



Practice Website

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STUDENT INFORMATION

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To Register

Your NHS Practice - what can you expect from the College Doctors?

- We are an NHS General Practice offering NHS care (free at the point of care). We are highly qualified professional General Practitioners (GP) who provide a confidential service. We treat patients with respect and involve them in making decisions about their own care. We have special interests in students and in our colleges (and University procedures). We are very experienced in treating student health problems, both physical and mental. We are also a training practice for qualified doctors and medical students.
- We are open 8.30am-6.00pm, Monday to Friday, plus pre-booked appointments only on Wednesday and Thursday 6.30-8.30pm.

What to do when you are ill

- Please look after yourself by keeping a small stock of home remedies such as paracetamol.
- The College Nurse is usually the best first person to help you decide what to do when you are ill and to support you getting what you need. She is highly trained, works in College, and knows the NHS and College.
- Pharmacists are a good source of advice, or you can phone 111 (24 hours free phone number).
- If you are sure you need to see a GP **call us on 01865 311234**. If you are unwell outside of normal working hours, **call 111** and if needed you will be able to consult a local on-call GP.
- **DO NOT** go straight to the hospital Accident & Emergency Service unless you are likely to need hospital admission, an x-ray or stitches for an injury. You can phone 111 to help you decide whether to go to A & E.
- For serious emergencies needing an ambulance, phone 999

Appointments

- At present, all initial GP appointments are telephone appointments. If after speaking to a GP it is thought a face to face appointment is needed, the GP will arrange a time for you to come to the Surgery.
- To make an appointment, ring the Health Centre on 01865 311234 between 8.30am and 6.00pm.
- If the problem is medically urgent you can speak to a doctor the same day. Reception staff will give a guide as to what time the GP will call you back.
- For routine problems, telephone appointments are usually available within a week. At peak times, routine telephone appointments may take longer, especially if you wish to speak to a particular doctor.
- Please be patient because the GPs may run late with their appointments or have other calls to make as well. Please keep your mobile switched on and be aware whether you have a signal. For general advice you can also call 111.
- Please accept that the receptionists may need to ask you about the nature of the problem in order to help you effectively; they may suggest you consult a nurse or other service if that is appropriate for you.
- We also offer an online consultation service called eConsult which is accessed via the practice website.
- If an appointment is no longer needed or if you are unable to attend, please phone or use our text reminder service to cancel. If you fail to cancel an appointment, another patient will miss out.
- Home visits are possible if the doctor agrees that the patient is too ill to be moved and needs to be examined. These requests should be received as early as possible. The College Nurse should be consulted first as she can also visit and assess you in your room. It may be useful to ask a friend or welfare rep for help (to escort the GP to your room, or to collect a prescription later).

Repeat Prescriptions

- New students who are already on prescribed medication should come to Oxford with at least a month's supply. During that month, they should make a routine appointment with a GP to re-assess the condition and the need for on-going treatment. Repeat prescriptions can then be authorised.
- Repeat prescriptions can be requested by email (jericho@nhs.net) or on-line (sign up required), but telephone requests are not normally accepted. Prescriptions are sent electronically to any pharmacy in England.
- Prescriptions cost £9.15 per item; or a prepayment certificate costing £29.65 covers all prescriptions for three months- see <https://services.nhs.uk/buy-prescription-prepayment-certificate/start>

Routine Screening

- Cervical cytology ('smear' or 'pap' test) is available on the NHS for women aged 25-65. In the UK, smears are carried out every 3 years for 25-49 year olds or more often if there has been a problem. It is important that you tell us if you have had a test done abroad, so we can determine the correct recall date.
- Health checks (e.g. cholesterol, blood pressure, lifestyle etc.) are available to those aged over 40 or to those with on-going conditions who need regular monitoring (e.g. diabetes, asthma, etc.).

Vaccinations

- Routine UK vaccinations (such as Meningitis ACWY, MMR or tetanus) are covered by the NHS. If required, please book an appointment with the practice nurse (not the college nurse). Flu vaccine can be given on the NHS to those who are eligible due to certain medical conditions (e.g. diabetes).
- We stock routine travel vaccines, including Yellow Fever. Please consult the practice nurse well before you plan to travel especially for Hepatitis B or Rabies vaccines. Some travel vaccinations need to be paid for.

Counselling

- The University funds an excellent, free of charge, confidential counselling service for students. Appointments are usually available in about a week (including outside term). See www.ox.ac.uk/students/welfare/counselling
- NHS counselling (self-referral) has longer waiting lists (see www.talkingspaceoxfordshire.org)

Referrals

- Hospital appointments need a GP referral. NHS referrals are based on medical need, but routine clinics may take up to 18 weeks, with further waits for scans or operations if needed. Those with private medical insurance may be able to see a specialist much quicker. Urgent hospital referrals (such as for suspected cancers) take about two weeks on the NHS.
- Those attending Accident & Emergency ('ER', 'A&E', or 'Casualty') typically wait about four hours to be treated or transferred to a ward. Emergencies arriving via ambulance are admitted to hospital urgently.
- Hospital appointments for routine NHS referrals must go through the "e-referral" system (eRS). This is a national system and is not within the control of the practice. The practice will generate a booking letter that will enable you to make an appointment through this system.

Optometry and Dental care

- For routine eye/vision problems go directly to an Optician (optometrist). Those with eye diseases are referred by a GP (often following an Optometrist's report) to hospital for specialist treatment, covered by the NHS. Minor eye conditions may be managed free on the NHS by opticians. See www.oxfordshireloc.org.uk/public/minor/
- Dentistry is available on the NHS but there is a scale of charges, and many people choose a private dentist. A popular NHS dental service used by students in Oxford is www.studental.co.uk.

Sexual health

- It is possible to go to a specialist unit for genitourinary medicine without a GP referral. If you are worried about sexually transmitted infections you can phone 01865 231231 or see www.sexualhealthoxfordshire.nhs.uk. This NHS clinic also provides a full range of contraception.

Healthcare abroad

- The NHS does not cover medical care abroad. Please ensure you have appropriate insurance.