



**RoCPrivate**  
clinic

Are you new to the UK?

Do you know how to access Healthcare?

This leaflet aims to advise you on all that you need to know regarding our healthcare system.

People moving from North America to the UK in particular can find it difficult to understand how the UK Health Service is structured.

Find out more on:

- ✓ The NHS Pros and Cons
- ✓ The Private Health Pros and Cons
- ✓ The Different Type of Insurances
- ✓ The NHS – Am I Eligible?
- ✓ What to do in an Emergency
- ✓ What if you need a doctor out of Hours
- ✓ Where to get medication and prescriptions
- ✓ How can ROC Private Clinic Help?

## The NHS Pros and Cons

- Free healthcare provision unless not eligible
- The only option available for medical emergencies such as road traffic accidents, heart attacks, strokes etc
- Round the Clock hospital care accessible via the Accident and Emergency Units/E.R. Hospitals
- Split into NHS family doctors (GPs) and specialists (hospitals)
- Specialists only available with referral from GP
- Long waiting lists
- Poor or non-existent preventative healthcare provision

**National  
Health  
(NHS)**

**Private  
Health  
Service**

## The Private Health Pros and Cons

- Covered by patients or insurers
- Not available for emergencies as described above, but urgent care may be accessed from a private GP or from a Private Walk in Centre, depending on your condition
- No 24/7 private walk-in medical assessment unit available in London/ UK
  - The same split applies into family doctors (GPs) and specialists
  - Specialists may be available without needing a referral from GP
    - Rapid access
    - Excellent provision of preventative care
    - Access to First Class Quality HealthCare

## The Different Type of Insurances

Expats usually benefit from **International Insurances** that cover for both GP and specialist consultations as well as any necessary tests. These insurance policies tend to provide the best level of cover available to expats living in the UK.

**UK-based insurances** cover for specialist consultations only and may restrict the specialists you are able to see. UK Insurance companies do not cover chronic or pre-existing conditions, but solely acute conditions that are not recurring.

**Cancer care** isn't automatically covered in UK based insurance cover, but can usually be included as an add on, so be sure to check this if you wish to have this included.

No **pregnancy care** cover is included in UK based insurance cover.

**Before making an appointment, we advise that you check with your insurer that your appointment will be covered.**

## The NHS – Am I Eligible?

As a general rule, you should be eligible for NHS cover if you are:

- An EU member who is a resident of over 6 months
- Married to an EU member

You will need to seek private treatment if you are:

- Non-domicile
- A non-EU resident of under 6 months

If you do qualify for NHS cover, you can find your local GP clinics on the NHS choices website by entering your postcode. We suggest you do some research as to the best NHS GP clinic in your area and go and register. Make sure to have a good look at their website, as different NHS GPs offer different services and have different opening times. Make sure you find the one that best fits you and your needs. Upon registering you will usually need to bring a photo ID and proof of address in order to register with them.

## EMERGENCIES

### What To Do In An Emergency

You should dial 999 and ask for the ambulance service if you have an emergency such as:

- Chest pain
- Difficulty in breathing
- Loss of consciousness
- Weakness fown half of your body
- Severe blood loss

This is provided free of charge by the National Health System (NHS). If necessary, you will be taken via an ambulance to the nearest NHS hospital for free treatment.

For any other matters, including urgent ones you may call us on 0207 935 0606 or email us at london@rochealthservices.com Our opening hours are Monday to Friday 8am-6pm.

## OUT OF HOURS CONSULTATIONS

### What if You Need a Doctor Out of Hours

ROC Clinic does not provide routine out of hours care. However our doctors may respond via email to any queries you may have out of office hours.

If you wish to see a doctor out of hours we recommend the following private walk-in centres:

#### **HCA UK Urgent Care Centre- Marylebone**

Open 08.00 to 22.00 everyday  
42-52

Nottingham Place  
London, W1U 5NY

**Patients must be aged 16 or over.**

#### **HCA UK Urgent Care Centre for Children-Fitzrovia**

Open 08.00 to 20.00 everyday  
Ground Floor, The Portland Hospital  
205 Great Portland Street  
London, W1W 5AH

**Patients can be seen from the age of 0-17.**

#### **HCA UK Urgent Care Centre- St John's Wood**

Open 07.00 to 23.00 everyday  
The Wellington hosiptal Ground Floor  
Wellington Pl, London NW8 9LE

**Patients must be aged 18 or over.**

#### **Casualty First, Hospital of St John & St Elizabeth**

Open 08.00-20.00 weekdays and 10:00-18.00 at weekends  
60 Grove End Road, St John's Wood  
London NW8 9NH

**Patients can be seen from the age of 1.**

## 24/7 PHARMACIES

### Where to get medications or prescriptions outside usual hours

If you need medication out of office hours, ROC clinic has access to several 24 hour pharmacies who will often deliver straight to your doctor. Please ask us for further information on this.

You may also be able to find 24 hour or late night pharmacies that are local to you. Here are a few:

Marylebone and the surrounding areas:

Pharmacentre  
149 Edgware Road  
London, W2 2HU  
www.pharmacentre.com  
0207 723 2336

Chelsea and the surrounding areas

Zafash Pharmacy  
233-235 Old Brompton Road  
London, SW5 0EA  
www.zafash.co.uk  
020 73732798





**RoC**Private  
clinic

**Find Us:**

**45 Queen Anne Street, London, W1G 9JF**

**+44 (0) 207 935 0606**  
**[london@rochealthservices.com](mailto:london@rochealthservices.com)**

**ROC Clinic is open**  
**Monday to Friday**  
**08.00 to 18.00**

# How Can ROC Private Clinic Help?

## Top Clinicians

ROC Private Clinic provides family doctor (GP) services as well as specialist services. In terms of specialist services, we work with experts in their fields, who will consult you either at our clinic or at a different location. The family services are the backbone of clinic. We provide a comprehensive list of services inclusive of:

- ✓ **Antenatal and postnatal care**
- ✓ **Birth control consultations**
- ✓ **Allergy consultations**
- ✓ **Comprehensive preventative healthcare in the form of Annual Well Man and Well Woman checks**
- ✓ **Consultations for any matters, irrespective of your age**
- ✓ **Home visits**
- ✓ **Laboratory investigations and Scanning**

## First Class Services

Our doctors are available to consult you face to face, over the telephone or advise you via email. Our network of clinicians has been developed over the past 10 years and we continuously refresh our network in keeping with the latest developments in medicine.

Disclaimer: This leaflet is accurate as of 15th of December 2018