

# Client Information

## Healthcare



Each member of a household must have their own Social Security health card in order to be entitled to discounted medical treatment. Your cards can be collected at the Social Security Office on La Motte Street, St Helier. For the first six months after you arrive in Jersey you will have to pay the full cost when you visit a GP. After a period of six months and you have paid your Social Security contributions in full you will be entitled to a Health card. The six months will be counted from when you first register.

Medical care in Jersey is excellent and there are a good number of surgeries dotted around the island. Registration at your nearest doctors surgery is generally very easy and it is usually very quick to be able to get an appointment with a GP, even on Saturday mornings. Most of Jersey's medical practices are linked up to a night-time medical answering service and it is possible either to call a Doctor for a home visit out of hours or, if possible, take the patient up to A & E for a consultation in the case of an emergency.

The GP Surgeries in Jersey are run as private businesses, therefore, you will be charged for the Doctors time. Charges can vary slightly between surgeries. Your Social Security card entitles you to a discount of £20.28 off the bill. A standard visit to a GP (without a Social Security card) will cost £60 so you will pay approximately £40 with your Social Security card (or £20 for children usually). Extras such as blood tests, pregnancy tests, referral letters, repeat prescriptions, etc. are charged separately and a price list will be available at the Reception of your surgery.

A reciprocal health agreement exists between Jersey and a number of countries including UK and France. If you require assistance before you have received your Social Security card, you are entitled to urgent healthcare for free but some charges may apply depending on the nature of your illness/injury if not deemed "urgent". If you are French National you can have a health card immediately.

Prescriptions from a pharmacy are free with your Social Security number, however, some exceptions may apply for more specialist medication.

For those conditions where treatment is required off-island, the costs (including travel and accommodation) are funded by Jersey's Health and Social Security Department, except in the case of a patient opting for private treatment. A highly qualified team of specialists is based at the Jersey General Hospital but for some cancer and other specialised treatments it is still necessary for patients to travel to the UK. In the same way, children requiring specialist medical care unavailable on the island are sent to Great Ormond Street Hospital in London or to other specialist hospitals around the country, accompanied by a parent.

For emergency treatment, you should dial 999, however, use of the ambulance service for non-emergency transport is by referral from your GP or consultant. Private arrangements can be made to use the ambulance and a charge will apply. Ask your GP in this regard.

In addition to the Jersey General Hospital in St Helier, Orchard House is the hospital based at St Saviours for the Acute Mental Health Service, whilst Clinique Pinel offers residential and day-care facilities for those in the 55+ age-bracket requiring on-going care. Other facilities including Rosewood House provide specialist care for those suffering with dementia.

Counselling services are available through GP referrals, however, a number of excellent private-practitioners also work on the island and for those with acute mental-health issues there are options for referral to some of the renowned UK clinics such as The Priory. Some voluntary organisations such as Relate also offer counselling.

Excellent dental care is available on Jersey and there is a wide choice of practitioners offering a wide variety of the latest techniques and treatments in all areas of dentistry.

Jersey is also home to a number of independent opticians and ophthalmologists plus chains such as Specsavers (founded in Guernsey) and Vision Express.

Jersey Hospice is a big part of island life, founded for the people of Jersey suffering from cancer and motor neurone disease in 1981. Originally operating from Gloucester Lodge on Stopford Road, St Helier, it only took 4 years for the service to outgrow the premises and move locations to Clarkson House in Grouville. Now, a larger Clarkson House on Mont Cochon is home to the service since 1995. It is large enough to meet the island's needs, installed with the latest medical equipment and facilities. All Jersey residents are able to come to the hospice for residential, respite and day care and there is no charge. The funds to redevelop the Hospice have all been raised by local people and local charitable efforts. Considerable fund raising continues each year to meet the £3m annual cost of running Clarkson House.