this also applies if you need to visit your dentist more than once to finish the treatment.) There are three fixed bands of charges for all treatments:

- **Band 1** - £16.50: This covers an examination, diagnosis (e.g. x-rays), advice on how to prevent future problems and a scale and polish if needed. If you require urgent care, even if your urgent treatment needs more than one appointment to complete, you will only need to pay one Band 1 charge.

- **Band 2** - £45.60: This covers any treatment carried out in Band 1, plus any further treatment needed such as fillings, root canal work or extractions.

- **Band 3** - £198.00: This covers any treatment carried out in Bands 1 and 2, plus additional crowns, dentures or bridges. If you need more treatment within the same or lower charge band within two months of completing a course of treatment (for example an additional filling), you do not have to pay anything extra.

7 NHS Fact Card

Maternity services are designed for the care of women before, during and after childbirth and the care of their newborn babies. The **Antenatal** care service looks after women during their pregnancy and the **Postnatal** care service looks after women and their newborn babies in the period immediately following childbirth.

You should see your GP as soon as you suspect that you are pregnant (not only to deal with the pregnancy but because being pregnant may affect the treatment of any current or future illness you may suffer). Your pregnancy will be treated confidentially even if you are under 16 years of age.

Pregnancy tests are available free of charge from your GP, community contraception clinic or NHS walk-in centre. Or they can be purchased from your local chemist.

Your GP will be part of the maternity team who will take care of you throughout your pregnancy. A midwife will provide individual care and support for you, providing you with information and helping you to make informed choices about the type of care that you want to receive. Your midwife will help you to prepare for labour and plan the birth and will advise you about the induction of late labour, breastfeeding, caring for a new baby, the screening tests for newborn babies, and postnatal depression. You may also during this time be referred to an obstetrician, a consultant specialist in pregnancy and birth, if you need additional care or there are complications with your pregnancy.

Following the birth of your baby you will be visited in your home by a health visitor, a qualified nurse who specialises in the health and well being of babies and children. The health visitor will carry out checks on the physical health of both you and your new baby and will support you to ensure that you are coping emotionally and psychologically with the responsibilities of motherhood.

8 NHS Fact Card

Mental illness is not strange or unusual; one in four people will have some experience of mental ill health at some time in their lives. Mental illness can affect anyone, at any age and can take many different forms. This type of illness may include one or more of the following:

- Anxiety
- Depression
- Stress
- Mood Disorders
- Schizophrenia
- Self-harm
- Eating Disorders
- Addictions

Mental health problems can affect many aspects of your life, such as housing, employment, personal relationships and physical wellbeing, so if you feel that you or a relative are suffering from any mental illness, seek help. There are a number of different services available to help you and your family, in most cases it is best to speak to your GP first. Your GP will be able to do an initial assessment and support you with the best course of action. Depending on the type of illness, services available may include:

- Talking Therapies, such as IAPT, Counselling, Bereavement Counselling or Psychotherapy
- Therapeutic treatments
- Medication, such as antidepressants
- Community Services, provided through a Community Mental Health Team (CMHT) or a Crisis Resolution Team (CRT)
- In-patient Services

You may also be referred to see a social worker or be allocated a key worker/support worker, who will be able to help and advise you on practical issues such as benefits, housing, day care and training

NHS Mental Health Services

9 NHS Fact Card

NHS Walk-in centres offer easy access to a range of treatments. They are usually run by nurses and provide treatment for minor ailments such as infections, minor cuts or wounds and broken bones. They provide a complementary service to those of your GP and hospital accident and emergency department. Though some Walk-in centres provide access to doctors, most do not and so they do not offer treatment for major illnesses or medical emergencies.

- Not all Walk-in centres offer the same services, so you are advised to check with your local centre to see which services it offers.
- Most Walk-in centres are open seven days a week, including outside normal office working hours, and some are open on a 24 hour basis.
- You do not have to register to use a Walk-in centre and do not need to make an appointment before turning up at the centre for treatment.

Some of the conditions for which you might expect to be treated include the following:

Blood pressure ~ coughs, colds and flu-like symptoms ~ emergency contraception ~ bites and stings ~ hay fever - minor cuts and wounds ~ head lice ~ muscle and joint injuries ~ Skin complaints: rashes, sunburn ~ stitching of wounds ~ stomach complaints: pain, constipation, vomiting and diarrhoea ~ women's gynaecological problems: thrush and menstrual advice

For further information you can contact your local **PALs, Citizens Advice Bureau**, or ask **WSPM Agape Community Project** to help you, or you can search for your local Walk-in centre on the **NHS Choices website:**
http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/AE.aspx

NHS Walk-In Centres

10 NHS Fact Card

Pharmacists also called Chemists are specialists in medicines and their use in the treatment of illnesses. They work in pharmacies (chemists) which can be found in hospitals and on the high street. They play a key role in providing quality healthcare to patients and use their clinical expertise and practical knowledge to ensure the safe supply and use of medicines by patients and members of the public.

All pharmacies provide the following services:

- Prescription dispensing (including repeat prescriptions)
- Safe disposal of unwanted prescribed medicines
- Advice about and treatment of minor ailments and conditions without prescription
- Signposting for further support, advice or treatment
- Health and lifestyle advice and products: such as stop smoking, weight loss and lowering blood pressure

Some pharmacists will also provide some of the following additional services:

- Medicine reviews
- Stop Smoking Services
- Chlamydia Screening
- Needle exchange for substance users
- Emergency contraception
- Immunisation Services, e.g. HPV, flu.
- NHS Health Checks
- Minor Ailment Services

NHS Pharmacies/Chemists

11 NHS Fact Card

NHS prescriptions must be paid for, unless you are entitled to help because of your particular circumstances. In the following situations prescriptions are always free:

- If you are **over 60** years of age or **under 16** years of age
- You are **aged 16, 17 or 18** years and in full-time education
- If you are an NHS in-patient receiving hospital care
- If you are **pregnant** or have had a baby in the previous 12 months and you have a valid exemption certificate. If you do not have one you need to **complete application form FW8** which you can get GPs, doctors, midwives and health visitors.
  You must complete parts 1 and 2 of the form and your GP, doctor, midwife or health visitor has to sign to confirm the information given by you is correct.
- If you or a family member receives one of the following income-related benefits: **Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit Guarantee Credit.**

Incapacity Benefit or Disability Living Allowance do not count, they are not income related. You will need instead to apply for an exemption certificate.

It is very important that you check whether or not you have to pay for your medication before you ask for your prescription to be dispensed. It is very important to be aware that if you receive free medication when you are not eligible, even if by mistake, you could be penalised.

12 NHS Fact Card

In certain instances there are medications which are provided free of charge to all. These include:

- Medication given to you at a hospital or NHS Walk in Centre;
- Prescribed contraceptives;
- Medication personally administered to you by a GP;
- Medication supplied at a hospital or clinic for the treatment of a sexually transmitted infection (STI);
- Medication supplied for the treatment of tuberculosis;
- Medication supplied to a person subject to a supervised community treatment order for the treatment of a mental disorder.

If you have a low income you may receive help with prescription costs through the NHS Low Income Scheme. A **HC2** certificate gives you exemption from prescription charges, to obtain one you must complete a **HC1** form, which you can get from Jobcentre Plus offices or most NHS hospitals. Your GP, dentist or optician may be able to give you one too. You can also get an **HC1** form by calling **0845 610 1112 or on the NHS Choices website:**
http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx

If you are not entitled to free prescriptions and you think you will have to pay for four or more prescriptions in three months or more than 14 items in 12 months, you may find it cheaper to buy a **Prescription Prepayment Certificate** (PPC).
You can only use the PPC for your own NHS prescriptions. The PPC will start from the date of your application or phone call unless you request a different start date. You can order a PPC on-line or by phoning **0845 850 0030**, or by filling in an FP95 form, which is available from some pharmacies and GPs. You can get more information on PPCs in leaflet HC12 available on the **NHS Choices website:** http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2009/HC12[1].pdf

There are a number of other circumstances in which you may be entitled to free NHS prescriptions, for further advice you can contact your local **PALs, Citizens Advice Bureau**, or ask **WSPM Agape Community Project** to help you to get the correct information.

NHS Prescription Charges (2)

13 NHS Fact Card

The NHS is a large and complex organisation which provides many different services. The NHS expects all members of staff to listen and respond to you to the best of their ability. However, if you or a relative are concerned or unhappy with a NHS service, or do not understand what is happening, PALs can help. PALs are there to ensure that the NHS listens to patients, and their relatives, carers and friends. PALs is available in all NHS hospitals, **PALs do not give medical advice**.
You should use PALS when you do not feel that you have been listened to, they can help by answering questions. PALs are there to help resolve your concerns as quickly as possible. PALs help the NHS to improve services and will:

- Provide you with information about the NHS and help you with any other health-related enquires
- Help resolve concerns or problems when you are using the NHS
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint
- Provide you with information and help introduce you to agencies and support groups outside the NHS
- Inform you about how you can get more involved in your own healthcare and the NHS locally
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provide an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them

To contact PALs, you can ask WSPM Agape Community Project to help you, your local Citizen's Advice Bureau or contact PALs directly on
NHS Kensington & Chelsea: Monday-Friday 9am-5pm **020 8962 4547**, by fax on **020 8962 4828** or email pals@kc-pct.nhs.uk
NHS Westminster: Monday-Friday 9.30am-4.30pm on **0800 587 8818**, by text on **07766 251 458** or email pals@westminster-pct.nhs.uk
St Mary's Hospital: **0800 716 131**
Chelsea & Westminster Hospital: **020 8846 6727**
The Royal Brompton & Harefield Hospital: **020 7349 7715**
The Royal Marsden Hospital: **0800 783 7176**
Central & North West London Mental Health Trust: **020 8237 2329**

The Patient Advisory Liaison Service (PALs)

14 NHS Fact Card

If you are not happy with the service that you or a relative have received from the NHS, or have been refused treatment for a condition, you have the right to make a complaint and have your complaint fully investigated.

The NHS has its own complaints procedure, which is always the first step for any complaint. You can find detailed information about the NHS complaints procedure on the **NHS Choices Website:**
http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/AboutNHScomplaints.aspx

The NHS has a simple two stage complaints process. You can request a copy of its complaints procedure from any hospital, NHS service or trust. The form will explain how to proceed and what help or support is available.

You should make your complaint as soon as possible, normally within 12 months of the date on which the event took place or as soon as the matter first came to your attention. (This time limit can in some circumstances be extended, providing it is still possible for the complaint to be investigated and there are extenuating circumstances). Here's what to do:

1. Ask your hospital or trust for a copy of its complaints procedure, which will explain how to proceed. Your first step may be to raise the matter (in writing or by speaking to them) with the practitioner, e.g. the nurse or doctor concerned. Alternatively, you can make a complaint to the organisation, which will have a complaints manager. This is called local resolution, and most cases are resolved at this stage.

2. If you're still unhappy, you can refer the matter to the **Parliamentary and Health Service Ombudsman**, who is independent of the NHS and government. **Call 0345 015 4033**

The NHS Constitution (see Card 3) explains your rights when it comes to making a complaint, ask the **PALs** service at the hospital, NHS service or trust to help you. **WSPM Agape Community Project** will also be able to help you by providing you with information, and supporting you.