



The
University
Of
Sheffield.

University
Health
Service



Essential Guide To

University Health Service

- What to do when you're feeling unwell
- Keeping yourself healthy at university

SheffieldUHS Smartphone app

All of the information in this practice guide book is also available on our useful smartphone app.

We know that coming to a new city or navigating a new healthcare system can be daunting. The app has been designed to help you find the right information quickly and at a time that suits you.

The app is free to download for iPhone, iPad, Android phones, Windows Phone and tablets. Search '**ShelfUniHealth**' on iTunes, GooglePlay or Windows Phone Store to download direct to your phone.

Features:

- Book appointments
- What to do when you're unwell
- Symptom checkers and treatment guides
- Illness self help
- Information on dental problems
- Order repeat medication
- Find out about mental health services for students
- Find out about sexual health services
- Access travel clinic online
- Make an online consultation with your doctor
- Receive custom push notifications
- Access up to date articles on student health and participate in discussion on the health wall
- List of our services, fees and practice information
- Information on extenuating circumstances forms
- Find your local pharmacy, dentist, sexual health and urgent care services
- View coded information from your medical notes

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Welcome to University Health Service

About this health guide booklet

Accessing health services in a new city can be confusing and intimidating so this useful guide has been compiled to give you essential information about the services we provide in addition to the many other services available in Sheffield.

This guide has been set out in a way that makes it easy to understand some of the key areas of healthcare access that students find difficulty with. We hope that it will make accessing healthcare in Sheffield more straightforward.

Opening Times

Opening hours during term:

08:45am – 6:00pm Monday – Thursday
08:45am – 5:00pm Friday
Closed Saturday and Sunday

About University Health Service

The University Health Service is an NHS PMS General Practice (10 doctors working in partnership), which offers full GP services and a number of additional services to all students of the University of Sheffield living in the city, and their dependents (if they live in the practice area).

The University Health Service is a modern, friendly and forward thinking practice, located on the corner of Glossop Road and Gell Street, close to the University tram stop. It is set in a purpose built health centre with disabled access, with a lift to the upper floor.

Opening hours during university vacation:

08:45am – 5:00pm Monday – Friday
Closed Saturday and Sunday

Our Healthcare Team

Clinical Team

Medical Director:

Dr Michael Jakubovic (Male)
MB ChB MSc MRCGP MFPHM

Dr Hina Gauher (Female)
MB BSc MRCGP

Dr Lucy Cox (Female)
MB ChB MRCGP

Dr Helen Winter (Female)
MB ChB DRCOG MRCGP DCP

Dr Bernadette D'Mello (Female)
MB ChB DipDermatology

Dr Cynthia Das (Female)
BSc(Hons) MB ChB DFFP MRCGP

Dr Terry Hudson (Male)
BMedSci(Hons) MB ChB DRCOG DFRSH MRCGP

Dr Hannah Prosser (Female)
BMedSci BMBS DRCOG DCH DFRSH MRCGP

Dr Kim Portlock (Female)
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Dr Hassan Soltani (Male)
MB ChB

Dr Naomi Whitt (Female)
MB ChB DFFP DRCOG MRCGP

Dr Mary Wren (Female)
MB ChB FPCert

Mark Wilson – Psychotherapist
RMN BA(Hons) Adult Behavioural Psychotherapy

Mark Slack – Nursing Manager (Male)
BA(Hons) MA RGN RMN DipAsthma

Emma de Chenu – Nurse Practitioner (Female)
RGN HEDip Emergency Nursing

Jean Adams – Nurse Practitioner (Female)
BNursing MMedSci RCG DNCert RM RHV

Marie Highfield – Nurse Practitioner (Female)
Diploma in Nursing, BMed Sci, PG Cert

Kerry Mellor – Nurse Practitioner (Female)
Bsc Nursing, PGDip ACP, Dip Respiratory Management and Womens Health

Hayley Billingsley (Female)
Advanced Diploma Nursing Studies

Nisa Duttine – Practice Nurse (Female)
BMedSci (Nursing) RGN

Rachel Hardy – Practice Nurse (Female)
BA(Hons) RGN RSCN RHV DipAsthma, RCPSCG, AFTM (Travel Medicine)

Lisa Moat (Female)
Advanced Diploma Nursing Studies, BA Health and Social Care Practice

Barbara Wild – Practice Nurse (Female)
LLB RGN

Alison Twibell – Senior Healthcare Assistant
Shannon Hovers – Healthcare Assistant

Management & Administration Team

Practice Manager
Barbara Graham

Assistant Practice Manager
Ben Hallsworth

For a full list of our admin staff, please visit our website.

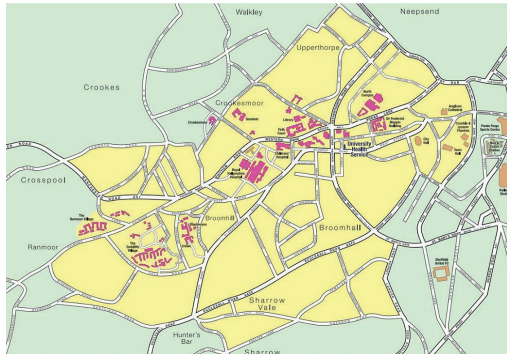


Registering as a patient and making an appointment

Who can register as a patient at UHS?

- All students of The University of Sheffield with a Sheffield postcode in term time.
- Dependents (the spouse or child) of a student of the University of Sheffield can only be accepted if they live in the practice catchment area and are a resident in the UK.

Our practice catchment area is shown in yellow on the map. A larger map is on our website.



Our Appointment System

At UHS we offer a mixture of appointments:

Same day and night before booking

The majority of our doctors appointments are available to book from 6pm the night before or on the same day.

These can be booked online or via our telephone booking service.

How to register

Registration for the University Health Service is usually held during Intro Week, prior to the first week of the first semester. This is organised to coincide with your University registration.

If you have not registered during Intro Week, please complete the pre-registration form on our website then visit the health centre reception to complete your registration forms after 2 working days. The form must be signed in person.

At registration, if you have an NHS number, you will be issued with your login details to access the online appointments system and then be able to use our full range of services. Your login details are personal and should **not** be shared with anyone else.

Students who do not have an NHS number (usually international students) should call the health centre approximately 6 weeks after registering to receive their online login details. You can still make appointments for care via the telephone or in person in the meantime.

Booked in advance

Approximately 20% of our available appointments are available to book up to 6 weeks in advance.

These can be booked online or via our telephone booking service.

Emergency Appointments

If there are no appointments available and your medical problem is serious, then please inform reception who will arrange for a nurse or doctor to call you back.



It is helpful to book the correct clinic when you visit to ensure that your problems are dealt with by the best person.

Seeing the right Healthcare Professional

We offer a range of clinic services:

- GP surgery
- Nurse practitioner clinic
- Female sexual health
- Male sexual health
- Minor ailments
- Travel clinic
- Asthma clinic
- Wart clinic
- Minor surgery

You are free to express a choice of which doctor or nurse you see. However your GP of choice may not always be available at your time of choosing.

We encourage patients to see the same healthcare professional for each problem to allow continuity of care.

If you wish to see a doctor or nurse of a particular gender, please inform the receptionist when booking your appointment.

Ways to make an appointment:

Online

You can book online via our website or via our smartphone app.

You will need your online login details from reception for this service.

By Phone

Reception is open 8:45am until 6pm in term time and until 5pm in vacation.

If you have registered your mobile number with UHS then you can use our automated service 24 hours per day.

In Person

Reception is open 8:45am until 6pm in term time and until 5pm in vacation.

You can make an appointment at the desk or by using our check-in screen.

Home Visits: We encourage all patients to attend the health centre in person as we have access to our full range of equipment. If you're too unwell to attend the surgery and require a GP or nurse to visit you at home, then please telephone reception on **0114 222 2100** as early in the day as possible to request a visit. The duty doctor will call you back to discuss your request.

Services provided by University Health Service

Clinical Services at UHS

University Health Service provides a wide range of medical and nursing services listed below. Some services are explained in greater detail later in this booklet.

Long Term Condition Management

- Asthma clinics and spirometry
- Diabetes clinic
- Hypertension (blood pressure) clinic
- Mental health reviews

Contraception

- Repeat pill clinics
- Emergency contraception
- Family planning
- Contraceptive coil (IUD) & implants

Sexual Health

- Female sexual health screening
- Male sexual health screening
- Chlamydia screening programme
- Cervical smear (pap smear)

Travel Health Clinic

- Travel assessment & vaccinations
- Yellow fever vaccinations

Minor Surgery

- You need to be referred by your GP for this service

Physiotherapy

- You need to be referred by your GP for this service

Eating Disorders Clinic

You can self refer to this by contacting reception or be referred by a GP.

Minor Ailments Nurse Practitioner

New Mother and Baby Clinic

Flu Vaccination Clinic

Liquid Nitrogen Treatment for Warts

Midwife Service

Phlebotomy (Blood Tests)

Services which you need to pay for

Medical services required for business, travel and leisure are not funded by the NHS. There is a charge for these services. The list below is not exhaustive. You will always be informed in advance if there is a fee to pay. A list of our fees is available on our website or at reception.

Medical Examinations for:

- Military service
- Insurance reports
- Summer camps abroad
- Driving licence reports

Occupational Health Reports

Certain travel vaccinations

Year abroad medicals

Certain private medical referrals



Choosing the right service when you're feeling unwell

1

Home Treatment

Home treatment can often be the best treatment. Your local pharmacy and the NHS Choices website can provide expert advice in managing many conditions at home. Visit www.nhs.uk for more information and advice.

We recommend that you stock your medicine cabinet with some self care essentials such as:

- paracetamol
- re-hydration mixtures
- ibuprofen
- indigestion remedies
- anti-diarrhoea medicine
- plasters
- thermometer

Remember to read the information supplied with medications.

2

The UHS Nurse Practitioner Service

If you cannot get an appointment to see a doctor but need same day help or advice please ask to speak to the nurse practitioners who run a daily telephone triage service.

Nurse Practitioners are qualified nurses who have had additional training to allow them to treat a wide range of conditions including:

- ear infections
- diarrhoea and constipation
- tonsillitis and sinusitis
- sexually transmitted infections
- chest infections
- urinary infections
- eye problems
- contraception, including first time pill requests
- asthma
- emergency contraceptive pills
- skin conditions, including eczema, bites and stings, abscess and wounds
- travel vaccinations and malaria tablets

3

Seeing a Doctor

General Practitioners are doctors who have received specialist training in community and family medicine. They treat patients of all ages for conditions affecting all systems of the body.

You can book an appointment via the [ShefUniHealth app](#), online, by telephone or by attending the reception desk in person.

4

Out of Hours (Nights/Weekends/Bank Holidays)

When the health centre is closed, there is **always** a doctor on call for emergencies.

We use the Sheffield GP out of hours collaboratiive and [NHS 111](#).

Just call our usual number and follow the instructions: [0114 222 2100](#)

Dial [111](#) if your medical need is urgent but not an emergency.



Hangover
Grazed knee
Sore throat
Cough

Self Care

For advice visit the NHS Choices website www.nhs.uk

Many illnesses and symptoms such as colds, coughs, sore throats, hangovers, aches and pains can be treated at home.

Runny nose
Diarrhoea
Headache
Painful cough

Pharmacy Care

Details of local pharmacies are available on our app

Pharmacists are highly trained healthcare professionals and can provide advice and treatment on a range of common illnesses.

Unwell
Vomiting
Ear ache
Back pain

University Health Service GP

Our opening hours and service guide are provided in this guide.

For urgent out of hours problems call us on:

0114 222 2100

If you can't get to a GP and it is still not getting any better

NHS Walk-In Centre

Location: Broad Lane, Sheffield, S1 3PB

0114 241 2700

The walk-in centre treats minor illnesses and ailments and is open 8am until 10pm every day.

Cuts
Animal bites
Minor injuries
Sprains / strains

Minor Injuries Unit

See page 17 for details

Minor injuries unit treats sprains, strains, animal and insect bites, minor burns, minor head injuries and possible fractures to the wrist and ankle.

Choking
Blackouts
Severe bleeding
Severe chest pain

Emergency Department or 999

See page 19 for details

Emergency services should only be used for serious or life threatening conditions. Details of adult and children's emergency services are on page 17 of this guide.

Anxiety
Depression
Mental health
Suicidal thoughts

Mental Health Services

See pages 11-14 for more information

The University of Sheffield, University Health Service and the NHS provide a range of mental health support services.

Toothache
Sore gums
Dental problems

Dental Services

If it's urgent call 111

UHS doctors cannot treat dental problems. If you don't have a dentist, you can find details of how to find one on our website and smartphone app.

Mental health and wellbeing

Studying well with a mental health problem

If a mental health problem is impacting on your studies, please remember you can discuss this with your personal tutor, university mentors or student welfare liaison in your department. Students with mental health problems which impair their ability to undertake study related tasks may be eligible for additional support from the University's Disability and Dyslexia Support Service (DDSS).

If you think you may need this additional support, you should visit the DDSS webpage at: www.sheffield.ac.uk/ssid/disability

For support with study related skills, the 301 Student Skills and Development Service provide a number of helpful sessions throughout the year:

www.sheffield.ac.uk/ssid/301

Eating Disorders

The University Health Service provides a specialist eating disorders service. You can refer to this by contacting reception or speaking with your GP.

Mental Health Emergencies

A mental health crisis might be a sudden deterioration of an existing mental illness or it might be a person experiencing a mental illness for the first time. The nature of a mental health emergency will always depend on personal circumstances. Some people experience suicidal impulses, the need to self-harm, are immobilised by depression or are in a state of psychosis. Others may experience an acute confusion because of infection, overdoses or intoxication by drugs or alcohol.

If you or a person you know requires urgent medical care which is not life threatening, you can call University Health Service and ask to speak to a doctor: **0114 222 2100**

If we are closed, or you are uncertain who to call for help, then call **111**

The University of Sheffield and the NHS provide a wide range of support options to our patients. Navigating the mental health support systems can be confusing at times.



If someone you know experiences an acute emergency life threatening situation, you should call 999 and ask for the ambulance service. If the person is threatening aggression, holding a weapon or about to commit suicide or a serious assault, then ask for the police.

Sources of Support

Student Access to Mental Health Support

(SAMHS)

SAMHS is the first point of contact for any University of Sheffield student to explore a broad range of mental health support needs in a single triage appointment.

Through a triage appointment, you can access a wide number of options that will be recommended to support your mental wellbeing.

You can also visit:
www.sheffield.ac.uk/mental-wellbeing

Please note, SAMHS is unable to offer crisis support.

1 - to - 1 Support

Psychological Therapies (IAPT)

Psychological therapies are helpful with conditions such as anxiety, phobias, depression, obsessive-compulsive disorder and mood problems. Sheffield IAPT have a number of options available including psychological well-being practitioners (PWP) and 1-to-1 or computerised (with therapist support) cognitive behavioural therapy (CBT).

You should self-refer for this service (you don't need a referral). Details can be found at:
<http://iapt/sheffield.shsc.nhs.uk/> or by calling 0114 226 4380

Self Help Resources

A good starting point is Well Connected - the University's own mental health support web platform:

www.sheffield.ac.uk/ssid/well-connected or via **ShefUniHealth App**

All students can use Big White Wall - an award winning online service for people experiencing mental health problems. The site contains a number of excellent resources, therapy sessions and more. It's free to sign up with your university email and totally confidential:

www.bigwhitewall.com

The NHS provides lots of useful information on MoodZone via the NHS Choices website:

www.nhs.uk

The Samaritans are available 24 hours per day on:

08457 90 90 90

The University has its own telephone listening service available from 8pm until 8am every night in term time. You can use the Nightline Instant Messaging Service:

www.sheffieldnightline.co.uk or you can call Nightline on: **0114 222 8787**

Mental Health Emergencies

A mental health crisis might be a sudden deterioration of an existing mental illness or it might be a person experiencing a mental illness for the first time.

The nature of a mental health emergency will always depend on the personal circumstances. Some people experience suicidal impulses, the need to self-harm, are immobilised by depression or are in a state of psychosis. Others may experience an acute confusion because of infection, overdoses or intoxication by drugs or alcohol.

If you require urgent medical care, which is not life threatening, you can call the University Health Service and ask to speak to a doctor on:

0114 222 2100.

If we are closed, or you are uncertain who to call for help, then call **111**. You can also visit www.sheffield.ac.uk/mental-wellbeing/in-crisis



Sexual Health and Contraception

University Health Service provides a full range of sexual health services including contraception, cervical cancer screening and screening for infection.

Sexually Transmitted Infections

If you are suffering with symptoms of a sexually transmitted disease or prefer not to see your GP for sexual health services, Sexual Health Sheffield provides a full range of sexual health services including:

- sexual health screening for STIs
- treatment of STIs
- chlamydia screening
- contraception
- treatment for HIV
- post-exposure prophylaxis for HIV (PEP)

Chlamydia Infection

1 in 10 people aged 16 – 25 are infected with chlamydia. It's an easy STI to catch. It's also easy to check for; a simple urine test.

UHS provides free chlamydia testing kits which are available in the toilets and in the reception lobby. No appointment is needed.

The best way to protect yourself is to use a condom.

Royal Hallamshire Hospital

Pre-booked appointments only
0114 226 8888

Full opening hours and clinic details are available on the SHS website:

www.sexualhealthsheffield.nhs.uk

Emergency Contraception

Emergency contraception is used to prevent pregnancy after unprotected sex or a contraception failure (eg condom breaking).

The sooner you can consult a healthcare professional, the better. Emergency contraception is more effective the sooner it is administered.

The copper coil is the most effective method and can be inserted up to 5 days after unprotected sex. This can be done at UHS or at the Sheffield Sexual Health Clinic.

The emergency contraceptive pill is most effective within 24 hours after unprotected sex but can be given up to 5 days after sex. You can get this from UHS, the Sheffield Walk-In Centre, Sheffield Sexual Health Services or some pharmacies.

If you are unsure where to go, please call University Health Service or NHS 111

Sexual Health Services for Women

Womens Sexual Health Screening

Female sexual health clinics run most days of the week. You can book directly for this clinic online or by calling UHS and informing the receptionist which clinic you would like. A sexual health screen usually requires a urine sample or a vaginal swab and a blood test. The screen normally checks for the following diseases:

- chlamydia
- HIV
- gonorrhoea
- syphilis

In some circumstances additional tests might be recommended by the nurse or doctor.

Contraceptive Advice

Doctors and nurse practitioners are available to discuss new methods of contraception with you. Please make a routine appointment.

Long Acting Contraception (Coils, Implants and Injections)

Staff at University Health Service provide these contraceptive choices. You can discuss these options with a doctor or nurse practitioner.

Repeat Contraceptive Pills

You can book to see a practice nurse to renew your current pill prescription.

Cervical Smear Tests (Pap Smear)

All women over the age of 25 are offered a regular cervical smear test. This can be undertaken at any time when you are not bleeding. Please make a 20 minute appointment with a nurse for this test.

Sexual Health Services for Men

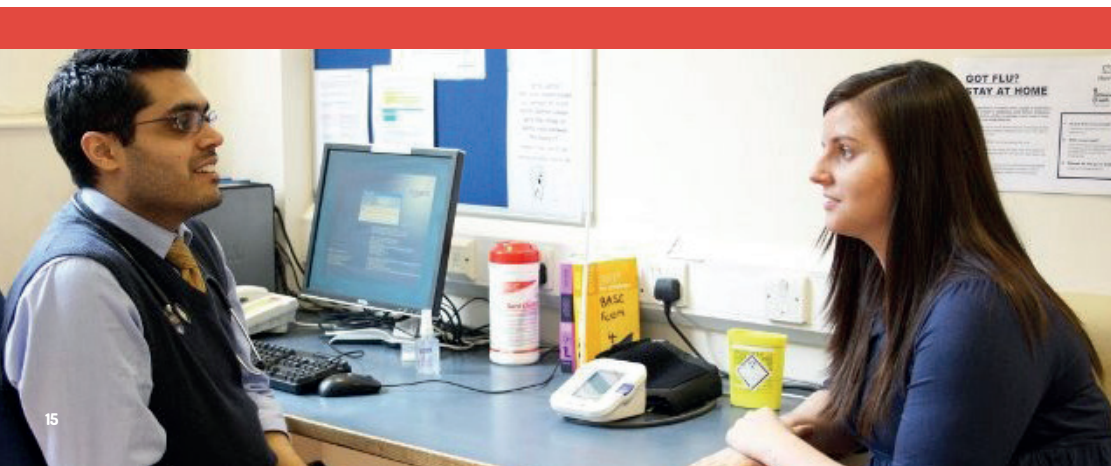
Mens Sexual Health Clinic

University Health Service offers a sexual health screening service for men throughout the week. A sexual health screen usually requires a urine sample and a blood test. The screen normally checks for the following diseases:

- chlamydia
- HIV
- gonorrhoea
- syphilis

In some circumstances additional tests might be recommended by the nurse or doctor.

You can book for a sexual health screen online or by calling UHS and asking for an appointment in the Male Sexual Health Clinic.



Accidents, Injuries and Emergencies

Minor Injuries Unit

The Minor Injuries Unit provides treatment for adults (over 16) for non life threatening injuries or illnesses, such as:

- sprains and strains
- wound infections
- minor burns and scalds
- minor head injuries
- skin conditions
- insect and animal bites
- minor eye injuries
- minor injuries to the back, shoulder and chest

The unit cannot treat major injuries to the chest and back or any injury to the hips or thighs.

Location: B Floor, Royal Hallamshire Hospital, Glossop Road, Sheffield, S10 2JF

Tel: 0114 271 2071

Open: 8am – 8pm. No appointment necessary.

Emergency Eye Clinic

The emergency eye clinic is based at the Royal Hallamshire Hospital on Glossop Road

The emergency eye clinic is for adults only.

Hours: 8:30am – 4:30pm Monday to Friday

Emergency Department

Emergency departments provide emergency care 24 hours per day for very serious or life threatening conditions.

An emergency is a situation where someone is experiencing a loss of consciousness, heavy bleeding, suspected broken bones, chest pain, breathing difficulties, an overdose, has swallowed something harmful, poisoning or has a deep wound.

Adults: Northern General Hospital on Herries Road Sheffield, S5 7AU

Children: Sheffield Children's Hospital on Western Bank, Sheffield.

→ Major Incident Priority 1 & 2
← Major Incident Priority 3
→ Urgent Treatment Centre



Meningitis

Meningitis and Meningococcal Sepsis

Many of you coming to University will have been vaccinated against meningitis.

Meningitis is inflammation of the tissues that cover the brain and spinal cord. It can be caused by bacteria or viruses. Bacterial meningitis is the most serious form and is most usually caused by the meningococcal bug. This bug can also cause blood poisoning (septicaemia).

Although these illnesses are rare, they are serious and need treatment.

Meningitis Vaccination

Most students coming to university will have been vaccinated against meningitis. If you have not been vaccinated against meningitis, then you can have a free vaccination at University Health Service.

Call reception to book a vaccination.
0114 222 2100

Symptoms of Meningitis

- headache
- fever
- vomiting
- stiff neck
- dislike of bright lights

Symptoms can appear in any order and not everyone gets all these symptoms. Meningococcal septicaemia can occur with or without meningitis. Someone with meningitis or septicaemia will usually become ill very rapidly.

Contact your doctor if you are concerned about someone who is ill, particularly if their condition is deteriorating.

Ask your friends to keep an eye on you if you are staying in bed with flu like symptoms and contact a doctor if you are worried.

For more information, please visit:
www.meningitisnow.org



Look after each other



Fever, cold hands and feet



Vomiting



Drowsy, difficult to wake



Confusion and irritability



Severe muscle pain



Pale, blotchy skin
Spots/rash



Severe headache



Stiff neck



Dislike bright lights



Convulsions/seizures

Meningitis and septicaemia can kill
Know the symptoms - act fast, it could save a life

Symptoms can appear in any order - some may not appear at all.

fightfornow.org

[@meningitisnow](https://twitter.com/meningitisnow)

Meningitis Helpline 0808 80 10 388 (UK)

[fb.com/MeningitisNow](https://facebook.com/MeningitisNow)

[@meningitis_now](https://www.instagram.com/meningitis_now)

**Meningitis
now**

Test results and repeat medications

Test Results and Advice Line

The doctor will contact you if they need to follow up a result, otherwise if you have your online patient access login details (see reception), you may now be able to view your results online.

Ordering Repeat Medication

There are a number of ways you can order repeat medication.

- online via the [ShefUniHealth App](#)
- via our website:
www.sheffield.ac.uk/ssid/health-service
- returning the right hand side counterfoil of your prescription to the reception desk
- asking your local pharmacy to order and collect medicines on your behalf
- via patient access (ask reception for your login details)

Please allow 48 hours from ordering your medication before collecting your prescription from reception.

The NHS Electronic Prescription Service

You can nominate **ONE** pharmacy in England to have your repeat medication sent to electronically. This means that we will be able to send prescriptions directly to the pharmacy without the need for you to collect a prescription form.

If you would like to use this service you need to go to your pharmacy of choice and check they are taking part in the Electronic Prescription Service. If so, you will need to complete the pharmacy's nomination form.

Please note: **we cannot nominate a pharmacy for you.**

Please keep your nominated pharmacy up to date, especially if you are returning back to Sheffield after a vacation period.

Sickness and absence from University studies

Sickness and Absence

If you are absent from studies due to sickness for a period of greater than 7 continuous days, then you are required to see a doctor and submit medical evidence to your department.

You need to see a doctor at the time you are unwell for this evidence to count.

If you miss an examination or an assessment you must see a doctor on the same day.

You will be required by your academic department to submit an extenuating circumstances form request for medical evidence. This must be completed online via the UHS website below.

www.sheffield.ac.uk/ssid/health-service

Self Certification for Short Term Absence

If you are unwell for less than 7 continuous days, and examinations are not affected, then you should submit a self certification of absence to your department.

You do not need a doctors note for this.

The form can be downloaded from the university website at: www.sheffield.ac.uk/ssid/forms/circs

Return from Leave of Absence

If you are returning from leave of absence for medical reasons you will be required to see a GP for a fitness to study interview. If you have seen another doctor outside of UHS, you should bring this document to your UHS appointment confirming your condition has improved.

Please inform reception that your appointment is for a return from leave of absence when booking.



Keeping healthy at University

Healthy Campus Scheme

The University Healthy Campus Scheme operates a number of initiatives to improve and maintain the health of our students. Information can be found at:

www.sheffield.ac.uk/ssid/healthycampus

Sport and Exercise - www.sport-sheffield.com

- university sports clubs (students only)
- intra-mural sports (open to all)
- group fitness classes (open to all)
- S10 fitness centre at Goodwin Sports Centre (open to all)
- university cycling forum (open to all)

www.sheffield.ac.uk/cycleforum

Mental Health and Wellbeing Events

Numerous events run throughout the year including workshops, seminars, film screenings, society meetings and classes. For a full timetable and information visit:

www.sheffield.ac.uk/ssid/counselling

Diversity

The students union has a lesbian, gay, bi and trans (LGBT) committee and also runs a forum for students with disabilities and dyslexia. More information can be found at:

su.sheffield.ac.uk

Spirituality

The university multi-faith chaplaincy offers care and support to people of all faiths and none.

www.sheffield.ac.uk/ssid/chaplaincy

Healthy Eating

There are various healthy options in the University's food outlets on campus. Dietetic services are available by referral from your GP.



Travel Health Service

The University Health Service provides a travel clinic for all patients travelling abroad. Advice on health issues, safety abroad, vaccinations and anti-malarial drugs are offered.

You should complete the online travel risk assessment form at least 6 weeks prior to travelling and then contact UHS by telephone for a travel clinic appointment. More information can be found underneath the 'Travel' link on the webpage below:

www.sheffield.ac.uk/ssid/health-service

Smoking

If you would like help to quit, please contact Yorkshire Smoke Free for other options on:

www.sheffield.yorkshiresmokefree.nhs.uk

Alcohol

For many, alcohol can be part of the university experience. However, for those who feel it has become a problem or would like advice, then help is at hand. If you wish to discuss problem drinking then make an appointment to see your GP.

Alternatively, you can contact Sheffield Alcohol Services for help on **0114 305 0500** or visit them at: **44 Sidney Street, Sheffield, S1 4RH**.

The safe limit is 14 units spread evenly across the week for men and women with at least 2 alcohol free days per week.

Don't mix drinks with drugs.

Visit NHS Choices for more information about safe drinking at: www.nhs.uk

Drugs

If you wish to discuss problem drug use, then make an appointment to see your GP.

Sheffield non-opiates service is available for you to self-refer to. It is for people using non-opiate drugs (including party drugs, cannabis and cocaine): **44 Sidney Street, Sheffield, S1 4RH** or telephone on: **0114 305 0500**

Sheffield opiates service is available for you to self-refer to at the Fitzwilliam Centre. You can visit them at **143-145 Fitzwilliam Street, Sheffield, S1 4JP** or telephone on: **0114 305 0500**



Information for International Students

About the National Health Service

The National Health Service might seem very complicated if you have not used the system before. The NHS is a publicly funded healthcare system which provides care for all residents in the UK.

To access health care whilst at University in the UK you will need to register with a General Practitioner (GP) doctor and receive an NHS number. You may only be registered with one GP practice at a time.

GPs are doctors who have specialised in primary care and family medicine. GPs are qualified to see all patients irrespective of age, sex and illness. GPs are often the first point of medical contact within the NHS.

Your GP will provide the majority of care you receive from the NHS. This will be free for all. In the UK you may only see an NHS specialist doctor after being referred on the advice of your GP. You may have to pay for this if you are unable to prove your entitlement to free NHS care. Any emergency care you receive will be free.

Students and their dependents from outside the European Union with a visa for less than 6 months:

- you may be entitled to treatment in an emergency.
- you must obtain health insurance from your own country and provide evidence of this as part of the immigration process.

While we will be able to see those with urgent healthcare requirements, the University Health Service cannot fully register students studying for less than 3 months.

Insurance:

You may wish to consider taking out insurance even if you are entitled to free NHS treatment whilst in the UK. An insurance policy may cover the cost of:

- returning home if a relative is ill
- cost of returning to your home country for treatment
- or in the worst possible situation, returning a body home for burial

Patients from outside the European Union

Students and their dependents from outside the European Union with a visa for 6 months or more:

- a health surcharge will be paid by all non EEA nationals who apply to study or join family in the UK for a period of longer than 6 months.
- the health surcharge will also be paid by non EEA nationals who are already in the UK and apply to extend their visa.
- the health surcharge is mandatory and is paid as part of the immigration process.

Patients from the European Union

You should obtain a European Health Insurance Card (EHIC) from your own country regardless of how long you are studying.

An EHIC allows patients to access NHS services for urgent and immediate necessary treatment in the same way as an ordinary resident, with the costs being recovered from the patients home state. However, some exceptions exist for non-urgent elective or expensive discretionary treatments, which will need to be paid for.

For further help, you can contact the Overseas Visitor Team at Sheffield Teaching Hospitals:

Email: overseasvisitors@sth.nhs.uk

Tel: 0114 271 2981



Which NHS treatments you can receive

The following services are free of charge:

- appointments at the University Health Service
- emergency treatment in a hospital
- treatment at the NHS walk-in centre
- family planning (contraception) services
- compulsory psychiatric treatment
- treatment of some communicable diseases

You may receive non-emergency hospital care if it is recommended by your GP.

You may need to pay for:

- medicines prescribed by your GP
- dental treatment
- optical treatment (eye test, glasses)
- certain vaccinations and medicines for travel abroad

Services that are NOT provided by University Health Service

Dentistry:

In the UK, treatment for dental problems is only provided by dentists. Details of local dental services are available on the ShefUniHealth App.

The NHS does not provide:

- treatment for which there is no scientific evidence of benefit
- cosmetic procedures
- treatment for mild conditions which will resolve on their own
- some GP services (eg private medical examinations, vaccinations for travel)

Please note that in the UK you cannot see a specialist directly. You can only see a hospital specialist on the recommendation of your GP.

Our doctors treat illness, prescribe medications and order investigations according to UK evidence-based guidelines. The guidelines we use and treatments you receive may be different to those used in your home country.

Eye Tests:

In the UK, you do not need to see a doctor for an eye test. Go directly to an opticians of your choice.

If you need an interpreter for a medical appointment then please make the receptionist aware at the time of booking. You should indicate which language is required.

INTERPRETER
SERVICES



Your rights and responsibilities - Further information

Rights and Responsibilities

You may view your medical record or obtain a copy. A [Request to View Medical Records form](#) is available on the UHS webpage. If for any reason you wish to view your medical record, please complete, sign and return this form to the reception office manager, who will contact you to make the necessary arrangements. For requests for information from your medical record, [please allow 28 days notice](#).

The Practice occasionally has people present in surgery with a GP or nurse who is intending to become a health care professional. You will be advised of this prior to your consultation and your consent will be sought. Please express your preference when checking in at reception.

Patients are asked to keep appointments or cancel in good time if necessary. [Patients who habitually do not attend their appointments, may be asked to leave the Practice.](#)

Patients who are violent or abusive to staff or other patients will be excluded from the Practice List. The Practice has a written policy for the removal of patients from the list.

Compliments, Feedback and Complaints

We are always trying to improve our service to our patients and welcome any constructive feedback. If you would like to comment on our staff or services, please use the Patient View feedback form on our webpage or the comments and suggestions box in our waiting room.

If you need to make a complaint, please speak to any of the practice staff. Copies of the practice compliments and complaints procedures are available from reception. Written complaints should be addressed to the Practice Manager. The Practice supports patients through this process and patients are not discriminated against for making a complaint. Compliments are welcomed at any time, so please do not hesitate to inform us when you have received excellent service.

Alternatively, you can contact NHS England at:
NHS England, PO Box 16738, Redditch, B97 9PT
or telephone: 0300 311 2233
or email: england.contactus@nhs.net

For more information visit:
www.england.nhs.uk/contact-us

You can get help on making a complaint from the NHS Complaints Advocacy Service. More information can be found at:
www.nhscomplaintsadvocacy.org

Parliamentary & Health Service Ombudsman:
www.ombudsman.org.uk



Patient Participation Group

If you would like to join our patient participation group (PPG) to provide feedback about our service and to discuss any changes and developments, please email: health.service@sheffield.ac.uk
The patient representative group is your opportunity to be involved in helping shape improvements in patients care UHS.

Chaperones

If you would like a chaperone (eg: a nurse or trained assistant) present during your medical examination, please tell the doctor or nurse at the time. If you would like to see a doctor or nurse of a specific gender, please let reception know and we will try to accommodate this.

Our Contract for Services

The UHS doctors hold a PMS contract with:
[NHS England South Yorkshire & Bassetlaw Area Team, Oak House, Moorhead Way, Rotherham, S66 1YY](#)

UHS is a member practice of NHS Sheffield Clinical Commissioning Group:
[722 Prince of Wales Road, Sheffield, S9 4EU](#)
Telephone: 0114 305 1000

Disability Access

UHS is situated in a purpose built health centre with full disabled access and a lift to the upper floors. There are disabled parking spaces situated at the rear of the building. We have a hearing loop at reception and also for our consultation rooms. If you require a sign language interpreter please make reception aware.

Confidentiality

All information you give to anyone at UHS is considered confidential. Where personal data is stored electronically we adhere to the requirements of the General Data Protection Regulation.

In the course of everyday patient care and administration your data may be shared (in confidence) with specific NHS organisations. All University Health Service employees have access to patient data in relation to their role and have signed a confidentiality agreement.

Further information and our 'Looking after your data' leaflet can be found at:

www.sheffield.ac.uk/ssid/health-service/about/confidentiality

Your medical records are held separately from your University records.

Named Accountable GP

From the 1st April 2015, all patients at the University Health Service will be given a named accountable GP. They will be responsible for your overall care at the Practice.

You will still be able to book appointments with any doctor at the University Health Service that you choose. If you wish to know who your named GP is or if you have a preference please contact reception.

Care Quality Commission Registration

Since April 2013, the University Health Service has been registered with the Care Quality Commission (CQC).

The University Health Service was awarded a 'Good' rating by the CQC and 'Outstanding' in the area of 'Working age people (including students)'. The full report can be read via the UHS website.

The CQC regulates all health and adult social care services in England, including those provided by the NHS. The CQC makes sure that essential standards of quality and safety are being met and will carry out periodic reviews of the services we provide.

During inspections the CQC may wish to talk to patients about their views. They will have the authority to access medical records to check on their format and completeness. Confidentiality will be maintained at all times. For further information, please visit:

www.cqc.org.uk



Ways of accessing healthcare using smart technology

About our online services

We know that university studies can be a busy time and that finding the right healthcare service can be confusing. Sometimes, getting help at a convenient time can be difficult.

At University Health Service, we have developed a number of innovative digital services to allow you to access healthcare in a timely and convenient manner.

1 - ShefUniHealth Smartphone App

This app has been developed to help you navigate the healthcare system whilst you're at university.

2 - Appointment Reminders & Cancellation Options by SMS Text

With your consent, we can send you appointment reminders by SMS text to your mobile phone. You have the option to cancel or amend your appointment by replying to the SMS.

3 - Automated Telephone Service

If you have registered your mobile telephone number at the University Health Service, then you can make an appointment via our automated appointment service 24 hours per day.

4 - Sickness Absence Certification

If you have already seen the doctor about a problem which has resulted in absence from university or that has significantly affected your studies, then you can apply for medical certification online via our website.

5 - Online Travel Risk Assessments

If you're travelling abroad then you can complete an online travel risk assessment form prior to your appointment.

6 - Screencasts & Podcasts

We have a number of screencasts and podcasts covering a wide range of health issues.



**The University Health Service is a department
of The University of Sheffield, Firth Court,
Western Bank, Sheffield, S10 2TN.**

The UHS Address: Health Centre, 53 Gell Street,
Sheffield, S3 7QP

Telephone: 0114 222 2100

Email: sheccg.universityhealthservice@nhs.net
(excluding medical enquiries)

Web: www.sheffield.ac.uk/ssid/health-service

Smartphone & Tablet App: ShefUniHealth
via iTunes, GooglePlay & Windows Store

Twitter: @sheffieldUHS



The UHS doctors hold a PMS contract with:

NHS England South Yorkshire & Bassetlaw Area
Team, Oak House, Moorhead Way, Rotherham,
S66 1YY

