## Contents

### U.K. students

1. Do I need to register with a local doctor? ..................... 4
2. How do I find out about local doctors?......................... 4
3. What if I am already registered with a doctor elsewhere? ... 4
4. What if I need health care whilst away from Leicester? ...... 5
5. What information do I need to register with a local doctor? .................................................. 5
6. Will I have to pay to register? ........................................ 5
7. Disabled Student Allowance (DSA) ........................................ 5

### International students – A guide to the National Health Service (NHS)

1. Will I be entitled to free health care from the NHS? ...... 6
2. Will I need health care insurance? ................................. 7
3. How do I register for health care? .................................. 7
4. Will I have to pay to register? ........................................ 8
5. Health care for family or friends visiting from abroad..... 8
6. What if I have a known health condition? ..................... 9

### Health care for U.K. and international students

1. What do I do if I am not well? ........................................... 10
2. Where do I go if I need to see a GP when the health centre is closed? ........................................ 11
3. What should I do if there is an emergency? ................. 11
4. What if I need health care away from Leicester? ......... 12
5. What will I have to pay for? .......................................... 12
7. How do I find a dentist? ............................................. 14
8. How do I find an optician? .......................................... 14
9. Sexual health .................................................................. 14
10. Alcohol and drugs ....................................................... 15
Meningitis

1. Why do I need to be aware of Meningitis? ..........16
2. What is meningitis? .................................................16
3. How can I prevent meningitis? .........................16
4. What should I do if I haven’t had the vaccines before starting university? .................17
5. What is the difference between bacterial meningitis and viral meningitis? ............17
6. What are the symptoms of meningitis? ..................17
7. What should I do if meningitis is suspected? ........18
8. Where can I find more information about meningitis? ................................18

Where can I get more information about health and well being? 19

This leaflet and the website links are available on the Healthy Living website go.le.ac.uk/healthyliving
Information for U.K. students

1 Do I need to register with a local doctor?

Illness can affect any one of us at any time. For this reason you are advised to register with a local doctor (GP). Doctors, nurses and administrative staff at the Victoria Park Health Centre have expertise in ‘student health’ and they work closely with the University to support students at times of ill health.

2 How do I find out about local doctors?

Information about the Victoria Park Health Centre and how to register can be found on their website www.le.ac.uk/healthcentre The Victoria Park Health Centre usually have registration sessions during the first week of the academic year in halls of residence. It is advisable to register during your first week. However if this is not possible, registration can be done at any time.

Victoria Park Health Centre will register students and staff living locally. Information about other health centres can be found at www.nhs.uk/servicedirectories/pages/servicesearch.aspx

3 What if I am already registered with a doctor elsewhere?

If you are currently registered with a doctor elsewhere, the University recommends that you transfer to the Victoria Park Health Centre whilst you are a student at the University of Leicester so that the doctors have access to your medical history and are then better equipped to help you. If you are currently registered with a doctor in Leicestershire and continue to live in their catchment area there is no need to transfer.
4 What if I need health care whilst away from Leicester?

If you are elsewhere during vacation and in need of medical help, you can register there as a temporary resident at the time. If or when you move away from Leicester, possibly after completing your course you should register again with a health centre in the area you move to. It should be possible to re-register with your original health centre if you return to your home town/area.

5 What information do I need to register with a local doctor?

When you register, the health centre will require your address in Leicester and details of the GP you are currently registered with; if you have it, take along your current NHS card. Once you have registered with a local GP / health centre you will be sent a new NHS card. This is proof that you are registered for NHS treatment. If you have not received the card within two months of registering, contact the health centre who will advise what you should do. The card will be sent to the address you provided so it is essential that you notify the health centre if your address changes.

6 Will I have to pay to register?

• Registration is free
• You can only be registered with one GP / Health Centre at any time.

7 Disabled Student Allowance (DSA)

DSAs help pay for the extra costs associated with studying that are incurred as a direct result of a disability (for example, mobility impairment, sensory impairment, Autistic Spectrum Disorder, AD(H)D, mental health difficulty, effects of disabling illness or conditions) or specific learning difficulty. The allowance can help to pay for a non-medical personal helper, items of specialist equipment, assistive software, travel and other course-related costs. The allowance is neither means tested nor repayable. For more information and help with DSA applications go to http://www2.le.ac.uk/offices/ssds/accessability/practical-support/DSA
International students –
A guide to The National Health Service (NHS)

The National Health Service (NHS) might seem very complicated if you have not used the system before. The NHS is a public funded system which provides health care for residents in the United Kingdom (UK).

Will I be entitled to free health care treatment from the NHS?

You are entitled to free necessary treatment from the NHS if you are either:

- a full time student from any country on a course for more than 6 months
- studying on a course of any duration which is substantially funded by the UK Government
- from a country which is part of the European Union (EU) *
- from a country which is not from the European Union (EU) that has a bilateral agreement
- the husband or wife of any of the above and living here whilst your wife or husband is a student
- a dependent of any of the above: A dependent is any child under 16 or under 19 if in full time education

More information and a list of countries with bilateral arrangements can be found at


* If you are a student from another country in the European Union you will require a European Health Insurance Card (EHIC) which must be obtained from your home country.
Will I need health care insurance?

If you are not entitled to free health care from the NHS it is advisable to ensure you have adequate health care insurance as payment will be necessary if you receive any health care in this country.

However, the following services are free of charge for everyone:

- Emergency treatment in any Accident and Emergency department.
- Emergency treatment in any NHS Walk-in Centre providing Accident and Emergency type services.
- Treatment for certain infectious diseases.
- Compulsory psychiatric treatment.
- Family planning services (sexual health).
- The NHS does not cover for repatriation and so it is advisable for you to arrange insurance for this if required.

How do I register for health care?

To access health care you will need to register with a General Practitioner (GP) doctor. Most GP’s work in a health centre. GP’s are general doctors who have specialised in family health. He or she is therefore qualified to see anyone from small babies to the elderly. The University advises students to register at the Victoria Park Health Centre. Doctors, nurses and administrative staff at the Victoria Park Health Centre have expertise in ‘student health’ and they work closely with the University to support students at times of ill health.

Information about the Victoria Park Health Centre and how to register can be found on their website www.le.ac.uk/healthcentre The Victoria Park Health Centre usually have registration sessions during the first week of the academic year in halls of residence. It is advisable to register during your first week. However, if this is not possible, registration can be done at any time. When you register, the health centre will require your address in Leicester, the date you came into the country, your library card or proof of registration with the University.
Victoria Park Health Centre will register students and staff living locally. Information about other health centres can be found at www.nhs.uk/servicedirectories/pages/servicesearch.aspx

Once you have registered with a GP / health centre you will be sent an NHS card. This is proof that you are registered for NHS treatment. If you have not received the card within two months of registering, contact the health centre who will advise what you should do. The card will be sent to the address you provided so it is essential that you notify the health centre if your address changes. When you receive the card, keep it safe and take it with you if you visit the health centre, dentist or hospital.

If you are not entitled to free healthcare there is no need to register with a health centre. If you require healthcare you should follow the guidelines about what to do if you are not well. If this involves seeing a GP, The Health Centre will register you as a temporary patient.

4 Will I have to pay to register?

- Registration is free
- You can only be registered with one GP / Health Centre at any time.

If you are exempt from NHS Charges and require hospital care you will need to provide your passport, visa, NHS card and proof of attendance at university.

5 Health care for family or friends visiting from abroad

Family or friends visiting from abroad should take adequate health care insurance if they are not eligible for a European Health Insurance Card. The Victoria Park Health Centre will usually register and see visitors as temporary residents if they require urgent necessary care.
What If I have a known health condition?

If you have an existing long term medical condition it is important that you register with the Victoria Park Health Centre who will help you with the management of your condition to reduce any impact it may have on your ability to study. Please bring with you an up to date summary from your current doctor which includes details of your condition, current management, recent test results and prescribed medication. Once registered with the health centre, make an appointment as early as possible to discuss your condition and treatment with a doctor (even if you do not have an up to date summary)

Your condition may be managed differently in this country. Licencing law and prescribing requirements here can vary to those in other countries and therefore alternative medication may be prescribed for you.
Information for U.K. and international students

If you have an existing long term medical condition it is important that you register with the Victoria Park Health Centre who will help you with the management of your condition to reduce any impact it may have on your ability to study. Please bring with you an up to date summary from your current doctor which includes details of your condition, current management, recent test results and prescribed medication. Once registered with the health centre, make an appointment as early as possible to discuss your condition and treatment with a doctor (even if you do not have an up to date summary)

If you require more specialised or hospital services you will need to be referred by a GP.

1 What do I do if I am not well?

If you are unwell and need advice about minor ailments such as cold, coughs and sore throats etc. you can:

- Call the telephone helpline NHS Direct
- Use NHS Direct online
- Ask your local pharmacist

These services will help you self treat yourself at home.

**NHS Direct helpline** is a confidential 24 hour telephone helpline staffed by expert nurses. By calling 0845 4647, you can speak to a nurse for advice at any time day or night. If required there will be an interpreter to provide advice in your own language.

**NHS Direct Online** is an internet site which provides information about health services, a variety of conditions, contraception and advice if you are not feeling too good (even for things like a hangover). It also has details of major self-help groups and can be accessed at [www.nhs.uk/nhsdirect](http://www.nhs.uk/nhsdirect)

**Pharmacists** can give you advice about how to deal with a range of minor illness without having to make an appointment. This advice includes what medication you could take to help. You can ask the pharmacist for advice even if you don’t buy anything.

Staff in all of the above services are trained to direct you to a doctor if required.
If you are unwell and need to see a doctor you will need to make an appointment with the health centre where you are registered. If this is Victoria Park Health Centre, go in person or make the appointment over the internet (this requires additional registration in advance). Opening times for Victoria Park Health Centre can be found at www.le.ac.uk/healthcentre

If you are not well enough to visit your doctor call the health centre before midday. The decision to make a home visit is made by a doctor and is based on medical need. Having no transport is not a valid reason for requesting a visit.

2 Where do I go if I need to see a GP when the health centre is closed?

When the health centre is closed you can see a GP at any of the following centres:

The Leicester Urgent Care Centre next to the Accident and Emergency Department at the Leicester Royal Infirmary http://www.leicestershospitals.nhs.uk/patients/emergency-care/urgent-care-centre/?locale=en

Oadby and Wigston Walk-In Medical Centre www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=44021

The Weekender Service http://www.leicestercity.nhs.uk/Library/Weekenderfactsheet.pdf provides a drop in service for 13-25 year olds. The service provides advice to help you make informed decisions on your general health.

3 What should I do if there is an emergency?

In the event of an emergency such as

- Severe breathing difficulties
- Unconsciousness
- Severe blood loss
- Suspected broken bones
- Severe chest pain
- A serious accident

You should go to the Accident and Emergency Department at the Leicester Royal Infirmary. An ambulance should only be requested for cases which are life threatening; if an ambulance is required, dial 999 (calls are free from all telephones including mobiles).
If you are away from Leicester go to the nearest Accident and Emergency Department.

What if I need health care away from Leicester?

If you travel away from Leicester for a short period of time you will be eligible for NHS treatment wherever you go in the United Kingdom. It is sensible to take your NHS card with you and if you need to see a doctor for urgent care you can register as a temporary resident.

If you are travelling or studying abroad you may eligible for free treatment or treatment at a reduced rate throughout the European Community. To obtain treatment you will need to have a European Health Insurance Card (EHIC). More information can be found at [http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/about-the-ehic.aspx](http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/about-the-ehic.aspx)

If you are a student from another country in the European Union or European Economic Area you should obtain your EHIC card from your home country and use this card if you require health care in any country in the European Union.

All students are advised to have additional medical and travel insurance when travelling anywhere abroad to ensure adequate cover for all eventualities and repatriation.

What will I have to pay for?

Even if you are entitled to free healthcare, charges are made for some services. The following costs will be charged to all individuals aged 19 and over regardless of nationality or student status unless receiving income support. Students under the age of 19 and in full time education are not required to pay any health care costs.

Prescriptions

If the doctor or nurse you see recommends a course of medication they will usually write a prescription. Once you have been issued with a prescription you will need to take it to a pharmacy (chemist) to obtain the medication. The standard charge for each item on the prescription is £7.85.
**Dental treatment**

If you have any dental treatment within the NHS scheme, you will have to pay a percentage of the cost. If the dentist prescribes any medication, prescription costs will also apply.

**Eye tests**

All eye tests, glasses and contact lenses will have to be paid for. Costs will vary depending on where the eye test is carried out, what lenses are required and the frames selected.

**Can I get help with health care costs?**

It is possible to apply for financial help with NHS costs (as listed above) through the Low Income Scheme by completing a HC1 form. You can request a form by telephoning 08458501166 by emailing lis1@pp9.nhs.uk or the form can be downloaded from the link below.

Prescription Pre-payment Certificates (PPCs) help people who require large quantities or regular prescriptions to reduce the cost if not entitled to free prescriptions. You can apply for a PPC by completing FP95 form which is available from most chemists, can be requested by telephoning 0845 850 0030 or can be downloaded from the link below.

Health care travel costs will be covered in some circumstances; full details are included in the leaflet HC11-Help with health costs, which can be downloaded from the link below.

Wigs and fabric support will be covered in some circumstances; full details are included in the leaflet HC11-Help with health costs, which can be downloaded from the link below.

More information can be found at [http://www.nhs.uk/nhsengland/Healthcosts/pages/Abouthealthcosts.aspx](http://www.nhs.uk/nhsengland/Healthcosts/pages/Abouthealthcosts.aspx)
How do I find a dentist?

You do not have to register with a dentist to get a dental check or any subsequent treatment. However, you will need to make an appointment with a dentist. Information about local dentists can be found at www.nhs.uk by telephoning NHS Leicester City: 0116 2957017 or the NHS Dental Access Centre: 0116 2951278. It is advisable to ask the dentist whether they accept NHS patients as many do not. The dentist will probably want to check you are eligible for NHS treatment and your NHS card is proof of this.

If you are not entitled to NHS treatment, or the dentist you choose does not take NHS patients (some dentists will only accept private patients), you will have to pay for the full cost of your treatment.

How do I find an optician?

You do not have to register with an optician to get your eyes tested. However, you will need to make an appointment. Information about local opticians can be found at www.nhs.uk or by telephoning NHS Leicester City: 0116 2957017.

Sexual health

Sexual health or family planning includes free confidential advice and information about:

- contraception (birth control/population management)
- free condoms and other contraceptives
- pregnancy testing
- cervical smear (pap) tests
- sexually Transmitted Infections (including Chlamydia and HIV)
- termination (abortion)

Attitudes to sex can vary and students from other countries may notice some differences. Choices about sex should be individual and personal to you.
You are entirely free to live according to your own standards and should not feel pressured to adopt those of other students.

Using condoms every time you have sex can help reduce the risk of contracting a Sexually Transmitted Infection and can prevent unplanned pregnancy.

Termination (abortion) in this country is not considered to be an acceptable form of contraception.

You might prefer to speak to someone other than your GP about sexual health matters; there are a number of other services for you to choose from and details can be found at http://www.leicestersexualhealth.nhs.uk/ or telephone Choices: 0116 2898969

**There is also a drop in sexual health clinic ‘Choices’** on campus every Tuesday between 11.00am and 1.00pm and every Thursday between 11.00am and 1.00pm during term time. The Choices clinic is in the Students’ Union building and you do not need an appointment. You will see a Sexual Health Specialist Nurse who can offer a full range of contraception, sexual health screening and advice about any sexual health matter. The service is confidential and information will not be passed to your GP.

Choices telephone: 0116 2898969

10 Alcohol and Drugs

Peer pressure and the freedom of living away from home can be a big influence on you taking alcohol or drugs. Student life may appear to revolve around alcohol. Attitudes about alcohol and drugs can vary and students from other countries may notice some differences. Choices about alcohol and drugs should be individual and personal to you. You are entirely free to live according to your own standards and should not feel pressured to adopt those of other students. Alcohol and drugs have the potential to cause harm both physically, socially and impact on your academic studies. Information about drug and alcohol use and how to get confidential help and advice can be found at http://www2.le.ac.uk/offices/ssds/healthy-living-for-students/health-resource/drugs-and-alcohol/
Meningitis

1 Why do I need to be aware of Meningitis?

Meningitis and meningococcal septicaemia (blood poisoning) are serious diseases that can strike rapidly with little warning and if left untreated could be fatal. Outbreaks of meningitis tend to occur where people live or work closely together, such as university, living in halls of residence, living in shared student accommodation.

2 What is meningitis?

Meningitis is an infection of the meninges (the protective membranes that surround the brain and spinal cord). The infection can be caused by bacteria or a virus, and it leads to the meninges becoming inflamed. This can damage the nerves and brain.

3 How can I prevent meningitis?

There are a number of vaccines that can prevent most cases of viral and bacterial meningitis and include:

- MMR (protects against measles, mumps and rubella)
- Meningitis C
- DTa/IPV/Hib (protects against the Hib virus, diphtheria, whooping cough, tetanus and polio)

In this country children should receive these vaccines as part of their childhood vaccination programme. Students are advised to have the vaccines before starting university. Your GP should be able to advise if you are up to date with the vaccines and arrange any vaccinations if required.
4 What should I do if I haven’t had the vaccines before starting university?

When you have registered with a local GP make an appointment with the Practice Nurse to discuss what vaccines you require.

5 What is the difference between bacterial meningitis and viral meningitis?

It is only possible to distinguish between bacterial and viral meningitis by carrying out clinical tests; it is not possible to tell the difference from symptoms alone. All cases of suspected meningitis should be treated as an emergency because if caused by bacteria the meningitis could lead to septicaemia which can be fatal.

6 What are the symptoms of meningitis?

• Severe headache
• Nausea
• Vomiting
• High temperature (fever) of 38 degrees or over
• Stiff neck
• Sensitivity to light
• A distinctive skin rash (not everyone will develop this)
• Pain in the muscles
• Unusually cold hands and feet, or shivering
• Pale or blotchy skin and blue lips
• Muscle or joint pain
• Diarrhoea
• Photophobia (sensitivity to light)
What should I do if meningitis is suspected?

Early treatment is essential – If you or a friend develops any of the above symptoms you should seek immediate medical help. Contact Victoria Park Health Centre, Tel: 0844 8151105 or the health centre you are registered with and tell them you suspect meningitis. When the Health Centre is closed go directly to the Urgent Care Centre [http://www.leicestershospitals.nhs.uk/patients/emergency-care/urgent-care-centre/?locale=en](http://www.leicestershospitals.nhs.uk/patients/emergency-care/urgent-care-centre/?locale=en) or Accident and Emergency Department at the Leicester Royal Infirmary [http://www.leicestershospitals.nhs.uk/patients/emergency-care/](http://www.leicestershospitals.nhs.uk/patients/emergency-care/)

If you require help with this and are living in University halls of residence contact your Residential Advisor.

Where can I find more information about meningitis?

[www.meningitis-trust.org/](http://www.meningitis-trust.org/)
[www.meningitis.org/](http://www.meningitis.org/)
Where can I get more information about health and wellbeing?

All of the above information and links are available on the Healthy Living website go.le.ac.uk/healthyliving

The Student Healthy Living website also provides information which can support students to enjoy a healthy and balanced life.

Working collaboratively both within the University and with organisations outside of the University, the Healthy Living Service strives to ensure that information about healthcare services is easily accessible for students.

If you would like to find out more about how the NHS works and about local services, visit http://en.wikipedia.org/wiki/National_Health_Service_(England)

Whilst we believe the information is correct at the time of creation, the University of Leicester does not make any representation as to and accepts no liability for the accuracy or completeness of information contained on this leaflet.