

King Edward Street Medical Practice  
9 King Edward Street  
Oxford OX1 4JA  
Tel: 01865 242657

## **YOUR COLLEGE DOCTOR**

Dear Student,

Congratulations on getting your place! We would like to welcome you to Oxford and to your College Doctors.

This practice has a long history of looking after students and acting as public health adviser to the University and its colleges. Remember you don't have to be physically sick to come and see us – we can help with exam stress, general anxiety or low mood, and we offer 'lifestyle advice' on a range of topics including healthy eating, physical activity, travel health, smoking and drinking, contraception and sexual health.

Your time here should be enjoyable and productive – if it isn't, come and see if we can help.

### **REGISTERING WITH THE NHS**

It is a requirement of the NHS and the University that students are registered with a doctor at their University, not at home.

Please register on-line using the following link – [www.campusdoctor.co.uk/oxford](http://www.campusdoctor.co.uk/oxford)

There are several benefits to being registered with the college doctor.

- We can act as a gateway to all other sources of help for students.
- We can arrange referral to local hospitals either NHS or privately. (Waiting times can be lengthy for some consultants).
- We can liaise with college authorities at times of exams, etc. (**but only with your express permission – we would never discuss your medical issues with your parents, anyone in the College, your friends or your family unless you ask us to do so**), (see College website for rules of confidentiality).

If you need to see your home GP during the vacation, please make sure you are seen as a **temporary resident** otherwise you will be removed from the college doctors' patient list and your notes will be sent away.

### **MEDICATION AND REPEAT PRESCRIPTIONS**

If you are taking regular medication we will need to set up repeat prescriptions for you. Please make an appointment to see a GP at the Practice when you arrive in Oxford so that we can organise this.

There are some medicines and treatments that are not available through the NHS and some are not on our own practice formulary i.e. we won't prescribe them. We are happy to prescribe effective alternatives for you.

**N.B.** A charge is made by the chemist which is currently £9.35 for each prescription item (from April 2021). If you know you are going to require long-term medication, 3 month (£30.25) and 12 month (£108.10) prepayment certificates often work out cheaper.

Dr Naomi Drury, Dr. MaryKate Kirkaldy, Dr Emma McKenzie-Edwards, Dr Brian Nicholson  
[www.kingedwardst.nhs.uk](http://www.kingedwardst.nhs.uk)

## **IMMUNISATIONS**

It is particularly important to check whether you have had all your immunisations before you arrive. The Measles, Mumps and Rubella (**MMR**) vaccine and the Meningitis A,C,W & Y (**Men ACWY**) vaccine are strongly recommended as these infections circulate rapidly in the student community. Over recent years we have had several mini-epidemics in Oxford of Measles and Mumps. If you have missed any of these immunisations, we can give them to you but immunity takes time to develop.

## **HOW TO USE THE SERVICES PROVIDED FOR YOU**

### **College Nurse**

The College has a College Nurse based on the premises and has a mix of morning and afternoon sessions during term time. Her service is provided free to you. She offers health advice and support as well as treatment for minor ailments. She will visit you in your College Room if you are ill and you have requested her to do so.

### **College Doctor**

The surgery is open Monday to Friday from 8a.m. to 6p.m. A limited number of evening and weekend appointments are also available. If you have a medical problem, in the first instance you should contact your College Doctor's Practice for advice from a GP or the Practice Nurse. The telephone number for the practice is **01865 242657**.

If your problem occurs outside surgery hours, and it is a genuine emergency, you should contact the Out of Hours Service. The number to call is **111**.

### **Dentistry**

"Studental" provide dental services to all students. Appointments can be booked on-line at [www.studental.co.uk](http://www.studental.co.uk) or by telephoning 01865 484608. Please note that dental care will be charged at NHS rates, and is proportional to treatment received.

### **Out of Hours Service**

This service is for genuine medical emergencies only and should be used on weekdays between the hours of 6.30p.m. and 8a.m. and from Friday night at 6.30p.m. until 8a.m. on Monday morning. This service is also available if the surgery is closed for any other reason i.e. a Bank Holiday. This service should not be used for routine repeat prescriptions. The number to call for this service is **111**.

### **Accident and Emergency Department (A&E)**

**DO NOT USE THE ACCIDENT & EMERGENCY DEPARTMENT FOR ROUTINE MEDICAL MATTERS**

Wherever practicable, please contact either your College Doctor's Practice or telephone 111 to contact the Out of Hours Service before attending A&E.

You should only attend this Department if there is a dire emergency which cannot wait until the College Nurse or College Doctor are back on duty and cannot be dealt with by the Out of Hours Service. Always phone the College Nurse, College Doctor or Out of Hours **FIRST**.

**IF IN DOUBT, ASK AT THE LODGE. THE STAFF ARE HAPPY TO ADVISE YOU.**

Dr Naomi Drury, Dr. MaryKate Kirkaldy, Dr Emma McKenzie-Edwards, Dr Brian Nicholson  
[www.kingedwardst.nhs.uk](http://www.kingedwardst.nhs.uk)

## **ADDITIONAL INFORMATION FOR OVERSEAS STUDENTS**

We work for the National Health Service (NHS). All students who are studying in the UK full-time for a year or more are deemed 'ordinarily resident' and thus they (and their dependents) are entitled to register with the NHS. This is a government-led service, funded through British taxpayers and the 'immigration health surcharge' that some overseas visitors are required to pay with their visa application. As a patient, you can access the entire NHS through your College Doctor who is a General Practitioner (GP) but you cannot consult a medical specialist without going through your GP first.

Short-term students can also consult their College Doctor free of charge but are not always eligible for full NHS access and if referred for hospital treatment it is possible they will be charged by the hospital. There are exceptions to these rules that ensure certain conditions (mainly infectious diseases and acute psychiatric events) are treated by hospitals without charge. However it is advisable for short-term students to take out separate medical travel insurance or to carry a valid European Health Insurance Card.

You can find out what medical care you can access for free on UKCISA's excellent website: [www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare](http://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare)

### **Mobile Telephone**

It is recommended that if you only have an overseas mobile that you purchase a UK SIM card as a lot of services (including invitations for COVID vaccinations) are sent in the first instance by SMS and in addition it makes telephone consultations much easier.

### **Treatment of Attention Deficit Hyperactivity Disorder (ADHD)**

NHS GPs are unable to prescribe drugs for the treatment of ADHD unless the condition meets the strict criteria for the diagnosis in the UK. These criteria differ to those in the USA and some other countries. When you arrive in Oxford you may find you are not entitled to NHS prescriptions and if this is the case you will need to see a private GP or Specialist to get your prescriptions privately. We can help to arrange this for you but you will find that the consultations and prescriptions are expensive. For these reasons, it may be simplest either to bring sufficient supplies with you or to make arrangements for your medication to be sent to you from home.

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#### **Your responsibilities as a patient**

- It is vitally important for the practice to have an up to date contact telephone number and email address for you. Please make sure the practice has this.
- If you change your address or phone number throughout your time in Oxford please let the practice know.
- Please be prompt for your appointment and please cancel an appointment if it is no longer needed. Cancelling an appointment is not a problem but failing to cancel an appointment prevents someone else from being seen that day.

Please have a look at our website where you will find advice for minor ailments and further information about us

[www.kingedwardst.nhs.uk](http://www.kingedwardst.nhs.uk)

or email the practice manager Matthew Bramall on

[edwardst.manager@nhs.net](mailto:edwardst.manager@nhs.net)

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# Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

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You can choose whether your confidential patient information is used for research and planning.

To find out more visit: [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters)

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## **You can choose whether your confidential patient information is used for research and planning.**

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### **How your data is used**

Your health and care information is used to improve your individual care. It is also used to help us research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information.

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### **What is confidential patient information?**

Confidential patient information identifies you and says something about your health, care or treatment. You would expect this information to be kept private. Information that only identifies you, like your name and address, is not considered confidential patient information and may still be used: for example, to contact you if your GP practice is merging with another.

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### **Who can use your confidential patient information for research and planning?**

It is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments.

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### **Making your data opt-out choice**

You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project.

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### **Will choosing this opt-out affect your care and treatment?**

No, your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.

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### **What should you do next?**

You do not need to do anything if you are happy about how your confidential patient information is used.

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service.

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**You can change your choice at any time.**

To find out more or to make your choice visit [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters)  
or call **0300 303 5678**

## **ABOUT THE NHS APP**

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet

The NHS App can be used instead of, or in addition to, Patient Online access. In other words, you can have one or the other, or both, or neither. (If you would like to register for on-line access please contact the surgery when you arrive in Oxford to complete the relevant form)

The main differences between the App and Patient Online access, is that the App works on a mobile phone (whereas Patient Online Access was originally designed to be used on a PC or lap-top). You can also set up the NHS App *without* having to come into the GP surgery with photo ID first to prove who you are, as you can use the online NHS login process instead, which many students find easier (If you would like to register for on-line access please contact the surgery when you arrive in Oxford)

You can use the NHS App to:

- **get your NHS COVID Pass** – view and share your COVID Pass for event trials in England and for travel abroad (at the time of writing this functionality only works for people vaccinated in England, although this may change in future).
- **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **view your NHS number - find out what your [NHS number](#) is**
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments. You can also answer questions to get instant advice or medical help near you
- **view your health record** - securely access your GP health record, to see basic information like your allergies and your current and past medicines.
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

**NOTE:** The NHS App is not the same things as the COVID App. The NHS App is about giving you access to the NHS through your phone 24 hours a day, whereas the COVID App is part of the government's COVID track and trace system.

## **Other services in the NHS App**

You may be able to use the NHS App to:

- message your GP surgery or a health professional online
- view your detailed medical record, you can also see information like test results and details of your consultations (to set this up you will first need to visit the GP surgery in person with photo ID to prove who you are).

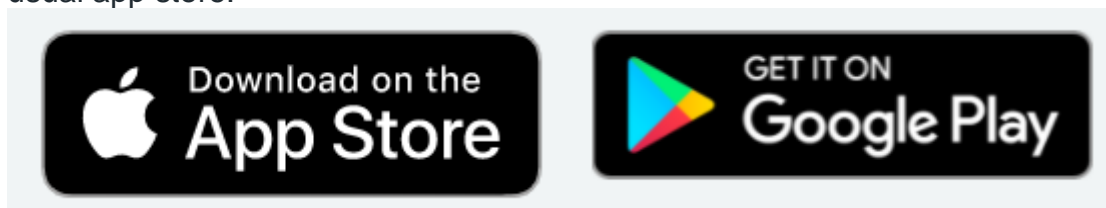
## **Keeping your data secure**

After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

## **How to get the NHS App**

The NHS App is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England. It can be installed from your usual app store.



You can also access [NHS App services from the browser](#) on your desktop or laptop computer.

For help and support with the NHS App please visit <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

# Do you need advice for an illness or injury?

Choosing the right NHS service will help get you the best advice quickest and reduces pressure on A&E and GP services, freeing them up to help those who need it most.



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# Emergency and urgent advice

## **Life-threatening condition? Call 999.**

Always dial 999 for life-threatening conditions including:

- Severe chest pain
- Severe difficulty breathing
- Unconsciousness
- Severe loss of blood
- Choking
- Suspected stroke
- Fitting or concussion
- Drowning
- Severe burns or scalds
- Mental health crisis

## **Urgent out of hours advice in the evening or weekend? Call NHS 111.**

If you have an illness or injury and need advice or treatment in the evening or at a weekend and it is not life-threatening, call 111. A call-handler will help you choose the right NHS service and may be able to book you an appointment.

# Pharmacy - Drop in advice

## Cough or cold? Try your local pharmacy.

You can get quick advice and treatment by dropping in to see your local pharmacist. They can give you advice on:

- Coughs, colds, sore throats, blocked nose
- Ear-ache
- Teething and nappy rash
- Threadworms
- Hay fever
- Cold sores and mouth ulcers
- Thrush
- Athlete's foot
- Diarrhoea
- Skin rashes
- Eye infections

Find your local pharmacy on the NHS Choices website

[www.nhs.uk](http://www.nhs.uk)

To download the Oxfordshire Clinical Commissioning Group Choose Well app for a map of your local pharmacies for Android and iOS operating systems. See:

<http://bit.ly/iphoneappchoosewell> or

<http://bit.ly/androidappchoosewell>

# Minor Injuries or First Aid Unit

## Need treatment quickly for a minor illness or injury? Try your local Minor Injuries or First Aid Unit.

If you need advice or treatment for minor injuries or illnesses quickly, then a minor injuries or first aid unit could help you quickly.

You can get treatment at Minor Injuries Units (MIU) for;

- Deep cuts
- Eye injuries
- Broken bones
- Severe sprains
- Minor head injuries
- Minor burns or scalds
- Minor sports injuries

You will probably be seen quicker at an MIU than at A&E where they give priority to serious and life-threatening conditions. You can drop in and be seen by highly qualified nurse practitioners, experienced in treating minor injuries.

Turn the page for a full list of MIUs and opening times or visit

[www.nhs.uk](http://www.nhs.uk)

# Minor Injuries Units (MIUs)

**Minor Injuries Units are for injuries such as deep cuts, broken bones, sever sprains, minor head injuries, minor burns and scalds.**

## Abingdon

Urgent Care Centre  
Abingdon Community Hospital  
Marcham Road  
Abingdon  
OX14 1AG

 01865 903476

This service is available seven days a week, 10am to 10.30pm.  
In the winter, it will open earlier from 8am.

X-ray opening times at this MIU are as follows:  
Monday to Friday – 9am to 6.30pm, Saturday – 10am to 6.30pm and  
Sunday – 10am to 5pm.

## Henley

Minor Injuries Unit  
Townlands Hospital  
York Road  
Henley on Thames  
RG9 2EB

 01865 903755

This service is available seven days a week, 9am to 8pm.

Please contact the Minor Injuries Unit for opening times of the  
X-ray department.

# First Aid Units (FAUs)

## Witney

Minor Injuries Unit  
Witney Community Hospital  
Welch Way  
Witney  
OX28 6JJ

 01865 903841


This service is available seven days a week, 10am to 10.30pm.  
In the winter, it will open earlier from 8am.

X-ray opening times at this MIU are as follows:  
Monday to Friday – 9am to 7.30pm, Saturday and  
Sunday – 10am to 7.30pm.

**FAUs can treat minor injuries but do not have X-ray support, so ring beforehand as you may be seen quicker at an MIU.**

## Bicester

First Aid Unit  
Bicester Community Hospital  
Piggy Lane (access via Coker Close)  
Bicester  
OX26 6HT

 01865 903976 (Please call before coming).

This service is open weekdays, 6pm to 11pm and 8.30am to 11pm for  
weekends and bank holidays. The First Aid Unit offers a walk-in service,  
so no referral or appointment required.

# First Aid Units (FAUs)

# Your GP

## Chipping Norton

First Aid Unit  
Chipping Norton War Memorial Community Hospital  
Russell Way, off London Road  
Chipping Norton  
OX7 5FA

☎ 01865 903 908

This service is open weekday evenings, 5pm to 9pm and 10am to 9pm for weekends and bank holidays. This is a drop-in service and you do not need to make an appointment.

## Wallingford

First Aid Unit  
Wallingford Community Hospital  
Reading Road  
Wallingford  
OX10 9DU

☎ 01865 903471 (Please call before coming).

This service is open Monday to Friday (excluding bank holidays) 8.30am to 6.30pm.

GP surgeries provide a range of services by appointment, including medical advice, examinations and prescriptions.

You can get advice and treatment on health issues including illnesses, diet, exercise, child health, blood tests, cervical screening and support with long term conditions. Also for ongoing care of chronic illnesses.

GPs can also provide some of the same services as Minor Injuries Units and First Aid Units, if appropriate, such as treating burns, sprains and scalds.

You need to be registered with a GP practice. You can book an appointment online or by calling the surgery. See your practice website for details.

Your practice receptionist can also help with information on test results, referrals and advise whether you need to see a GP or practice nurse or whether a telephone appointment would be most suitable for you.

To find details for your local GP practices, visit [www.nhs.uk](http://www.nhs.uk)

# Services to call on

## Community adult nursing

District nurses, who are part of Community adult nursing, are based at GP practices or health centres and provide a nursing service from 8am-6.30pm, seven days a week. There is also an evening nursing service from 6.30pm-10pm. This service is mainly provided for housebound patients – students would need to see a practice nurse at their GP surgery.

District nurses can help with:

- Wound care
- End of life care
- Care at home after hospital discharge
- Continence assessment
- Equipment assessment

Patients, carers, relatives or friends and neighbours can access the service directly. Contact details are available from your local GP surgery.

## School children - School Health Nurses

Every secondary school in Oxfordshire has a dedicated school nurse. School nurses work with children, young people and families to enable children to be healthy and reach their full potential. School nurses are qualified nurses who have undertaken specialised training in the health of children and young people.

In addition to core school health nursing, they deliver immunisations, the National Child Measurement Programme and a healthy weight management programme called Reach4health. For more information visit [www.oxfordhealth.nhs.uk/children-and-young-people/oxon/school-health-nursing/](http://www.oxfordhealth.nhs.uk/children-and-young-people/oxon/school-health-nursing/)

## Babies, children and parenting – Health Visitors

You can get advice and support from your health visitor on questions, issues or concerns you may have with your baby or toddler, including:

- Growth or development of your baby or child
- Childhood minor illnesses such as coughs, colds and constipation
- Breastfeeding, bottle feeding or weaning
- Teething
- Post-natal depression and parental mental and physical health
- Child behaviour issues, e.g. sleeping and eating
- Support with parenting, family health and relationships

Health Visitors are available to support you in pregnancy and will see you once your baby is born. They can also provide support and advice to you within child health clinics across Oxfordshire at any time until your child becomes five years of age.


To find your health visitor you need to be registered with a GP, as health visiting teams are currently linked to GP practices. Contact your GP surgery for details.

To download a leaflet with information on managing your child's health visit [www.oxfordshireccg.nhs.uk/your-health/childrens-health/](http://www.oxfordshireccg.nhs.uk/your-health/childrens-health/)

# Need support with your mental health?

If you feel you need some support with your mental health, there are a number of support services available. Oxfordshire Mind provides friendly, informal support to anyone over the age 16 and you don't need to be referred by your GP (or any other health professional) or even to have an official diagnosis of mental health problems.

To find out more, phone Mind's mental health information service for signposting to local sources of support.

 **01865 247788**  
(open 9.30am to 4.30pm Monday to Friday except Bank Holidays)

**email** [info@oxfordshiremind.org.uk](mailto:info@oxfordshiremind.org.uk) or visit the Mind website [www.oxfordshiremind.org.uk](http://www.oxfordshiremind.org.uk)

If you are concerned about someone's mental health and believe that they are at immediate risk of harm to themselves or others then call 999.

Alternatively, if you have concerns or want advice about your mental health contact your GP.

# Local support services

Circles of Support is a way to help adults to stay connected, to maximise their independent living, reduce isolation and signpost those at risk of hospital admission to their entitlements and to opportunities to maintain physical and mental health at home. It will also ensure that there is support around for those who need it when discharged from hospital.

The Circles of Support team work in six community health and social care teams around the county and in two wards in the John Radcliffe Hospital and Abingdon and Witney Community Hospitals to identify those that need support.

If you feel you need support, speak to a health care professional such as a district nurse, occupational therapist, social worker or GP.

# Useful contacts

**Emergency** - Call 999

**GP out of hours** - Call NHS 111

**GP** - See NHS Choices for your nearest GP surgery

**Community Nursing Teams** - Contact your GP surgery for details

**Health Visitor** - Contact your GP surgery for details

## **Minor Injuries Units (MIU)/First Aid Units (FAU)**

Abingdon MIU - 01865 903476

Henley MIU - 01865 903755

Witney MIU - 01865 903841

Bicester FAU - 01865 903976

Chipping Norton FAU - 01608 648233

Wallingford FAU - 01865 903471

## **Mental Health Information Service**

Oxfordshire Mind - 01865 247788

## **Websites and online information**

NHS Choices - [www.nhs.uk](http://www.nhs.uk)

For details of your local health services, download Oxfordshire Clinical Commissioning Group's Choose Well app to find your nearest health services and contact details

Visit the app store to download the app for Android and iOS operating systems.

See <http://bit.ly/iphoneappchoosewell>

or <http://bit.ly/androidappchoosewell>

## **CONTACT US**

**Oxfordshire Clinical Commissioning Group  
Jubilee House  
5510 John Smith Drive  
Oxford Business Park South  
OX4 2LH**

**Tel: 01865 336800**

**Email: [oxon.gpc@nhs.net](mailto:oxon.gpc@nhs.net)**

**[www.oxfordshireccg.nhs.uk](http://www.oxfordshireccg.nhs.uk)**