

# Emergency accommodation

## Health information

This information sheet contains advice on how to access health services where you have been provided with emergency accommodation that is not within travelling distance of your existing health services.

### How do I find local health services?

The best way to find health services is by using the NHS Choices website: [www.NHS.uk](http://www.NHS.uk). You can search for GP's, dentists, urgent care and hospitals from the site using your postcode or town.

### How do I find and register with a new GP?

The NHS choices website will give you a list of GP's in the local area that are taking new patients. If you need a doctor urgently and cannot travel to your existing GP, call 111.

If you are not yet registered with a doctor and need to see one you can receive emergency treatment for the first 14 days. After that you need to register, either temporarily or permanently. You can register as a temporary patient for up to 3 months. After that, you will need to re-register as a temporary patient or change your GP.

To register as a temporary patient, contact the GP surgery and ask to register as a temporary patient. The surgery will ask you to complete a form. Try to have the following information with you when you see your temporary GP for the first time:

- details of any medical conditions you have
- details of medical conditions you've had in the past
- the name of any medicines you're currently taking
- details of anything you're allergic to
- contact details for your permanent or previous GP

If you can't find a GP after several attempts your NHS England local area team will be able to help you.

London Area Team: 0207 932 3700

Other teams are listed on the NHS Choices website:

[www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx](http://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx)



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## How do I find a dentist?

The best way to find a dentist taking NHS patients is to use the NHS Choices website [www.NHS.uk](http://www.NHS.uk). Dentists open and close their lists for NHS patients and this will provide the most up to date information.

If you don't have regular dentist or can't travel to your registered dentist you can still get emergency dental care by calling 111. Urgent dental care is described as:

- toothache or swelling that suggests an infection of a tooth or gum
- severe toothache or facial pain which is not controlled by taking over-the-counter painkillers
- trauma of the face, mouth or teeth after a recent accident or injury
- permanent tooth being knocked out
- bleeding after tooth extraction that you cannot control
- serious swelling of the mouth or face which is getting worse

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## How can I change my mid-wife?

If you are pregnant and cannot travel to see a midwife at your usual GP's surgery you can find a mid-wife closer to the emergency accommodation by finding and registering with a GP, as set out above. Once you have registered with the GP, make an appointment and, at the appointment explain that you are pregnant and need a referral to a midwife. The GP will then make the referral.

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## What about other health services?

If you are receiving other health services, the most important thing to do is to register and make an appointment with a GP nearer your emergency accommodation. They will be able to refer you onto the relevant health professionals.

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## Where can I go for more advice and guidance?

The council employs a Family Support Worker who will provide advice and support to anyone in bed and breakfast hotel accommodation. She will write to you when you first move in with details of the service and how to contact them. The current support worker's contact details are:

**Verna Francis (Family Support Worker, Housing Placements Team)**

**Email:** [verna.francis@croydon.gov.uk](mailto:verna.francis@croydon.gov.uk)

**Secure Email:** [verna.francis@croydon.gcsx.gov.uk](mailto:verna.francis@croydon.gcsx.gov.uk)

**Tel:** 020 8726 6100 Ext.65564 (Except Mondays)

**Mobile:** 07786 660119 (Except Mondays)