

Foreign Languages

The NHS has produced information leaflets about the services it provides in several different languages. These are available on our website, www.chedmed.co.uk or you can ask one of our receptionists to print one for you.

It is important that you understand what your doctor is saying so if English is not your first language you may wish to have a translator. We can use a telephone translating service to help us explain things to you. If possible, please tell us that you would like a translator when you book your appointment along with the language you speak.

You are also entitled to have a friend or family member with you in the consultation to help with language or for any other reason.

BILATERAL HEALTHCARE AGREEMENT COUNTRIES

Armenia, Azerbaijan, Belarus, Bosnia, Croatia, Georgia, Gibraltar, Kazakhstan, Kyrgyzstan, Macedonia, Moldova, Montenegro, New Zealand, Russia, Serbia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan.

For the following countries, your nationality is not relevant but you must be a lawful resident there:

Anguilla, Australia, Barbados, British Virgin Islands, Falkland Islands, Iceland, Isle of Man, Jersey, Montserrat, St Helena, Turks and Caicos Islands

DEFINITIONS:

EUROPEAN ECONOMIC AREA MEMBER STATES:

Austria, Belgium, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Irish Republic, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, UK plus Switzerland.

E128 FORM:

EEA Nationals who have a form E128 are entitled to treatment on the same basis as UK residents. They are issued to people who have come to the UK to work or study, and any members of their family who accompany them.

E112 Form:

Patients from EEA member countries with E112 are eligible for free medical treatment of **the specified condition** (LMC guidance to GPs on the Treatment of Overseas Visitors, 8/2000)



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**CHEDDAR
MEDICAL
CENTRE**

**OVERSEAS VISITORS:
GUIDANCE LEAFLET**



**This leaflet explains what visitors
from other countries can expect
from the NHS and what charges
might apply**

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Will I have to pay?

All visitors to the United Kingdom are entitled to **free emergency care** at a GP surgery, Walk-in Centre or Accident and Emergency department at a hospital.

The treatment must be for an "acute" condition, that is one which has arisen suddenly or has had a rapid onset. It must also be of a sort which cannot be delayed until you return to your home country.

It will be for your doctor to decide whether your condition is an "emergency".

In situations which are not an emergency you will normally be charged unless you fall into one of the exemption categories.

Even if you qualify for free NHS Primary Care services, **if your stay is less than 3 months you will be registered as a Temporary Patient at Cheddar Medical Centre.**

Hospital Treatment

Although Accident and Emergency departments will treat you for free this does not apply to any other area of the hospital.

If your GP refers you to a hospital specialist or if you are transferred to a different department from Accident and Emergency you may be charged if you are not covered by exemptions listed overleaf. Even if the GP has treated you for free you may still be charged by the hospital.

Exemptions

Residence in the UK:

You may be exempt from these charges if you are a resident, worker or student in the UK and if you fulfil certain requirements. More information is available at www.nhs.uk

Nationals of an EEA (European Economic Area) Country or Switzerland:

Treatment under the NHS for nationals of an EEA country/Switzerland is normally free to the patient as long as you show your EHIC and the treatment would be covered under the insurance scheme in your own country. If you cannot show your EHIC card you will be charged but should be able to claim this back from your own government.

You will also be able to have planned care in the UK if you hold an E112 form.

Bilateral Healthcare Agreements:

The UK has arrangements with some non-EEA countries which allows for free NHS treatment for conditions which arise or are exacerbated during the visit and could not reasonably wait until you return home.

Channel Islands: Residents of the Channel Islands are NOT automatically exempt from charges and will be treated on the same basis as other non-EEA nationals unless a Bilateral Healthcare Agreement exists

A list of EEA countries and countries where a bilateral healthcare agreement exists with the UK are listed on rear of this leaflet

What are the charges?

Appointment with a doctor (10 minutes):

£33

Appointment with a nurse (10 minutes):

£25

Prescriptions: £13

Prescription charges are NOT included in the appointment charges above. If you need any medication your doctor will give you a prescription to take to the pharmacist. The pharmacist will charge you when they give you the medication.

A prescription charge of £7.85 applies to all prescriptions, whether you have paid to see the doctor or not.

Tests: Any tests or investigations you might need will be charged separately and are not included in the fees stated above.

A receipt can be provided on request for insurance purposes

Hospital Charges: If you have to attend a hospital they will give you information about their charges. If you are exempt from charges, please take all required evidence of your exemption to all your appointments.