



THE UNIVERSITY OF BUCKINGHAM

STUDENT HEALTH

How to get help and advice



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New Students



1. Do I need to register with a local doctor?

Yes! It is important that you register with a doctor who would be able to visit you in your student accommodation, if you are ever unwell and unable to go to the surgery yourself. If you have registered as a student without completing G.P. registration, contact the Student Welfare Department.

If you are living in Buckingham while you study, you should register with the University G.P. at North End Surgery (unless Buckingham is your home town and you are already registered with a G.P. at one of the other local surgeries/health centres).

If you are not living in Buckingham while you study (some students live in Milton Keynes, for example), you should register with a local doctor who would be able to visit you in your accommodation or at your home.



2. What if I am registered with a doctor at home?

If you have already registered with a G.P. elsewhere in the UK and you now need to register with a local GP (see 1. above), please give the local G.P. details of your current G.P. when you register locally, so that your medical records can be transferred from your home surgery/health centre. If you have an NHS card, please bring it with you to register with the local G.P. – you will be issued with a new NHS card after you have registered with the local G.P.



3. What if I need to see a doctor when not in Buckingham?

If, for example, you go back home during a vacation, you can register with your local G.P. as a Temporary Resident, just for a few weeks. Once you have completed your studies at Buckingham, if you move elsewhere in the UK or move back home, you should register as a permanent resident with a G.P. in your new local area/home area (this could be the G.P. that you were registered with before you came to Buckingham).



4. What information do I need to register?

You will need to provide the address you are living in while you are studying. If you move while you are studying, you should let the staff at the surgery/health centre know your new address. If you already have a G.P. elsewhere in the UK, you will need to provide details of the surgery/health centre where you are a registered patient. If you have an NHS card, you should bring it with you.



5. Do I have to pay?

It is free of charge to register with a G.P. and there is also no charge to consult a G.P. if you are unwell. However, if the G.P. provides you with a prescription, you may have to pay the standard NHS prescription charge at the pharmacy, unless you are exempted from this charge (see further below). NHS dentists, private dentists and opticians normally do not charge for you to register as a patient, but there will normally be a charge to pay if you visit a dentist or optician for treatment (details of NHS prescription and dental charges are available from the Student Welfare Department, and see further below concerning help with charges. Please note that the Student Welfare Department **cannot** advise you concerning **private** dental charges, which are set by individual dental practices).



6. Disabled Students Allowance (DSA)

The DSA helps pay for additional costs directly resulting from a disability, including specific learning difficulties. For example, specialist equipment, software or travel costs. It is not means-tested and it is not repayable. To find out more and to make an application see <https://www.gov.uk/disabled-students-allowances-dsas/overview>.



7. Occupational Health (MBChB students only)

For medical students on the MBChB course, the Occupational Health Service is located in Milton Keynes.

Milton Keynes Hospital Occupational Health Service

Luing Cowley Unit, Milton Keynes Hospital NHS Foundation Trust

Telephone: 01908 427 520 Facsimile: 01908 231 924

Email: occupational.health@mkhospital.nhs.uk

The qualified OHS physicians will be able to answer any health-related concerns or discuss adjustments necessary for the successful completion of the clinical programme.

NHS Guide for International Students



1. Will I have free health care?

Everyone in the UK is entitled to receive the following services free of charge:

- Emergency treatment in an Accident and Emergency Department at any hospital
- Emergency treatment in an NHS Walk-in Centre providing Accident and Emergency services
- Treatment for certain specified infectious diseases (**not all** diseases)
- Compulsory psychiatric treatment
- Family planning services

It is also free to consult a G.P. if you are studying on a course which will last more than 6 months; however, you may need to pay for prescriptions (medication). **There is normally a charge** for dental treatment or treatment by an optician. For details of exemptions and help with NHS charges, see further below.



2. Will I need health care insurance?

You are not likely to require health care insurance if you are a student on a course lasting more than 6 months, or if you are the husband/wife or child of a student who is on a course lasting more than 6 months. However, if you feel that you may require financial help to return to your home country to undergo medical treatment (this is known as repatriation), the NHS cannot help you; therefore you may wish to arrange your own private insurance for this purpose.



3. Health care for visitors from overseas.

If you have family or friends visiting you and they are not eligible to receive a European Health Insurance Card, they should arrange suitable private health insurance.

4. What if I have a health condition?

If you have a long-term medical condition, please bring with you details from your doctor at home concerning: your condition; management of the condition; recent test results and prescribed medication. You should make an appointment to see the local G.P. as soon as possible after you have registered, even if you do not have all the information from your doctor at home. Please note that some of the treatment/medication available to you in the UK may be different from the treatment/medication available to you at home: this may be due to legal issues concerning the licensing and prescription of particular medicines.

Students with certain ongoing medical conditions may be exempted from NHS prescription charges. For more details see 'Medical Exemptions' on:
<http://www.nhs.uk/nhsengland/Healthcosts/pages/Prescriptioncosts.aspx>.

Health Care at The University of Buckingham



1. What should I do if I am not well?

For minor illnesses such as a cough, cold or sore throat, you can speak to any local pharmacist (at Boots (Market Hill); Jardines (Market Square); Lloyds (near Waitrose) or the Tesco superstore (at the top of London Road, not the little Tesco Express shop near Subway's)) or call the NHS helpline 111 for advice.

To consult the University G.P. telephone North End Surgery (01280 818600) as soon as possible after 08.00 a.m. Monday-Friday.

2. What should I do if the surgery is closed?



If North End Surgery is closed, call the NHS helpline 111 for advice or to arrange an out-of-hours G.P. visit.

If you are not a patient at North End Surgery (e.g. because you are living in another town while studying at Buckingham), please check the out-of-hours arrangements made by your own local surgery/health centre.

3. What should I do in an emergency?



In a **medical emergency** (loss of consciousness; or difficulty breathing; or severe chest pain; serious injury or serious accident; or a suspected case of meningitis/septicaemia), call **999** and ask for an ambulance.

- The operator might ask you if you know the post code. If you are living in accommodation on **Hunter Street** the post code is **MK18 1EG**. If you are living at **Verney Park** tell the operator to send the ambulance to Bernadines Way, the post code is **MK18 1BF** and tell the operator that the ambulance will need to take the **first right turn** from Bernadines Way into Verney Park: it is clearly signposted so the driver will be able to find it.

If you are living in University of Buckingham accommodation, you should **also** call University Security on 07860 834802 (or *77777 from an internal phone) and tell Security staff that you have called for an ambulance.

If you are unsure what to do, or if you feel unsure whether an ambulance is required, call **111**. If you are in University Accommodation, call University Security

on 07860 834802 (or *77777 from an internal phone), tell Security you think you may have a medical emergency, and follow any instructions from Security staff.



4. Can I get help with costs?

Students can apply for help with NHS costs (note: **not** the cost of seeing a **private** dentist or **private** optician, although private services might offer you private healthcare insurance to help with their costs) by completing form **HC1**. You can request form HC1 by telephone (0845 8501166) or by email (lis1@pp9.nhs.uk) or online via <http://www.nhs.uk/nhsengland/Healthcosts/pages/Abouthealthcosts.aspx>)

If you need large amounts of medication or regular prescriptions, you could save money by applying for a **Prescription Pre-payment Certificate**, using form **FP95**, which is available from your pharmacist or can be requested by telephone (0845 8501166) or online via

<http://www.nhs.uk/nhsengland/Healthcosts/pages/Abouthealthcosts.aspx>.

Leaflet “HC11-Help with health costs” gives more information and is available from <http://www.nhs.uk/nhsengland/Healthcosts/pages/Abouthealthcosts.aspx>.

Students with certain ongoing medical conditions may be exempted from NHS prescription charges. For more details see ‘Medical Exemptions’ on:

<http://www.nhs.uk/nhsengland/Healthcosts/pages/Prescriptioncosts.aspx>.



5. How can I find a dentist?

The Student Welfare Department has details of dentists in Buckingham (there are two dental surgeries that will accept NHS patients, all others are private). For a local dentist if you are not living in Buckingham, visit <http://www.nhs.uk/Service-Search/Dentists/LocationSearch/3>.



6. How can I find an optician?

For details of NHS opticians, visit <http://www.nhs.uk/Service-Search/Opticians/LocationSearch/9>.



7. Sexual Health

The University of Buckingham Sexual Health Clinic is run by the Terrence Higgins Trust. Clinics are held at North End Surgery, Buckingham (**not in the Student Welfare Department**) on Tuesdays at 3.00 p.m. – 6.00 p.m. and Fridays at 11.00 a.m. – 2.00 p.m. **You need to book an appointment** by telephoning or texting 07717540966 or emailing info.sexualhealthbucks@tht.org.uk and **please do not be late for your appointment, or you may not be seen.**

- The Clinic offers information and advice, contraception and testing and treatment for sexually transmitted infections.

Attitudes towards sex vary in different countries and cultures. If you are from overseas, although you may notice some differences while you are studying in the UK, your choices concerning sexual matters should always be individual and personal to you.



8. Alcohol and Drugs

All students are required to read and sign the University Policy on Drugs and Alcohol upon registration.

The University of Buckingham operates a zero-tolerance policy concerning the use of illegal substances anywhere on campus or in University-controlled accommodation.

The Student Welfare Department can (in confidence) direct students to (confidential) local specialist support services.

9. Meningitis

Meningitis is not a common illness, but can be extremely serious and requires immediate medical attention. Septicaemia, which has some similar symptoms, is also extremely serious and requires immediate medical attention.

You should:

- Learn the symptoms and warning signs for meningitis and septicaemia (see page 11);
- Call North End Surgery (or your local surgery, if you are not a patient at North End) - tell them if you suspect that you have either meningitis or septicaemia;
- Call an ambulance if the Surgery is closed.

Warning Signs and Symptoms for meningitis and septicaemia (symptoms may appear in any order and not all these symptoms may appear; **only having a headache is not likely to be meningitis!**):

Fever (temperature above 38 degrees)/**vomiting**; 

cold hands and feet; 

pale, blotchy skin; 

difficulty breathing; 

a rash that does not fade when a drinking-glass is pressed down over it; 

severe headache; 

drowsy/difficult to wake up; 

stiff neck; 

confusion/irritability; 

dislike of bright light; 

severe muscle pain; 

convulsions/seizures 

For further information see: <http://www.meningitis.org/symptoms>



10. Further information on Health and Well-Being

<http://www.nhs.uk/livewell/studenthealth/Pages/Studenthealthhome.aspx>