



Queen Mary  
University of London

# 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)

[studenthealth@qmul.ac.uk](mailto:studenthealth@qmul.ac.uk) (excluding medical enquiries)

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

## Doctors

**Dr Alison Arnott**  
MBBS, MRCGP, DCCH

**Dr Victoria Lucas**  
MBChB, MRCGP

**Dr Kamaldeep Tamber**  
MRCGP, MBChB, BSc (Hons)

**Dr Aba Carboo**  
BSc, DRCOG, MBBS, MRCGP, DFSRH

**Dr Hamed Lawel**  
BSc, DCH, DRCOG, MBBS, MRCGP

**Dr Nirvana Douglas**  
MBBCh, MRCGP, DFSRH

**Dr Sarah Price**  
BM, MRCGP

You can meet us in person or in addition you can consult with us online as well as get self-help information and appropriate signposting on our e-consult (WebGP) via our website [www.globetown.org](http://www.globetown.org).



## Dear Student,

On behalf of the Student Health Service (SHS), brought to you by Globe Town Surgery, 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.

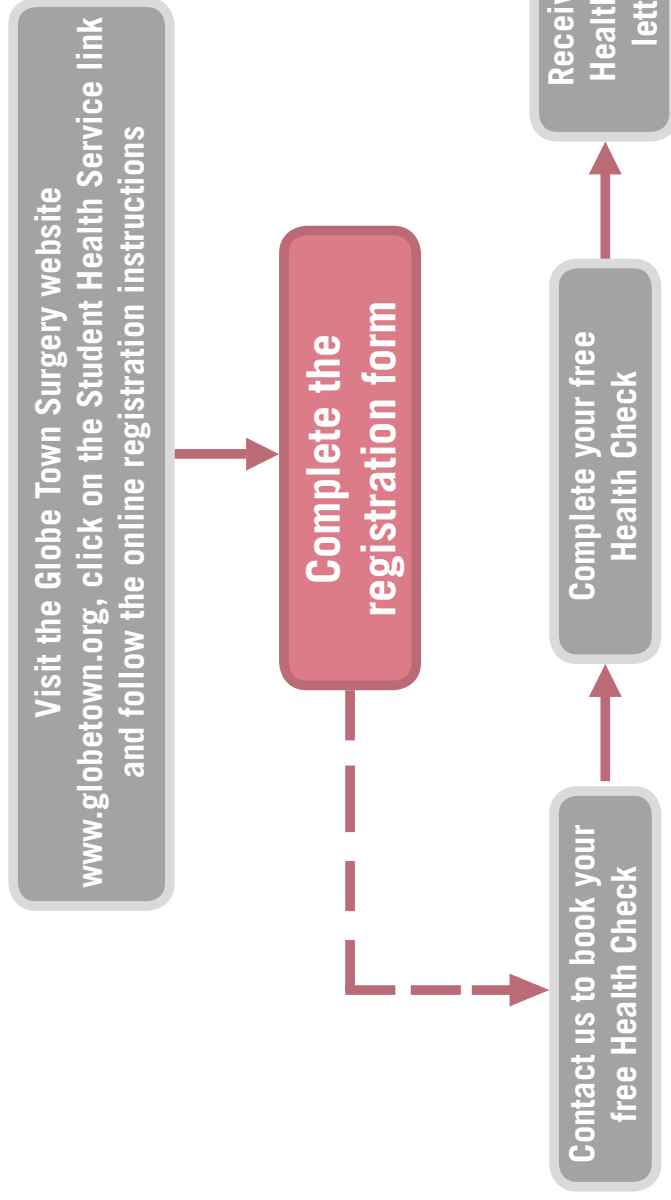
All UK students living within the London Borough of Tower Hamlets (E1, E2, E3 and E14 postcode areas) who are already registered with a UK GP should still register with us during their stay at Queen Mary University of London and re-register with their home GP once they have completed their studies.

Register online simply by visiting our website [www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk). We look forward to working with you in delivering your health care needs. The SHS 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.

The GP Partners  
Student Health Service

## 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 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.



### 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).

#### 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.

The SHS could see patients on immediately necessary basis for treatment if required.

More information on accessing healthcare for international and EU/EEA students can be found at:

[www.studenthealth.qmul.ac.uk/accessing-healthcare-international-and-eueea-students](http://www.studenthealth.qmul.ac.uk/accessing-healthcare-international-and-eueea-students) and [www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare](http://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare)

### 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.

### General Data Protection Regulation (GDPR)

As a useful aid we at the SHS send texts and are looking into sending emails in relation to your healthcare. Examples include: appointment details, test results, promotion of additional and new services, self-care initiatives and invitation to participation groups. This is to ensure we continue to provide a better health service for our patients. Confidentiality is important for us. We will not share your contact details for marketing or commercial purposes. If you still feel uncomfortable allowing us to contact you for health purposes, please let our administration staff or your GP know, and we will make sure we respect your wishes.

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.

## 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.

## 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.



## Clinics & Services

In addition to general medical consultations we are pleased to be able to provide specialist clinics and services covering the following areas:

- Antenatal
- Asthma
- Chronic Obstructive Pulmonary disease (COPD)
- Diabetes
- Heart disease
- Cervical smears
- Baby clinic
- Childhood immunisations
- Women's health - cervical smears, contraceptive advice and prescriptions (including emergency contraception), Depo-Provera injections
- Sexual Health Screening
- Referral to Smoking Cessation / Drug and Alcohol Services
- Travel vaccinations
- General injections – for example Vitamin B12
- Vaccinations – including flu (Pneumovax)
- Blood pressure checks
- Wound dressing / removal of sutures
- Phlebotomy Service
- Anticoagulation clinic
- NHS health checks (Vascular Risk Assessment)
- Hypertension

## 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.

## Stop Smoking and Alcohol advice

We provide confidential consultations on drugs and alcohol use and can signpost to organisations for further support. This will also include help for smoking cessation.

## Sexual health advice and screening

Our doctors and nurses provide confidential sexual health screening and contraception advice. This includes contraception pill prescriptions and chlamydia testing. For a full range of other clinical services we provide please visit the surgery website [www.globetown.org](http://www.globetown.org).

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.

## 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.



## Immunisations for students

We offer routine NHS Schedule vaccines: tetanus, polio, measles mumps and rubella (MMR) and also meningitis ACWY up to 25 years old, influenza and pneumonia within NHS risk criteria. Students going to university for the first time are advised to have the meningitis ACWY vaccination to prevent meningitis disease. All students should also have the two doses of the MMR vaccine. Once you register with the SHS, if you have not had this vaccinations before coming to university please book an appointment with the Practice Nurse at the SHS for the meningitis ACWY and MMR vaccines.

## 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 the surgery, visit [www.globetown.org](http://www.globetown.org). You can find information there about the online services where you can book appointments, order repeat medication/ prescriptions, view your coded medical records and contact a GP by submitting an econsultation online. You can also find information about Pharmacy First Scheme, where you can get treatment for some conditions direct from your pharmacist. Please visit the SHS to register for access to these services.

## 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**

You will be seen at:

**Student Health Service  
Geography Building  
327 Mile End Road  
Queen Mary University of London  
Mile End Road  
London E1 4NS**

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

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

**Tel: 020 8980 3023**

**Fax: 020 8983 4627**

[www.globetown.org](http://www.globetown.org)

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.
- 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 urgent medical advice when the Student Health Service and Globe Town Surgery are closed call our out of hours service NHS 111.

## Where we are:

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The information given in this publication is correct at the time of going to press. We reserve the right to modify or cancel any statement in it and accept no responsibility for the consequences of any such changes. For the most up-to-date information, please refer to the website **[www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk)**