



Student guide to using NHS services



MINOR
BURNS
AND
SCALDS



persistent
ear pain

There are a range of NHS services you can use if you are injured, feeling unwell or in need of healthcare advice

This guide will help you to decide the best way to access NHS services should you need them during your time as a student.

It includes information on:

- ◇ self care/looking after yourself
- ◇ pharmacies
- ◇ NHS 111
- ◇ mental health services
- ◇ college nurses
- ◇ GPs
- ◇ Meningitis ACWY vaccine
- ◇ Patient Experience Team
- ◇ other local NHS services
- ◇ A&E.

EMOTIONAL
PROBLEMS

CONCERNS
ABOUT
BODY WEIGHT

counselling

International students:

Please refer to the UKCISA website at www.foreignstudents.com/health/insurance for more information about eligibility for healthcare.

Registering with a local GP practice

If, like most students, you are likely to spend more weeks of the year at your college address than your family's address, you need to register with a GP near your college as soon as possible.

That way you can receive care if you need it, and access health services quickly and easily while you're at college. This is especially important if you have an ongoing health condition, particularly one that needs medication, such as asthma, diabetes or epilepsy.

You can find details of your local GP online at www.nhs.uk/service-search



Self-care (looking after yourself)

Common conditions and minor ailments such as colds and flu, coughs and sore throats, upset stomachs, and aches and pains are generally not a serious health problem for most patients. You can easily treat yourself at home with advice from a local pharmacist, helping avoid unnecessary trips to your GP or A&E department.

Make sure you have a well stocked medicine cabinet that might contain the following:

- ◇ painkillers such as paracetamol and ibuprofen
- ◇ cold and flu remedies
- ◇ anti-diarrhoeal medicine
- ◇ antihistamines
- ◇ oral rehydration salts
- ◇ indigestion remedies
- ◇ first aid kit including plasters and bandages
- ◇ digital thermometer
- ◇ tissues.

To find out more about what to keep in your medicines cabinet go to: www.nhs.uk/livewell/pharmacy or ask your local pharmacist.

The following GP practices are open from 8.30am to 6.00pm

Bridge Street Medical Centre

- ◇ 2 All Saints Passage, Cambridge CB2 3LS
 - ◇ 01223 652671
 - ◇ www.bridgestreetmedicalcentre.com
-

Huntingdon Road Surgery

- ◇ 1 Huntingdon Road, Cambridge CB3 0DB
 - ◇ 01223 364127
 - ◇ www.huntingdonroadsurgery.co.uk
-

Lensfield Road Medical Practice

- ◇ 48 Lensfield Road, Cambridge CB2 1EH
 - ◇ 01223 651020
 - ◇ www.lensfieldpractice.org
-

Newnham Walk Surgery

- ◇ Wordsworth Grove, Cambridge CB3 9HS
- ◇ 01223 366811
- ◇ www.newnhamwalksurgery.nhs.uk

Also at:

Cambridge City Centre Medical Practice

- ◇ Boots the Chemist, Petty Cury, Cambridge CB2 3ND
 - ◇ 01223 366811
-

Petersfield Medical Practice

- ◇ 25 Mill Road, Cambridge CB1 2AB
- ◇ 01223 350647
- ◇ www.petersfieldmedicalpractice.co.uk

allergic
reactions

LONG
TERM
CONDITIONS

Red House Surgery

- ◇ 96 Chesterton Road, Cambridge CB4 1ER
- ◇ 01223 365555
- ◇ www.redhousesurgery.nhs.uk

Trumpington Street Medical Practice

- ◇ 56 Trumpington Street, Cambridge CB2 1RG
- ◇ 01223 361611
- ◇ www.trumpingtonstreetmedicalpractice.co.uk

Woodlands Surgery

- ◇ Eden House, 48-49 Bateman Street, Cambridge CB2 1LR
- ◇ 01223 697600
- ◇ www.woodlandssurgery.co.uk

York Street Medical Practice

- ◇ 146-148 York Street, Cambridge CB1 2PY
- ◇ 01223 364116
- ◇ www.yorkstreetmedicalpractice.nhs.uk



The NHS
non-emergency
number

Outside of normal hours, you should
call NHS 111 who will advise you on
out of hours services available locally.

Your local pharmacy (chemist)

Your local high street pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait to see your GP or having to go to the A&E department.

Some of the things pharmacies can help with include:

- ◇ aches and pains
- ◇ skin conditions
- ◇ flu jabs
- ◇ stopping smoking
- ◇ emergency contraception
- ◇ coughs
- ◇ medicines advice
- ◇ hay fever
- ◇ colds
- ◇ diarrhoea
- ◇ allergies.

Skin
Conditions

stopping
smoking

You can talk to your pharmacist in confidence, even about the most personal symptoms, and you don't need to make an appointment. It is possible to walk into any community pharmacy and ask to speak with the pharmacist and most have a private room available. They may be able to spend some time with you or offer you an appointment for a consultation. Discussions with your pharmacist can take place in person or by phone.

To find your local pharmacist, including details of opening hours, please visit: www.nhs.uk/servicedirectories or call **NHS 111**.

Some pharmacies have extended opening hours and these can be found on our website here: www.cambridgeshireandpeterboroughccg.nhs.uk/your-health-and-services/pharmacies/

Medicines
Advice

emergency
contraception

Flu Jabs

NHS 111

- open 24/7, 365 days a year

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

To get help from NHS 111, you can:

- ◇ go online at 111.nhs.uk
- ◇ call 111.



How NHS 111 works

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

You can ask for a translator if you need one.

Depending on the situation you'll:

- ◇ find out what local service can help you
- ◇ be connected to a nurse, emergency dentist, pharmacist or GP
- ◇ get a face-to-face appointment if you need one
- ◇ be told how to get any medicine you need
- ◇ get self-care advice.

FREE
to
CALL



Open 365 days

Minor Injury Units / Urgent Treatment Centre

Your local Minor Illness and Injury Unit/Urgent Treatment Centre will treat most minor injuries and illnesses that are urgent but not life-threatening. Many are open seven days a week with no appointment required*.

Some of the things that can be treated include:

- ◇ x-rays
- ◇ wounds – cuts and bruises
- ◇ bites – insect and animal
- ◇ minor burns and scalds
- ◇ muscle and joint injuries – strains, sprains, limb fractures
- ◇ sports injuries
- ◇ eye problems eg. removal of foreign bodies, conjunctivitis
- ◇ earache (patients aged two years and over)
- ◇ cystitis (not children or male patients)
- ◇ minor head injuries (with no loss of consciousness).

***Opening hours and services provided vary. Please check prior to arrival:**

www.cambridgeshireandpeterboroughccg.nhs.uk/your-health-and-services/minor-injury-units-and-urgent-treatment-centres/

WOUND
INFECTION

MINOR
BURNS
AND
SCALDS

ANIMAL
BITES

Your nearest Minor Injury Units / Urgent Treatment Centre

Urgent Treatment Centre:

These can provide x-rays, wound stitching and application of casts.

♦ **Peterborough Urgent Treatment Centre**

City Care Centre, Thorpe Road, Peterborough, PE3 6DB.
Tel: **01733 293 800**.

Opening hours: Monday-Sunday, 8am-8pm.

Minor Injuries Units:

♦ **North Cambridgeshire Hospital**

The Park, Wisbech, PE13 3AB. Tel: **01945 488 068**

Opening hours:

Monday-Friday, 8.30am-6pm;

Closed Saturday, Sunday and Bank Holidays.

MIU X-ray: Monday-Friday, 9am to 4.45pm

itches

♦ **Princess of Wales Hospital**

Lynn Road, Ely, CB6 1DN. Tel: **01353 656 675**

Opening hours:

Monday-Friday, 8.30am-6pm;

Saturday, Sunday and Bank Holidays, 8.30am-6pm;

Closed Christmas Day and New Year's Day.

MIU X-ray: Monday-Friday, 9am-4.45pm.

♦ **Doddington Community Hospital**

Benwick Road, Doddington, PE15 0UG. Tel: **01354 644 243**

Opening hours:

Monday-Friday, 8.30am-6pm;

Saturday, Sunday and Bank Holidays, 9am-5pm;

Closed Christmas Day and New Year's Day.

MIU X-ray: Monday-Friday, 9am-5.45pm;

Saturday, Sunday and Bank Holidays: 1pm-4.45pm;

Closed Christmas Day and New Year's Day.

cuts

Mental health services in Cambridgeshire and Peterborough

Every year, one in four of us will experience a mental health illness. The experience will be different for each of us, as will the type of support we need.

The First Response Service (FRS) puts your mental health first. It provides 24-hour access, seven days a week, 365 days a year, to mental health care, advice, support and treatment.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you should contact the First Response Service by calling **111**, then selecting **option 2**.

Examples might include:

- ◆ Mood changes – different to how you usually are.
- ◆ Withdrawing – from people (close family, friends or work colleagues).
- ◆ Not taking care of yourself like you usually would .
- ◆ Having increased thoughts about your life not being worth living.
- ◆ Excessive worry.
- ◆ Feeling out of control.
- ◆ Feeling unable to cope.
- ◆ Changes in the way you think.
- ◆ Unusual ideas.
- ◆ Hearing voices or seeing things that others can't.
- ◆ Thinking about harming yourself or someone else.

NHS

Are you in a mental health crisis?

Then call...



First Response Service

By calling **111**, and selecting **option 2**, you will be put through to a member of the FRS who will speak to you and discuss your current mental health needs.

The FRS team includes mental health nurses and social workers who can provide support and the best possible action for you at the time. They can also refer you to a Sanctuary, a safe place run by mental health charity Mind in Cambridgeshire that offers people short-term practical and emotional support between 6pm and 1am.

Further information on how best to manage your mental health is available at: www.cpft.nhs.uk



College nurses

Most colleges will have their own nurse available to give you treatment and advice. The nurse holds surgeries in college during term time.

Most of the undergraduate colleges in Cambridge have a nurse on site who can help you with a variety of problems. You should try and find out where your college nurse is based in case you need to see them.

Some of the things your college nurse can help you with are:

- ◇ Any minor health problems such as a sore throat, coughs and colds, earache, headache, rashes/eczema, insect bites, insomnia and stomach upsets.
- ◇ Any minor injuries like minor bicycle accidents, sports injuries, burns, cuts and bruises.
- ◇ Finding and registering with a GP in Cambridge.
- ◇ Finding a dentist, if you need one.
- ◇ Contraceptive and sexual health advice.
- ◇ Mental health related issues such as exam stress, anxiety, depression, eating disorders, feeling homesick and loneliness.
- ◇ Any areas of your health you would like to improve such as drinking less, stopping smoking or eating healthily.

Patient Experience Team (PET)

The Patient Experience Team is a free, confidential, NHS service.

It can provide information about local health services; signpost you to other organisations; and give guidance on the NHS complaints procedure – should you need it.

You can contact the Patient Experience Team by:

calling them on freephone 0800 279 2535

emailing capccg.pet@nhs.net

writing to them at: [Cambridgeshire and Peterborough CCG, Lockton House, Clarendon Road, Cambridge CB2 8FH](#)

Vaccinations

Meningitis ACWY vaccine

From August 2015, first-time university and college students up to the age of 25 (including overseas students) will be offered the Men ACWY vaccine as part of the NHS vaccination programme. The Men ACWY vaccine protects against four different causes of meningitis and septicaemia – meningococcal (Men) A, C, W and Y diseases.

If you were unable to have the vaccine prior to starting university or college you are advised to discuss this with your GP or college nurse as soon as possible after arrival. Further information on the vaccine is available at:

www.nhs.uk/Conditions/vaccinations

MMR vaccine

You should have had two doses of the MMR vaccine as a child. There are outbreaks of mumps and measles at universities and colleges. If you're not sure if you've had two doses of the MMR vaccine you can ask your GP practice who will provide it for free.

Flu vaccine

Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups, including older people, pregnant women and those with an underlying medical health condition.

You can get a free flu vaccine if you are pregnant, have an underlying health condition (such as long-term heart or respiratory disease) or a weakened immune system. Alternatively you can go to a local pharmacy and pay for a flu vaccine, these cost around £10-£15.

www.nhs.uk

www.nhs.uk is the official website of the NHS in England. It provides up-to-date information about health and conditions with thousands of articles, videos and tools available to help you to make the best choices about your health and lifestyle. It also provides a full directory of local NHS services available for you.

Information about other local NHS services

Sexual health

iCaSH provides all aspects of sexual health, including contraception, STI testing and treatment and genito-urinary medicine (GUM), available from an easily accessible location in Cambridge.



For further information visit their website at www.icash.nhs.uk or call them on **0300 300 3030**.

Counselling services

Counselling services are available via your GP practice although if you are taking a short summer course you could decide to pay for private counselling.

University of Cambridge and Anglia Ruskin University have access to in-house counselling services.

Dental services

It's a good idea to register with a dentist and have a check up regularly. To find a local NHS dentist visit www.nhs.uk

If you need emergency dental help you can call NHS 111 or call the service directly on **01223 723093**.

The emergency dental service is based at: Brookfields Health Centre, Seymour Street, Cambridge CB1 3DQ

Physio Direct

Physio Direct is a telephone self-referral service which has been set up to provide early advice and management for adults (18+) with back/neck/joint problems or following injuries. You do not need a GP referral to access this service but you do need to be registered with a Cambridgeshire GP practice. The service can be contacted on 0300 555 0210 (local rate) option 1. The service is open Monday to Friday, 1-5pm.

Your local A&E

You should only go to A&E or call 999 when it's a critical or life-threatening emergency such as:

- ◇ overdose
- ◇ blacking out
- ◇ loss of consciousness
- ◇ persistent severe chest pain
- ◇ stroke
- ◇ choking
- ◇ a wound that won't stop bleeding
- ◇ breathing difficulties.

Last year one in three patients that attended A&E in Cambridgeshire could of treated themselves at home or used one of the alternative services included in this leaflet. Please ensure you use the right service for your illness and injury to ensure A&E is kept available for those who really need it. **If you are unsure where to go and it is not a life threatening emergency call 111.**

The nearest Emergency Departments are located at:

- ◇ Addenbrooke's Hospital, Hills Road, **Cambridge** CB2 0QQ
www.cuh.org.uk
- ◇ Hinchingbrooke Hospital, Hinchingbrooke Park,
Huntingdon PE29 6NT www.hinchingbrooke.nhs.uk
- ◇ Peterborough City Hospital, Edith Cavell Campus, Bretton Gate, Bretton,
Peterborough PE3 9GZ
www.peterboroughhandstamford.nhs.uk
- ◇ Queen Elizabeth Hospital, Gayton Road, **King's Lynn** PE30 4ET
www.qehkl.nhs.uk

ACUTE CONFUSED
STATE and FITS
that are NOT
STOPPING

BLACKING
OUT
OVERDOSE

open
wound
blood
loss

itches

stopping
smoking

counselling



LONG
TERM
CONDITIONS

strains

SORE
THROAT

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reactions