

Appendix C1: Guidance for staff working with students on recognising symptoms

1. About this guidance

- 1.1 In view of the anxiety that cases of meningitis can cause, the following notes have been prepared to assist staff that have regular contact with students, and whom students might normally approach for support.
- 1.2 It is vital that only advice provided within this document or that provided by a medical professional is passed on to students.

2. Recognising Symptoms

- 2.1 Early diagnosis and prompt treatment are essential. If you are consulted by a student with flu-like symptoms, which are similar to the early symptoms of meningitis, or by someone having some or all of the following signs, you should help them to seek medical advice **without delay**:
 - severe headache
 - high temperature/fever
 - vomiting
 - neck stiffness
 - dislike of bright light
 - drowsiness/lethargy
 - joint or muscle pain
 - rash of purple/red spots like bruising under the skin
 - pale, blotchy skin
 - cold hands and feet
 - 2.2 If possible you should arrange for the student to speak directly to a nurse or doctor at the surgery where he or she is registered. For those students registered with the [Students' Health Service](#), the normal working hours telephone number is 0117 330 2720. If medical advice or assistance is required outside of normal surgery opening hours, telephone 111 and ask to speak to a GP. If the situation is an emergency dial 999.
- ### 3. For information: action following a diagnosis of meningitis
- 3.1 Following a diagnosis of meningitis, there is likely to be heightened anxiety in the University community, especially among those living in close proximity to the patient. The role of staff and pastoral teams in University residences is to both alert and reassure students.
 - 3.2 The University's Generic Infectious Diseases Protocol sets out specific duties on staff to manage the situation. The University will play a supporting role to Public Health England, the Government agency responsible for providing expert advice in these circumstances. Where there is an identified risk to others, they will be identified and contacted so that they can receive appropriate advice and treatment.
 - 3.3 Literature may also be provided by approved organisations such as [Meningitis Now](#) (formerly Meningitis Trust and Meningitis UK) or the [Meningitis Research Foundation](#). It is essential that no one should attempt to give reassurance by putting any gloss on this published material, as anything said may be inadvertently misleading.

Appendix C2: Handling enquiries about meningitis

1. About this guidance

- 1.1 Once it is known that there is a case of meningitis, the University is likely to receive enquiries from inside and outside the University. It is important that any advice given by University staff is consistent and helps the enquirer quickly reach the information they need.
- 1.2 The University has a Generic Infectious Diseases Protocol which will be used to determine how the case is managed, working with the Government agency Public Health England.
- 1.3 If you receive queries, please ascertain who the enquirer is and follow the advice below. If you have any concerns about the enquiries you have received then you are welcome to contact the [Student Services Divisional Office](#) who manage the protocol.

2. Calls from close contacts (people who have been in close physical proximity to patient)

Close contacts should be referred to the patient's General Practitioner. In the case of students, this is usually the [Students' Health Service](#):

- During opening hours: call 0117 330 2720.
- Out-of-hours: 111. Ask to speak to a GP and explain that it is in relation to a meningitis case at the University of Bristol.

3. Calls from the media

- 3.1 Media enquiries regarding the University of Bristol should be referred to the University's Director of Communications and Marketing, David Alder. Telephone 0117 928 8867 (office); 07748 337172 (mobile)
- 3.2 If he cannot be reached, please contact his deputy and Head of Public Relations, Jill Cartwright. Telephone 0117 928 7778 (office); 07990 782205 (mobile).
- 3.3 If she cannot be reached, please call the Public Relations Office. Telephone 0117 928 8895 during office hours (08.00-17.30 Monday to Friday) or 0117 331 8092 out of hours.

4. Calls from concerned parents/guardians, family and friends

If a parent, family member, or friend calls the university to enquire about a meningitis case, details about individual cases cannot usually be provided. However, callers can be directed to the [Student Services Divisional Office](#) during office hours for reassurance about University meningitis response procedures. Telephone 0117 928 8220.

5. Calls from any individual with general enquiries about meningitis

Anyone seeking general information about meningitis, including those with worries about risk but who are not contacts, should be referred to the national helplines of the meningitis charities or the NHS 111 service:

The Meningitis Research Foundation	Opening hours vary, see details : 0808 800 3344 www.meningitis.org
Meningitis Now (formerly Meningitis Trust and Meningitis UK)	9am to 12 midnight: 0808 801 0388 www.meningitisnow.org
NHS	24-hour helpline 111 www.nhs.uk