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Dear Student

We write to welcome you to Oxford and to introduce ourselves to you as your College Doctors. We are a group of General Practitioners (GPs) working for the National Health Service in our Practice at 19 Beaumont Street in the centre of Oxford. You can find comprehensive information about our practice at <https://www.19beaumontstreet.com>

The National Health Service (NHS)

All students and their dependents who are studying in the UK are entitled to register with an NHS GP. It is free for ALL students to register with a GP (though some international students who are in the country for a short time may have to pay for some services in hospitals). Students from countries outside the European Economic Area (EEA) may need to pay a healthcare surcharge (called the 'immigration health surcharge' or IHS) as part of their immigration application. For general information about the NHS please go to www.nhs.uk. As a patient, you generally access the NHS through your GP. In the UK you cannot consult a medical specialist without being referred by a GP first.

You are strongly advised to register with us now: our practice has been selected by your College to be their College Doctors. We are an NHS General Practice and are not employees of the College. We operate a strict confidentiality service, although if you ask us to talk to Programme or College Staff or others, we can do so effectively.

Registration is most easily done online. Go to www.campusdoctor.co.uk/oxford and click on the link of your College. Please ensure you allow some time to complete the online registration. Note there are mandatory fields marked with an asterisk "*" and other fields that would be useful (e.g. immunisation history) that are useful but not necessary to complete your registration. Do not worry if you have never had or you can't remember your "NHS number", this is not needed for registration purposes.

The Practice at 19 Beaumont Street

GP services are based in the community. Our Practice is at 19 Beaumont Street, a short walk from your College. We work as a team of doctors, nurses, a pharmacist, a physician associate and healthcare assistants, supported by reception and administration teams. You are free to consult any of us, not just the doctor linked with your College.

The Practice is open every day except weekends and bank holidays. Due to the Coronavirus pandemic we are operating a system where all consultations are initially by telephone. If needed, video or face to face consultations are then arranged following the phone appointment. To arrange a phone consultation please contact our reception on 01865 240501. Our reception team will ask for some brief details of the nature of your call, and whether or not it is urgent, they will then direct your enquiry to the most appropriate member of our team, and sometimes to other services. If you wish you can alternatively contact us using the electronic consultation facility on our website. At nights and weekends, when the Practice is closed, the NHS operates an "out-of-hours" service that can be accessed by telephoning 111 and your call will be directed appropriately. This is for urgent problems that cannot wait until the Practice reopens.

The College Nurse

Some Colleges have a College Nurse on-site during term time. These services are provided free of charge to you by your college. The nurse offers health advice and support as well as treatment for minor illnesses and injuries. The nurse can visit you in your College room if you are ill and request it.

Oxford Emergency Department (ED)

The John Radcliffe Hospital in Oxford has an Accident and Emergency Service (A&E). If you break a bone or have a life-threatening emergency, then you should go straight to the A&E department or ring 999 for a paramedic or ambulance. For most problems you should contact the Practice by telephone so that we can advise you on the best and quickest way to get help. When the Practice is closed please dial 111 for assistance.

Medication and Repeat Prescriptions

If you are taking regular medication we will need to set up repeat prescriptions for you. Please contact our in house pharmacist, or one of the doctors, when you arrive in Oxford so that we can organise this. Repeat prescriptions are most easily requested online via <https://www.patientaccess.com/> or via our practice website. We do not accept prescription request by telephone. There is a standard charge for all NHS prescriptions, payable to the dispensing pharmacist. The pharmacist can advise on getting help with prescription costs.

Stress, Wellbeing, and Mental Health

Many people experience stress in the first few weeks of university, and some people have had mental health problems in the past which become worse in a new environment. There is lots of help and support available in your college via your tutors and college welfare teams. Information about the University Welfare services can be found here <https://www.ox.ac.uk/students/welfare>. In addition to college and university services there are a range of NHS and charity provided wellbeing services including Talking Space Plus at www.oxfordhealth.nhs.uk/talkingspaceplus/. The doctors are always happy to see people with mental health problems at 19 Beaumont Street and we are experienced in dealing with them. All of our doctors are trained to consult on mental health issues and several of our doctors have special interests in mental health.

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 ACWY** vaccine are strongly recommended as these infections circulate rapidly in the student community. Some patients will also be eligible for the flu vaccine. Over recent years we have had several mini-epidemics in Oxford of Measles and Mumps. In the UK these vaccines are available through any GP practice, please arrange to receive these vaccines over the summer so that you have immunity on arrival in Oxford. If you are from a country where Men ACWY is not available then we can arrange immunisation during Fresher's week.

For further information about us please visit our website at www.19beaumontstreet.com

We all wish you good luck in your studies at Oxford.

Best wishes from the team at 19 Beaumont Street.