



Cambridgeshire and
Peterborough
Clinical Commissioning Group



STUDENT GUIDE TO USING NHS SERVICES IN CAMBRIDGE



MINOR
BURNS
AND
SCALDS

PERSISTENT
VOMITING OR
DIARRHOEA

**STAYWELL
THISWINTER**

There are a range of NHS services you can use if you are injured, feeling unwell or in need of healthcare advice

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

It includes information on:

- ◇ self care/looking after yourself
- ◇ pharmacies
- ◇ NHS 111
- ◇ mental health services
- ◇ college nurses
- ◇ GPs
- ◇ Meningitis ACWY vaccine
- ◇ Patient Experience Team
- ◇ other local NHS services
- ◇ A&E

Please note:

- ◇ Students from the EU should have a European Health Insurance Card (EHIC) which entitles you to free NHS treatment.
- ◇ Non-European Economic Area (EEA) students studying on courses of less than six months' duration are not eligible for free NHS treatment and must take out private health insurance.
- ◇ Non-EEA students studying on courses longer than six months are required to pay an Immigration Health Surcharge to benefit from free NHS treatment. The surcharge is paid as part of your visa application and costs £150 per year. For further information and to pay the fee, please visit www.gov.uk/healthcare-immigration-application/overview

Please refer to the UKCISA website at www.foreignstudents.com/health/insurance for more information.

Registering with a local GP practice

GPs can advise you on accessing mental health services, travel advice, contraception advice and help getting repeat prescriptions. Many practices now offer telephone, face-to-face, and online consultations.

It is easy to register with a local GP practice. All you need to do is visit your local surgery or one of the surgeries listed on pages 4 and 5. All of these are based in and around the city centre and are members of the 'Association of Student Practices in Cambridge'.

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.

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

persistent
back
pain

CONCERNS
ABOUT
BODY WEIGHT

counselling

persistent
ear pain

EMOTIONAL
PROBLEMS

The following GP practices are open from 8.30am to 6.00pm

Bridge Street Medical Centre

- ◇ 2 All Saints Passage, Cambridge CB2 3LS
- ◇ 01223 652671
- ◇ 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

Also at: [Cambridge City Centre Medical Practice](#)

- ◇ Boots the Chemist, Petty Cury, Cambridge CB2 3ND
- ◇ 01223 366811

Petersfield Medical Practice

- ◇ 25 Mill Road, Cambridge CB1 2AB
- ◇ 01223 350647
- ◇ www.petersfieldmedicalpractice.co.uk

allergic reactions

LONG TERM CONDITIONS

Red House Surgery

- ◇ 96 Chesterton Road, Cambridge CB4 1ER
- ◇ 01223 365555
- ◇ 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 697600
- ◇ www.woodlandssurgery.co.uk

York Street Surgery

- ◇ 146-148 York Street, Cambridge CB1 2PY
- ◇ 01223 364116
- ◇ www.yorkstreetmedicalpractice.nhs.uk



The NHS
non-emergency
number

Outside of normal hours, you
should call NHS 111 who will advise
you on out of hours services
available locally.

Self-care (looking after yourself)

Common conditions and minor ailments such as colds and flu, coughs and sore throats, upset stomachs and aches and pains are generally not a serious health problem for many patients. You can easily treat yourself at home with advice from a local pharmacist helping avoid unnecessary trips to your GP or A&E department.

Make sure you have a well stocked medicine cabinet that might contain the following:

- ◇ painkillers such as paracetamol and ibuprofen
- ◇ cold and flu remedies
- ◇ anti-diarrhoeal medicine
- ◇ antihistamines
- ◇ oral rehydration salts
- ◇ indigestion remedies
- ◇ first aid kit including plasters and bandages
- ◇ thermometer
- ◇ tissues.

To find out more about what to keep in your medicines cabinet go to:

www.nhs.uk/livewell/pharmacy or ask your local pharmacist.

HEAD
ACHE

hangover

SORE
THROAT

COUGH

COLD

stomach
ACHE

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 having to go to the A&E Department.

Some of the things pharmacies can help with include:

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

stopping
smoking

Skin
Conditions

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 and most have a private room available. 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 on our website here: www.cambridgeshireandpeterboroughhccg.nhs.uk/your-health-and-services/pharmacies/

Medicines
Advice

emergency
contraception

Flu Jabs

NHS 111 – open 24/7, 365 days a year

If you're unsure which health service you need or require medical advice 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 – seven 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.



FREE
to
CALL



Download free MyHealth app



Cambridgeshire and
Peterborough
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The MyHealth app that will direct you to your nearest appropriate NHS service in Cambridgeshire and Peterborough, such as GPs, pharmacies and dentists, based on your location or postcode.

Download

by searching for
"MyHealth C&P CCG" on:

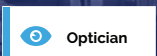
The app is also
available in:

Polish
Hungarian
Slovak
Lithuanian
Latvian



Cambridgeshire & Peterborough

How can we
help you today?



Unwell and
unsure?

Mental health services in Cambridge

Every year, one in four of us will experience a mental health illness. The experience will be different for each of us, as will the type of support we need.

The First Response Service (FRS) puts your mental health first. It provides 24-hour access, seven days a week, 365 days a year, to mental health care, advice, support and treatment.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you should contact the First Response Service by calling 111, then selecting option 2.

Examples might include:

- Mood changes – different to how you usually are.
- Withdrawing – from people (close family, friends or work colleagues).
- Not taking care of yourself like you usually would .
- Having increased thoughts about your life not being worth living.
- Excessive worry.
- Feeling out of control.
- Feeling unable to cope.
- Changes in the way you think.



Are you in a mental health crisis?

Then call...



First Response Service

- ⚙️ Unusual ideas.
- ⚙️ Hearing voices or seeing things that others can't.
- ⚙️ Thinking about harming yourself or someone else.

By calling 111, and selecting option 2, you will be put through to a member of the FRS who will speak to you and discuss your current mental health needs.

The FRS team includes mental health nurses and social workers who can provide support and the best possible action for you at the time. They can also refer you to a Sanctuary, a safe place run by mental health charity Mind in Cambridgeshire that offers people short-term practical and emotional support between 6pm and 1am.

Further information on how best to manage your mental health is available at: www.cpft.nhs.uk



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 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 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.

Meningitis ACWY vaccine

From August 2015, first-time university and college students up to the age of 25 (including overseas students) will be offered the Men ACWY vaccine as part of the NHS vaccination programme. The Men ACWY vaccine protects against four different causes of meningitis and septicaemia – meningococcal (Men) A, C, W and Y diseases.

If you were unable to have the vaccine prior to starting university or college you are advised to discuss this with your GP or college nurse as soon as possible after arrival. Further information on the vaccine is available at: www.nhs.uk/Conditions/vaccinations

Patient Experience Team (PET)

The Patient Experience Team is a free, confidential, NHS service.

It can:

- ◇ 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

by emailing capccg.pet@nhs.net

by writing to them at:

Cambridgeshire and Peterborough CCG, Lockton House,
Clarendon Road, Cambridge CB2 8FH

NHS Choices – www.nhs.uk

NHS Choices is the official website of the NHS in England. With over 48 million visitors per month, it's the UK's biggest health website accounting for a quarter of all health-related web traffic.

NHS Choices provides an award-winning, comprehensive health information service with thousands of articles, videos and tools, helping you to make the best choices about your health and lifestyle, but also about making the most of NHS and social care services in England.

Social media is an important part of the NHS Choices service, reaching up to three million people a month via Facebook www.facebook.com/nhschoices Twitter www.twitter.com/nhschoices and video channels such as YouTube www.youtube.com/c/nhschoices

Your local A&E

The local A&E (Accident & Emergency) department is located at Addenbrooke's Hospital in Cambridge.

You should only go to A&E or call 999 when it's a critical or life-threatening emergency such as:

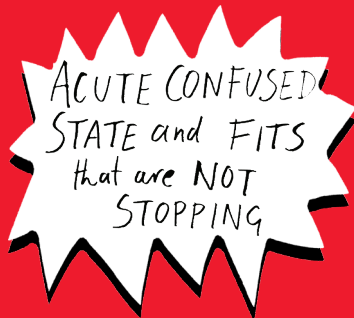
- ◇ overdose
- ◇ blacking out
- ◇ loss of consciousness
- ◇ persistent severe chest pain
- ◇ stroke
- ◇ choking
- ◇ a wound that won't stop bleeding
- ◇ breathing difficulties.

Last year one in three patients that attended A&E in Cambridgeshire could of treated themselves at home or used one of the alternative services included in this leaflet. Please ensure you use the right service for your illness and injury to ensure A&E is kept available for those who really need it. **If you are unsure where to go and it is not a life threatening emergency call 111.**

The nearest Emergency Department is located at:

Addenbrooke's Hospital, Hills Road, Cambridge CB2 0QQ

www.cuh.org.uk



OVERDOSE

CHOKING

BLACKING OUT



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: 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 (18+) with back/neck/joint problems or following injuries. You do not need a GP referral to access this service but you do need to be registered with a Cambridgeshire GP practice. The service can be contacted on 0300 555 0210 (local rate) option 1. The service is open Monday to Friday, 1-5pm.

itches

stopping
smoking

counselling



LONG
TERM
CONDITIONS

strains

SORE
THROAT

cuts

allergic
reactions