



THEME 9

NHS Support

Theme introduction

Background

NHS England leads the National Health Service (NHS) which is responsible for providing healthcare for everyone in England. This is achieved by offering a wide range of services through primary and secondary care. In addition, a range of information about health and health services is provided by the NHS through telephone services and via the Internet through websites such as **Change4Life** and **NHS.UK**.

Funding for the NHS comes directly from taxation. With the exception of some charges, such as prescriptions, optical services and dental services, the NHS in England remains free at the point of use for all UK residents. Access to NHS healthcare is detailed on the following websites: <https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide>

<https://www.gov.uk/government/publications/how-the-nhs-charges-overseas-visitors-for-nhs-hospital-care/how-the-nhs-charges-overseas-visitors-for-nhs-hospital-care>

<https://www.citizensadvice.org.uk/health/help-with-health-costs/nhs-charges-for-people-from-abroad/>

Some visitors from abroad will have to pay for treatment. As of 2018 non-EEA (European Economic Area) visitors who come to the UK for more than 6 months have to pay an immigration health surcharge. This will not affect immigration status. You may want to help learners check what entitlement or charges might affect them.

Generally, an individual's first point of contact with the NHS is through a primary care team, consisting of general practitioners (GPs; also called family doctors) and other health professionals such as practice nurses, health visitors, dietitians, physiotherapists, etc. In these materials we use the term 'GP practice' to describe all the services available in a local primary care setting. (The more traditional term – doctor's surgery – may be misleading for ESOL learners.)

Primary care now provides many services that were once provided by hospital outpatient services, for example management of long-term conditions such as diabetes. It is important for learners, particularly older learners, to understand that services such as walk-in centres have been developed to respond better to patients' needs; patients will get a better service if they use the most appropriate service for their health need.

Secondary care (hospitals and allied professionals) is usually only accessed after a referral from a GP, except in an emergency.

National targets/policies

The NHS was 70 years old on the 5th July 2018. Today it is a very different and changing organisation from the one people first accessed. This continuing change and development is likely to continue and tutors may wish to make themselves

aware of any major updates which are likely to be discussed in the media and on the NHS website. There have been huge improvements in understanding peoples' needs, treatments, medicine and in enabling people to protect and improve their own health. The government recognises that the quality of care that people receive can be changeable, preventable illness is widespread and health inequalities are deep-rooted. Patients' needs are changing, new treatment options are emerging and the NHS faces particular challenges in areas such as mental health, cancer and an aging population. The pressure on services continues to increase.

This has led to an increasing focus on looking at how we can work 'differently' to get better outcomes. The NHS Five Year Forward View sets out a clear direction for the NHS – showing why change is needed and what it will look like. There are three main priorities:

1. A big improvement in prevention, i.e. helping people live healthier lives so that they don't get ill so much.
2. Breaking down the barriers in how care is provided between family doctors and hospitals, between physical and mental health and between health and social care.
3. Using money better so that it can meet the demands of the next ten years.

This theme

This theme helps learners to understand and appreciate the range of services available in the NHS, enabling them to access and use these services. The topics in this theme are:

- Who works in the NHS?
- What does the NHS do?
- Prescriptions
- Preparing for hospital
- Getting to the hospital
- NHS.UK website
- *Changes4Life*
- Telephone helplines
- Emergency services
- Emergency calls

Further information and suggestions

You can find out how to provide feedback or make a complaint about NHS services or adult social care by looking at <https://www.nhs.uk/nhsengland/complaints-and-feedback/pages/nhs-complaints.aspx>

Mapping to Functional Skills/Core Curriculum

Topic	Functional Skills		Core Curriculum	
	English	Maths	Literacy/Language (L)	Numeracy (N)
1 Who works in the NHS?	E3.8 E3.2 E3.2		Rw/E3.1 Lr/E3.2 Sc/E3.1	
2 What does the NHS do?	E3.1 E3.9 E3.8		Lr/E3.3 Rt/E3.7 Rw/E3.1	
3 Prescriptions	E3.8 E3.11 E2.16	L1.20	Rw/E3.1 Rw/E3.3 Ww/E2.2	MSS1/L1.2
4 Preparing for hospital	E3.9 E3.9 E2.18		Rt/E3.2 Rt/E3.3 Wt/E3.5	
5 Getting to the hospital	E3.2 E3.8	E3.21	Lr/E3.2 Rw/E3.1	HD1/E3.1
6 NHS.UK website	L1.14 L1.14		Rt/L1.4 Rt/L1.5	
7 Change4life	E3.12 E3.9 E3.12 E3.8		Rt/E3.5 Rt/E3.7 Rt/E3.9 Rw/E3.1	
8 Telephone helplines	L1.11 L1.14 E3.3 E3.2		Rt/L1.1 Rt/L1.5 SLc/E3.3 SLc/E3.4	
9 Emergency services	E3.12 E3.12 E3.2 E3.6 E2.4		Rt/E3.9 Rw/E3.2 SLc/E3.4 SLd/E3.1 SLr/E2.2	
10 Emergency calls	L1.2 E3.4 L1.7		SLc/L1.2 SLlr/E3.6 SLlr/L1.2	