

Your Guide

To The Students' Health Service

Opening Hours

Monday and Thursday

8.45am – 7.45pm

Tuesday, Wednesday and Friday

8.45am – 5.30pm

Saturday

9am – 12pm

Contact Us

Students' Health Service

Hampton House Health Centre,
St Michael's Hill, Cotham, Bristol, BS6 6AU

Tel: (0117) 330 2720

Emergencies/Home Visits: (0117) 330 2721

Fax: (0117) 330 2698

Email: L81133.admin@nhs.net

bristol.ac.uk/students-health



Making an Appointment

The Students' Health Service offers full NHS GP services to all University of Bristol students who choose to register with it, if they live within the practice area. Once registered, patients may see any doctor of their choice, subject to the availability of appointments.

Appointments

Appointments with a doctor, nurse or pharmacist can be booked online, by telephone, or in person. We offer a choice of appointment types:

Routine appointments – these can be booked in advance and include Saturday mornings. The doctor or nurse will deal with as many problems as s/he can within the appointment time.

Same day appointments – these can be booked from 8.45am, Monday to Friday.

Medically urgent problems will always be seen, but please contact us as early in the day as possible. If the duty doctor is fully booked, he or she may call you back to assess the problem.

For more information on booking appointments or who you should book with please visit our website.

Nurses

Our nursing team deal with a wide range of problems including coughs & colds, sore throats, flu, wounds and injuries, urinary infections, eye problems and can offer advice on a range of other matters including contraception and sexual health. We have 5 nurse prescribers who can issue prescriptions for certain medicines, including contraception. We also have specialist nurses for asthma, diabetes and travel health.

Home Visits

If you feel very unwell, please telephone (0117) 330 2721, during the morning if possible. You will normally be put through to a nurse who will discuss your symptoms with you and who can arrange for a doctor to visit if necessary. If possible, we prefer to see patients at the surgery where we have investigation and treatment facilities, in addition to a Day Bed Unit.

Online Services

Our website gives links to further information about a wide range of health issues. The NHS Choices website also provides a lot of useful health information, including how to self-care for a range of illnesses and infections: www.nhs.uk

With a PIN, you can book and cancel appointments, request repeat prescriptions and access some of your medical information online. Please contact our Appointments Desk to register for online access and obtain your PIN. If you register at the start of the academic year, there may be a delay before you can register for online access, due to the high volume of new patients joining our list at this time.

Further information about these services is available from our website: bristol.ac.uk/students-health

When the Surgery is Closed

Overnight, at weekends and on public holidays, a doctor is always on call for emergencies. Telephone (0117) 330 2721. Please note that the Out of Hours service is provided by a deputising service contracted by Bristol CCG, so it will not be one of our doctors who deals with your problem. When appropriate the deputising service may ask you to attend their Primary Care Centre, located at Clinic 5, Level 4, at the Bristol Royal Infirmary, Marlborough Street, BS2 8HW.

NHS 111 provide a 24 hour medical advice line – dial 111 to access. The Bristol City Walk-in Centre provides basic medical services and is open in the evenings, during weekends and most public holidays. It is located at Boots, Broadmead, BS1 3EA. Telephone (0117) 954 9828. Your local pharmacist can also provide you with advice on a range of minor ailments and emergency contraception.

Our Services

Sexual Health

Doctors and nurses are available to give advice to men and women on all aspects of sexual health. Chlamydia and gonorrhoea testing is available without the need for an appointment, testing kits can be picked up from various points around the practice.

Contraception

To discuss a new method of contraception, or renew your current method, please make an appointment with a nurse prescriber or doctor. We can also fit and remove contraceptive coils and implants and provide pregnancy testing. Please contact our Appointments Desk for details.

The emergency pill is used to prevent unwanted pregnancy after unprotected sex. It is most effective within the first 12 hours but can be taken up to 120 hours after sex. It can be obtained from the nurses at Student Health, Bristol City Walk-in Centre or bought over the counter from pharmacies. Some pharmacies can supply it free to patients under 25; please see our website for details.

Cervical Screening

Women aged 25 and over are eligible for cervical screening (smear test) every 3 years; reminders are issued by our local cervical screening office. To make an appointment telephone (0117) 330 2720 (option 2).



Travel Clinic

These run throughout the year, and appointments book up well in advance in the summer term. You should plan to be seen 6-8 weeks before your date of departure so that we can ensure you are fully protected by the time you leave the UK. Please note that there are charges for those immunisations that are not available under the NHS.

Minor Surgery

Nurse Cameron can provide minor surgery for ingrowing toenails. Please make an appointment with her to discuss this.

Repeat Prescriptions

We will need to see you the first time we prescribe any medication for you, even if it was prescribed by your previous GP. After this, we can issue repeat prescriptions for many routine medications without seeing you every time. We aim to provide repeat prescriptions within 48 hours of your request. The simplest way to order repeat prescriptions is to register for online access. A prescription can be sent directly to any nominated pharmacy in England for you to collect. Please contact the Appointments Desk for further details.

Certificates & Letters

In cases of illness up to and including 7 consecutive days in the teaching period, or absence from an exam due to illness, students can self-certify. Your academic school should be notified as soon as possible, and in advance of any exam. For further detailed guidance about absence due to illness please see www.bristol.ac.uk/esu/assessment. See also www.bristol.ac.uk/students/services/forms. We can provide you with copies of any correspondence sent to hospitals or other agencies on your behalf. Please contact our office on (0117) 330 2720 (option 2).

Medicals & Health Questionnaires

Medicals and other documents required for travel, employment or leisure are not covered by the NHS, and there will be a charge for these. Please note that fees must be paid in advance and will not be refunded if you fail to attend your medical, or if you change your mind once it has been completed.

Confidentiality

All consultations are confidential. Information will not be given to university staff, parents or anyone else without your permission. However, please be aware that in order to provide you with the best possible service, information may be passed to other clinical and support staff involved in your care.



Facilities and Support

Facilities for Students with Disabilities

Our premises are DDA compliant. All consulting rooms, treatment rooms and waiting rooms are on the ground floor. We have 2 toilets that are accessible by wheelchair. Our Appointments Desk is fitted with a hearing induction loop.

Carers

Please let us know if you care for someone on a regular unpaid basis, so that we may offer you additional support.

Facilities for Nursing Mothers

You are welcome to breastfeed in our waiting room. However, if you would prefer somewhere more private, please ask our reception staff.

New Patient Healthchecks

Any new patient may request a health check appointment with one of our nurses within the first 6 months of registering with the practice. Please contact the office on (0117) 330 2720 (select option 2).

During the Vacation

Like all GP surgeries we are open 52 weeks a year. If you are out of Bristol during the vacation, you can see another GP local to where you are staying as a temporary patient. Please do not register with them as a permanent patient as it may take weeks to retrieve your NHS record from them when you return to Bristol.

After Graduation

Following your graduation you will be deducted from our list of patients, unless you notify us that you will be doing postgraduate studies at Bristol University. Please register with a new GP as soon as possible after you graduate.

Finding a Dentist

We do not provide dental treatment. You can go online at www.nhs.uk to find your nearest dentist. Please be aware that you may have to pay for any treatment.

Practice Area

Our practice area includes all Halls of Residence and most addresses in Clifton, Cliftonwood, Cotham, Redland, Westbury Park, Sneyd Park, Kingsdown, Montpelier and St Werburgh's. It also includes some, but not all, addresses in Bishopston, Horfield, Henleaze, Stoke Bishop, Westbury-on-Trym, Leigh Woods, Sea Mills and St Paul's. Please contact our Appointments Desk for further information.

Further Advice and Support

Further information about healthcare services in this area can be obtained from the NHS Choices website: www.nhs.uk. Alternatively, if you experience problems accessing local healthcare services, or have a general enquiry, the Patient Advisory and Liaison Service (PALS) can offer advice and support. Telephone (0117) 900 3433.



HOW TO FIND US

We are located at the top of St Michael's Hill, at the junction with Cotham Hill and by the mini roundabout.

Doctors

Dr Emma J Webb (F)

Dr Clare M Grant (F)

Dr Amy E Goodfellow (F)

Dr Joanne Mobbs (F)

Dr Gemma Murray (F)

Dr Sarah Owen (F)

Dr Vicky Stansfield (F)

Dr Hannah Rumble (F)

Dr Tom Reehal (M)

Dr Melanie Jordan (F)

Dr Caroline St John Wright (F)

Dr Susanna Davies (F)

Dr Jasmin Krischer (F)

Practice Manager – **Louise Jones**

Nursing Manager – **Sarah Windatt**

Administration Managers – **Ian Bailey & Maria Geczy**

Office Manager – **Mary Mellor**

It is the RIGHT of every patient to be provided with the best possible care regardless of race, gender, disability or sexual orientation. It is the RESPONSIBILITY of patients to treat all of our staff with courtesy and respect. Violent or abusive patients will be removed from our list.



@BristolSHS