

# St John's College

## Health and Welfare Information

**College Health Centre Tel: 01223 338664**

B2 North Court email: [nurse@joh.cam.ac.uk](mailto:nurse@joh.cam.ac.uk)

The Health Centre is staffed by Emma Dellar, the College Nurse.

There are "walk in" surgeries held daily between 10am-12noon in the Health Centre on weekdays during Full Term. No appointment is necessary for the walk in clinics. If you require longer than 15 minutes with the Nurse please contact her (via email or telephone) to schedule an appointment which are offered between 12:30-14:30 each day throughout Term. Contact details are on the webpage: <http://www.joh.cam.ac.uk/college-nurse>

Outside Full Term the Health Centre hours are reduced, and occasionally during term the Health Centre may be closed. Notices will be posted on the website and door, when possible. If you need medical help when the Health Centre is closed, please ask at a Porters' Lodge for assistance. First aid equipment is available from the Porters' Lodges.

In exceptional circumstances, if you are too unwell to attend the Health Centre, it may be possible for the Nurse to visit you, however please make every endeavour to contact the College Nurse as early in the day as possible and only ask for a visit if you genuinely need one.

The College Nurse is able to help with a wide variety of health and welfare problems, minor illnesses and injuries, dressings and general information and advice. Any information given to the College Nurse will be treated in strict medical confidence and will not be divulged to anyone without your consent (or circumstances such as, risk of or actual safeguarding of vulnerable adults or children).

Additional information about health and welfare is available on <http://www.joh.cam.ac.uk/health-information>

The College Nurse will email you a health questionnaire in September in order for you to register with the College Health Centre. Please complete and return this securely online as per instructions in the email. Please check your "junk" boxes if you believe that you have not received this email or email [nurse@joh.cam.ac.uk](mailto:nurse@joh.cam.ac.uk)

**General Practitioners and contacting medical help** - Every student is required to register with a local General Medical Practitioner (GP). It is highly advisable that this is done within the first week of arrival, especially important for those students with ongoing health conditions such as; Anaphylaxis, Asthma, Epilepsy, Diabetes or those requiring medication.

A list of surgeries for you to choose from is available at: <http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

The nearest surgeries to College are:

- Bridge Street Medical Centre. Telephone: 01223 652671  
2 All Saints Passage, Off Bridge Street, Cambridge, CB2 3LS  
<http://www.bridgestreetmedicalcentre.com/>
- Cambridge City Centre Medical Practice (run by Newnham Walk). Telephone: 01223 366811  
28 Petty Cury, 65-67 Sidney Street, Cambridge, CB2 3ND  
<http://www.newnhamwalksurgery.nhs.uk/>
- Trumpington Street Medical Centre. Telephone: 01223 361611  
56 Trumpington Street, Cambridge, CB2 1RG  
<http://www.trumpingtonstreetmedicalpractice.co.uk/>
- Huntingdon Rd Surgery. Telephone: 01223 364127  
1 Huntingdon Road, Cambridge, CB3 0DB  
<http://www.huntingdonroadsurgery.co.uk/>

- Newnham Walk Surgery. Telephone: 01223 366811  
Newnham Walk Surgery, Wordsworth Grove, Cambridge, CB3 9HS  
<http://www.newnhamwalksurgery.nhs.uk/>

To register with a GP Surgery you must attend the Surgery, complete a purple registration form, and return this to the receptionist.

If you are unsure whether you should see a GP, or if you think you need a very urgent appointment, do consult the College Nurse first.

If you wish to consult your GP, it is advisable to contact the GP surgery for an appointment as soon after 08:30 as possible. If you find you are unable to keep an appointment, or no longer need it, do please cancel the appointment as it can then be used for someone else. GP appointments are usually for 10 minutes and it is much appreciated if patients try not to discuss more than one problem at each appointment.

Routine repeat prescriptions are available by completing a request form at the GP surgery or online once you have obtained the necessary security access code from GP reception. Please allow 48 hours for requests to be processed.

Most GP surgeries are open from 08:30–18:00 approximately on weekdays. If you are unwell outside these hours telephone the NHS 111 service for advice and appointments.

If a Doctor is called to College at night, please ensure that the Porters are aware so that they can give appropriate directions.

**Emergency treatment** - The nearest Accident and Emergency Department is at Addenbrooke's Hospital, Hills Road, Cambridge CB2 0QQ. The Department is available 24 hours, 365 days a year, and is for the treatment of acute conditions such as severe chest pain, severe bleeding, loss of consciousness, serious accidents. Please do not attend with minor conditions that should be treated by a GP.

Buses to Addenbrookes go from outside the hairdressers, "Toni & Guy", at the front of College, and the UNI4 bus runs regularly from University sites to the hospital, reduced fare on production of University card.

To telephone the emergency services (fire, police or ambulance) dial **999** or **112** from either a landline or a mobile phone. This is a free call. Tell the operator which service you need and give your location clearly. The main College site postcode is CB2 1TP.

**If an ambulance is called to College, it is essential that the Porters are advised so that they can provide assistance.**

**Physiotherapy and sports injuries** - Physio Direct is a telephone self-referral service available to everyone registered with a GP in Cambridge. If you need physiotherapy advice telephone 01223 446999 Monday to Friday 13:00-17:00 to speak to a senior physiotherapist who will take a careful history, make a diagnosis and plan the treatment and management of the injury with you. There is no need to consult a GP or other health professional first. Physio Direct does not provide emergency care. If you suspect you have a broken bone you should attend the Emergency Department or consult the College Nurse or your own GP.

**Dental treatment** - The service operates under usual NHS arrangements and students are required to pay a proportion of the cost of treatment in the normal way. Telephone the Dental Service for an appointment if you wish to consult a dentist. University Dental Service, 3 Trumpington Street Tel: 01223 332860  
There may be a wait for routine appointments. If you need to see a dentist urgently telephone the Dental Access Centre on 01223 723093.

**Health Costs** - Both home and international students, and their dependents, are entitled to healthcare provision from the National Health Service, which means GP consultation or hospital treatment is free. Students are not, however, generally exempt from paying prescription charges, dental or opticians' costs unless they are under 19 years old. Students over 19 can only get free prescriptions if they have a Certificate of Exemption. These are available to some people for medical reasons and to others on the grounds of low income. All home and overseas students can apply for financial help with NHS prescriptions, dental treatment, sight tests and glasses using an

HC1 form. HC1 forms are available from the College Health Centre, Student Services in College, many GP and dental surgeries, CUSU or by phoning 0845 850 1166. There may be an administration delay with applications so it is wise to apply as soon as possible; exemption certificates are only valid for 6-12 months so you will need to re-apply from time to time.

**University Counselling Service, 2-3 Benet Place, Lensfield Road Tel: 01223 332865**

**Web:** <http://www.counselling.cam.ac.uk>

The Counselling Service offers assistance to those with social, personal, emotional and educational concerns. It is a professional and strictly confidential service staffed by both male and female counsellors. Appointments can be made by completing an application form via the Counselling

Service website or by calling in to the Service, by telephone or by email: [reception@counselling.cam.ac.uk](mailto:reception@counselling.cam.ac.uk)

Further information about the service, together with a series of leaflets giving strategies to help with many common difficulties, is available from the UCS or by accessing <http://www.counselling.cam.ac.uk>

**CUSU Student Advice Service** - The Student Advice Service offers free, confidential and independent support to all students. Email: [advice@camstudentadvice.co.uk](mailto:advice@camstudentadvice.co.uk) or telephone 01223 746999.

**Meningitis and septicaemia** - Meningococcal meningitis and meningococcal septicaemia occur sporadically throughout the world and are still very rare diseases in the United Kingdom. Nevertheless, the incidence on university campuses has been rising in recent years and the Department of Health recommends that all those aged 24 years or under should be offered vaccination. Most UK students will have been vaccinated whilst still at school. If you have been unable to obtain this immunisation before coming to College, please consult your GP in Cambridge as soon as possible to organise this immunisation. This immunisation is free of charge. The recommended vaccine offers the best protection currently available, but will not protect against all types of the disease. It is essential that all students, whether or not they have been immunised, should be aware of the signs and symptoms of meningitis and septicaemia. This information is available on <http://www.joh.cam.ac.uk/health-information> and on noticeboards throughout College.

**Early signs are often mild and similar to those of flu or a hangover.** They can include: vomiting, feeling feverish, pain in the back or joints, severe headache, stiff neck. Get medical help if any of the following symptoms develop: severe dislike of light, disorientation, a bruise-like rash that doesn't fade under pressure, decreased consciousness progressing to coma. Early identification of symptoms and prompt action may protect your own health and that of your friends.

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