

# Queen Mary University of London Student Health Service



## Student Health Service

Geography Building  
327 Mile End Road  
Queen Mary University of London  
Mile End Road  
London  
E1 4NS

Tel: 020 7882 8710  
Fax: 020 7882 7056

[www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk)

## To register

If you are currently registered with a General Practitioner (GP) in the UK or have been at any time in the past, you will need to bring:

either: your NHS Medical Card  
or: your GP's name and your NHS number

Your NHS number can be obtained from your current GP. We cannot register you without these details.

## Doctors

**Dr Alison Arnott**

MBBS, MRCGP, DCCH

**Dr Victoria Lucas**

MBChB, MRCGP

**Dr R Shah**

MBBS, MRCGP, DFSRH, Dip In Palliative Care

**Dr Kamaldeep Tamber**

MRCGP, MBChB, BSc (Hons)

**Practice Manager:**

Gwen Sawyer

**Receptionist:**

Tina Goacher



020 7882 8710



## Dear Student,

On behalf of the Student Health Service (SHS) I would like to welcome you to Queen Mary University of London.

I am writing to you to remind you that **all students** living in the Queen Mary University of London accommodation at Mile End or Whitechapel **are expected to register** with us on arrival if eligible to do so. Following initial registration, we require you to make an appointment for a free health check as soon as possible to complete your registration.

All UK students who already are registered with a UK GP should still register with us during their stay at Queen Mary University of London and re-register with their home GP once they have completed their studies.

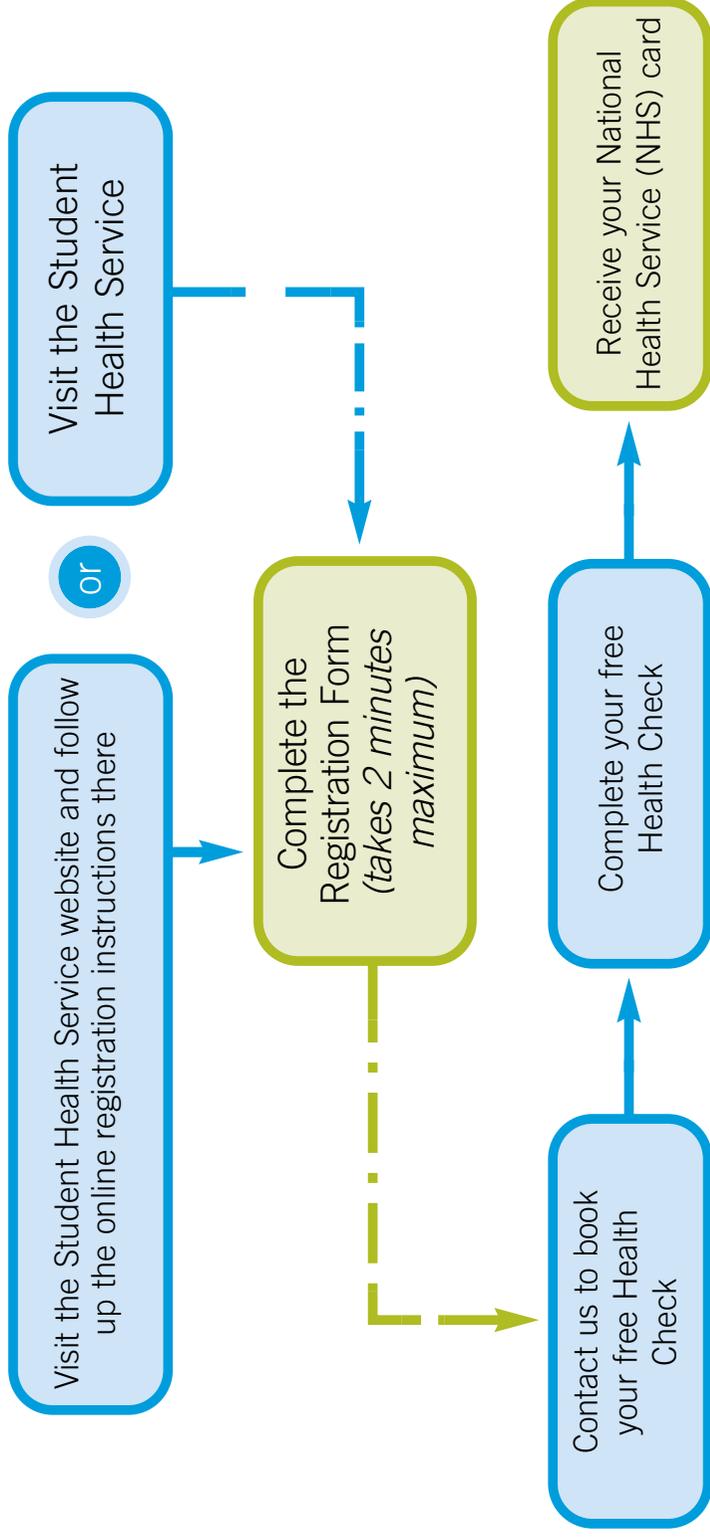
Register simply by completing the registration form available on request from the Student Health Service or visit our website for more information on how to register online. We look forward to working with you in delivering your health care needs. The Student Health Service is located in the Health Centre in the Geography building and you can see a doctor or nurse there every weekday during the main College term-time.

**Gwen Sawyer**

Practice Manager  
Student Health Centre

## Here is how to register with us

**To register:** If you are currently registered with a General Practitioner (GP) in the UK or have been at any time in the past, you will need to bring either: your NHS Medical Card or: your GP's name and your NHS number. Your NHS number can be obtained from your current GP. We cannot register you without these details.





## Our responsibilities:

Our services are available to all students regardless of sex, race, religion, or age. We do not discriminate on the basis of ability to pay or on grounds of disability or other special needs.

We respect patients' right to be treated courteously and in confidence.

You may consult whichever doctor you choose and we respect the right of patients to express a preference with regard to which health professional they see.

## Patients' responsibilities

We ask that patients are courteous to staff at all times. Any patient who behaves with unacceptable rudeness, aggression or discourtesy towards any member of staff will be removed from the SHS and will need to register with another local doctor.

We ask that you attend appointments on time or give us adequate notice if you wish to cancel, in order that the appointment may be made available to someone else.

Out-of-hours calls, for example evening, night and weekends, should only be requested if the patient feels they are truly necessary.

Please only request an urgent appointment if it is truly urgent.

## Repeat prescriptions

Repeat prescriptions are only given to those who hold a repeat prescription slip (right hand side of previous prescription). These can be ordered online or in person. You must allow at least **two working days**. We do NOT take requests by phone for safety reasons. For some medications (anti-depressants, HRT, the pill, anti-psychotic medication or controlled drugs) you may be asked to make an appointment before your prescription is given, in order to ensure that the medication is still appropriate for your needs.

## Teaching and training

This is a teaching practice. Medical and nursing students sometimes sit in with members of staff. You will always be asked if you mind their presence at your consultation.

## Fees for non-NHS work

There are some services which are not included in the NHS and may need to be charged for. A detailed list can be found at SHS reception.

## Important information

### Overseas visitors – who is entitled to National Health Service (NHS) treatment?

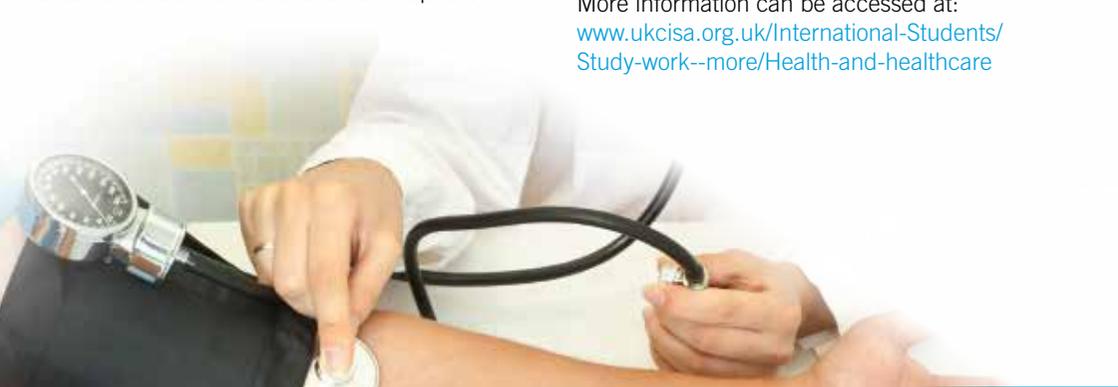
If you are studying on a course in the UK that lasts 6 months or longer, you are eligible to receive free treatment at the SHS under the NHS.

If you are studying on a course in the UK that lasts for less than 6 months, you are not eligible to receive free treatment at the SHS under the NHS (this includes, for example, Associate Students from the USA).

**It is essential, therefore, that you arrange adequate health insurance cover before leaving your home country.**

You can still use the Student Health Service if you become unwell or need a medical consultation, although this will be subject to a fee as you are not eligible for free NHS treatment. You should be able to claim for these costs under your health insurance policy, subject to the terms and conditions of that policy.

More information can be accessed at:  
[www.ukcisa.org.uk/International-Students/Study-work--more/Health-and-healthcare](http://www.ukcisa.org.uk/International-Students/Study-work--more/Health-and-healthcare)





### **Women's sexual health and contraception**

Our doctors and nurses provide confidential contraceptive advice. This includes the pill and IUD. We also offer full sexual health screenings and relevant advice.

### **Immunisations for students**

We offer routine NHS Schedule vaccines: tetanus and polio - measles mumps and rubella - meningitis ACWY up to 25 years old - influenza and pneumonia within NHS risk criteria.

### **Going abroad**

If you are travelling abroad, please make an appointment with the practice nurse at least eight weeks before you intend to travel. We are able to offer you vaccination against most tropical diseases and advice about the prevention of malaria. Most vaccinations are free under the NHS but the NHS makes a charge for hepatitis B and meningitis ACWY for patients over 25 years. You may have to visit a travel clinic for specialist vaccinations. There will be a charge for these vaccinations.

### **Other available services**

For more information regarding our services, visit [www.globetown.org](http://www.globetown.org). You can find information there about the Pharmacy First scheme, where you can get treatment for some conditions direct from your pharmacist. You can also register to book appointments, order repeat prescription and view your medical records on-line. For more information please visit [www.patient.co.uk/access](http://www.patient.co.uk/access)

## Practice area and registrations

For reasons concerning the provision of emergency services (like ambulances) and community services, we can only accept registrations from students who will be living within the London Borough of Tower Hamlets (E1, E2, E3 and E14 postcode areas).

### To register

If you are currently registered with a General Practitioner (GP) in the UK or have been at any time in the past, you will need to bring:

either: your NHS Medical Card  
or: your GP's name and your NHS number

Your NHS number can be obtained from your current GP. We cannot register you without these details.

### Please note:

It is very important that we have **your correct address and telephone number**. Please remember to let us know when you change your address and number! Urgent calls will be made to your mobile but routine calls may be made to your landline or otherwise you will be contacted by letter. Please help us to use NHS funds well.

## Confidentiality

We are here to provide you with confidential health care. You can expect to be treated politely and considerately, with respect for your dignity and privacy.

We will not divulge anything about your health to a third party, including your parents and the university, without your written consent except in exceptional circumstances or when there is a legal obligation.

We will listen to you and respect your right to be fully involved in discussions about your care.

## Data Protection

The practice is computerised and registered under the Data Protection Act. Personal information will be confidential to the NHS unless you have given permission in writing. The practice has produced and published information in compliance with the Freedom of Information Act.

The SHS is provided by Globe Town Surgery, an independent contractor to NHS England operating as an unlimited liability partnership.

Details of primary medical services available in the area may be obtained by contacting NHS Tower Hamlets Clinical Commissioning Group, 2nd Floor Alderney Building Mile End Hospital Bancroft Road London E1 4DG Tel: 020 3688 2500.

### Summary Care Record and Care.Data

Your medical record will be added to the NHS Summary Care Record and Care.Data unless you opt out of these sharing of your medical records schemes. Please ask the receptionist for further details.

020 7882 8710

## Condoms and Chlamydia testing for safe sex

One of the confidential services we offer at the Student Health Service is the provision of **free condoms** and chlamydia testing.

Please feel free to ask the Student Health Service doctors, nurses or receptionists if you would like some free condoms or a chlamydia self test kits.

Whether you are male or female it is vital to use a condom to protect yourself from sexually transmitted diseases.

There's no need to be shy about asking. It's part of our service to you and it's free.

Any information you share with us is completely confidential and cannot be disclosed to anyone, including the University, unless you agree and give us your written consent.

## Contact details

First Aider on campus: Dial 3333

### Contact details in term-time

To book a routine appointment with the doctor or nurse:

9am-5pm Monday to Friday

**Tel: 020 7882 8710**

### Contact details when the Student Health Service is closed and outside term-time

To book a routine appointment with the doctor or nurse:

8:45am-6pm on Monday, Tuesday, Wednesday and Friday and 9am-1pm on Thursday

**Tel: 020 8980 3023**

You will be seen at:

**Globe Town Surgery**  
**82-86 Roman Road**  
**London E2 0PJ**

Our two sites are fully linked so we have access to your medical records at both. Please remember to tell us you are a Queen Mary University of London patient. It needs to be Queen Mary University of London patient and not only Queen Mary patient.

Routine appointments are of ten minutes duration.

## Contact details when the surgery is closed

- The NHS Choice website [www.nhs.uk](http://www.nhs.uk) can help you manage self-limiting minor illnesses.
- Contact your pharmacist under the Pharmacy First scheme ([www.myhealth.london.nhs.uk](http://www.myhealth.london.nhs.uk))
- For health advice 24 hours a day, 365 days a year call NHS 111 or visit [www.nhs.uk/111](http://www.nhs.uk/111)
- For minor illness or injuries visit an NHS Walk-in Centre. The local Walk-in Centres are:

The St Andrew's Walk-in Centre  
([www.standrewswalkincentre.nhs.uk](http://www.standrewswalkincentre.nhs.uk))

The Barkantine Walk-in Centre  
([www.barkantine.nhs.uk](http://www.barkantine.nhs.uk)).

Hackney NHS Walk-In Centre  
([www.homerton.nhs.uk](http://www.homerton.nhs.uk))

- For urgent advice when the Student Health Service and Globe Town Surgery are closed call **020 8980 3023 and press 1**

020 7882 8710

## Where we are:

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