Student guide to using NHS services in Cambridge

Choose well.

NHS
Cambridgeshire and Peterborough
Clinical Commissioning Group

There are so many NHS services available that it can sometimes be difficult to know what service is right for your needs.

This guide will help you to decide the best way to access NHS services should you need them during your time as a student.

We hope you find this information helpful. If you have any queries, would like to give feedback or request further copies, contact **capccg.catch@nhs.net**

Getting Help

Your first port of call should be to visit the Association of Student Practices in Cambridge website **www.camstudenthealth.nhs.uk**

The Association is a group of nine city based GP practices who have come together to make sure that you have all the help and advice you need to make sure you stay fit and well while studying.

The website gives a wide range of information on how to access local services, how to get advice on areas such as contraception and immunisation as well as general lifestyle advice.

Registering with a local GP Practice

Your local GP practice can provide you with a range of services, including accessing Mental Health Services, travel advice, contraception advice and help getting repeat prescriptions.

It is easy to register with a local GP practice. All you need to do is telephone or visit your local surgery or one of the surgeries listed opposite. All of these practices are based in and around the city centre and are members of the 'Association of Student Practices in Cambridge.'

To find out more about the practices, the services they offer and their opening times, please visit their websites.

Practice Name	Address	Telephone and Email address
Bridge Street Surgery	2 All Saints Passage, Cambridge CB2 3LS	☎ 0844 4773939 www.bridgestreetmedicalcentre.com
Huntingdon Road Surgery	1 Huntingdon Road, Cambridge CB3 0DB	☎ 01223 364127 www.huntingdonroadsurgery.co.uk
Lensfield Road Medical Practice	48 Lensfield Road, Cambridge CB2 1EH	☎ 01223 651020 www.lensfieldpractice.org
Newnham Walk Surgery	Wordsworth Grove, Cambridge CB3 9HS	☎ 01223 366811 www.newnhamwalksurgery.nhs.uk
Petersfield Medical Practice	25 Mill Road, Cambridge CB1 2AB	☎ 01223 350647 www.petersfieldmedicalpractice.co.uk
Red House Surgery	96 Chesterton Road, Cambridge CB4 1ER	☎ 0844 4773124 www.redhousesurgery.nhs.uk
Trumpington Street Medical Practice	56 Trumpington Street, Cambridge CB2 1RG	☎ 01223 361611 www.trumpingtonstreetmedicalpractice.co.uk
Woodlands Surgery	Eden House, 48-49 Bateman Street, Cambridge CB2 1LR	☎ 01223 697000 www.woodlandssurgery.co.uk
York Street Surgery	146-148 York Street, Cambridge CB1 2PY	☎ 01223 364116 www.yorkstreetmedicalpractice.nhs.uk

What to do when your doctors surgery is closed

If you think you need to see a doctor out of normal surgery hours, and you can't wait until they open again, calling 111 will advise you on Out of Hours services available locally.

NHS 111

If you are unsure of where to go or you need medical advice outside of your GP surgery opening times you should call NHS 111.

NHS 111 is a phone number to call when you need medical help or advice but it's not a life-threatening situation. The service is open 24 hours a day – 7 days a week and is free to call from a landline or mobile phone.

Calling 111 will connect you to a team of fully trained call advisers who are supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, and give you the healthcare advice you need or direct you to the most appropriate and available local service. If an ambulance is needed the NHS 111 call adviser will arrange for one to be dispatched immediately.

Your local Pharmacy (Chemist)

Your local high street pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait to see your GP or go to the Emergency Department (A&E).

Some of the things pharmacies can help with include:

- aches
- stopping smoking
- coughs
- colds
- skin conditions
- pains
- medicines advice
- diarrhoea
- flu jabs
- emergency contraception
- hay fever
- allergies.

You can talk to your pharmacist in confidence, even about the most personal symptoms, and you don't need to make an appointment. It is possible to walk into any community pharmacy and ask to speak with the pharmacist. They may be able to spend some time with you or offer you an appointment for a consultation. Discussions with your pharmacist can take place in person or by phone.

To find your local pharmacist, including details of opening hours, please visit: **www.nhs.uk/servicedirectories** or call NHS 111. Some pharmacies have extended opening hours and these can be found by clicking on the pharmacy link at: **www.choosewellcambs.nhs.uk**

Self-care (Looking after yourself)

You can treat yourself if you have a very minor illness, ailment or injury. A range of common illnesses and complaints, such as coughs and colds, sore throats, upset stomachs and aches and pains can be treated. Make sure you have a well stocked medicine cabinet and that you get plenty of rest.

Here are some essentials that you should make sure you have in your medicine cabinet:

- Paracetamol/Ibuprofen
- Anti-diarrhoeal medicines
- Re-hydration mixtures
- Indigestion remedies
- A thermometer.

College Nurses

Most colleges will have their own nurse available to give you treatment and advice. The nurse holds surgeries in college during term time.

Most of the undergraduate colleges in Cambridge have a college nurse on site who can help you with a variety of problems. You should try and find out where your college nurse is based in case you need to see them.

Some of the things your college nurse can help you with are:

- any minor health problems such as a sore throat, coughs and colds, earache, headache, rashes/eczema, insect bites, insomnia and stomach upsets
- any minor injuries like minor bicycle accidents, sports injuries, burns, cuts and bruises
- finding and registering with a GP in Cambridge
- finding a dentist, if you need to see one
- contraceptive and sexual health advice
- mental health related issues such as exam stress, anxiety, depression, eating disorders, feeling homesick and loneliness
- any areas of your health you would like to improve such as drinking less, stopping smoking or eating healthily.

Some colleges have welfare advisers, who are trained and experienced nurses and can also help you with the conditions above.

Using Hospital Emergency Services

The Emergency Department at Addenbrooke's Hospital in Cambridge is open to anyone who requires treatment in an emergency, free of charge. An emergency is classed as a serious and/or life threatening illness or injury, including mental health emergencies.

The Emergency Department's main function, however, is not to provide care for minor ailments such as coughs and sore throats.

All students should be encouraged to register with a local GP as a temporary visitor so that they can receive advice or treatment for these minor conditions. This is an arrangement that your college will be able to help you with.

The Emergency Department is now asked to charge some patients who are not using the Emergency Department correctly. It is important that you are aware of this.

If you are a student from overseas and the duration of your programme is for less than six months, you would not ordinarily be entitled to free National Health Service treatment within the hospital. You should therefore be encouraged to arrange private health insurance in case you need treatment while in the country.

All the GP practices in this guide are open from 8.30am to 6.00pm and are happy to see and advise on most medical conditions. Out of normal hours, you should call NHS 111.

Only use the Emergency Department for a serious illness or injury. It costs at least £80 for every visit.

The nearest Emergency Department is located at:

Addenbrooke's Hospital
Hills Road
Cambridge
CB2 0QQ

www.cuh.org.uk

Patient Experience Team (PET)

The Patient Experience Team is a free and confidential NHS service. It can help provide information about local health services, signpost you to other organisations and give guidance on the NHS complaints procedure – should you need it.

You can contact the Patient Experience Team by calling them on freephone ☎ 0800 279 2535 or by emailing **capccg.pet@nhs.net**.

Cambridgeshire and Peterborough CCG Patient Experience Team is based at:

Lockton House
Clarendon Road
Cambridge
CB2 8FH

Useful contact numbers:

Contact	Number
NHS 111 (Out of Hours/Medical Advice)	☎ 111
Cambridgeshire and Peterborough CCG Patient Experience Team	☎ 0800 279 2535
iCaSH (Sexual Health and Contraception)	☎ 0300 300 3030
Physio Direct	☎ 01223 446999
Emergency Dental Services	☎ 01223 723093

Information about other local NHS services

Sexual health

iCaSH provides all aspects of sexual health, including contraception, STI testing and treatment and genito-urinary medicine (GUM), available from an easily accessible location in Cambridge. For further information visit their website at **www.icash.nhs.uk** or call them on ☎ **0300 300 3030**.

Counselling services

Counselling services are available via your GP practice although if you are taking a short summer course you could decide to pay for private counselling.

University of Cambridge and Anglia Ruskin University have access to in-house counselling services.

Dental services

It's a good idea to register with a dentist and have a check up regularly. To find a local NHS dentist visit **www.nhs.uk**

If you need emergency dental help you can call NHS 111 or call the service directly on ☎ **01223 723093**. The emergency dental service is based at:

Cambridgeshire Community Services NHS Trust Dental Department
Brookfields Health Centre
Seymour Street
Cambridge CB1 3DQ

Physio Direct

Physio Direct is a telephone self-referral service which has been set up to provide early advice and management for adults with back/neck/joint problems or following injuries. You do not need a GP referral to access this service but you need to be registered with a Cambridgeshire GP practice.
☎ **01223 446999** – The service is open Monday to Friday, 1-5pm.

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