

Student support

Health care

Registering with a doctor

It is important that you register with a local medical practice as soon as you arrive in Bristol. Do not leave it until you fall ill. If you live within the practice area (see below) you, and your dependants, may register with the Students' Health Service. Details of medical practices in other areas of Bristol can be found at www.nhs.uk.

Students' Health Service

The Students' Health Service (SHS) offers full general practice care, including:

- travel immunisation and advice
- contraceptive advice
- sexual health testing and advice
- IUCDs and contraceptive implants
- smoking cessation clinics
- asthma clinic
- diabetic clinic
- minor surgery
- cervical smears
- maternity care
- childhood immunisations
- private medicals, eg insurance, pre-employment
- eating disorder clinic.

All consultations are absolutely confidential, and information will not be given to University staff, parents or other interested parties without the express permission of the patient. Nursing team chaperones are available to accompany students to medical consultations, on request.

SHS practice area

The SHS practice area covers all University Halls of Residence, City Centre Living residences and Student Houses and most addresses in the following districts: Clifton, Clifton Wood, Cotham, Kingsdown, Montpelier, Redland, Sneyd Park, St Werburgh's and Westbury Park and some, but not all, addresses in: Bishopston, Henleaze, Horfield, Leigh Woods, Sea Mills, Stoke Bishop, St Paul's and Westbury-on-Trym.

Appointments

Appointments can be booked:

- in person at Hampton House
- by telephone
- online – request a PIN number via the Students' Health Service website.

Various types of appointment are available:

- **Routine appointments:** bookable up to one week in advance.
- **Same day appointments:** brief consultations for single problems. Appointments released between 8.45am and 9.45am every day.
- **Emergency appointments:** for medical emergencies only. Appointments are available 9 – 11.30am and 2 – 4.30pm, Monday to Friday.

Doctors' surgery hours

Doctors hold surgeries every weekday morning and afternoon throughout the year. Surgeries are also held on Monday and Thursday evenings and on Saturday mornings. Surgery times vary from day to day – please check with Reception for details.

Home visits and 'out of hours' services

Students who are too ill to visit the surgery should call (0117) 330 2721, preferably before 10am. Students who need urgent treatment or advice in the evenings or at weekends should telephone the SHS for information on how to contact the Out of Hours Service.

Nurses

The nurses deal with a wide range of problems, including contraception, emergency contraception, sexual health, sore throats, asthma, hayfever, removal of stitches, wound care, burns and sport injuries. The nursing team includes three Nurse Prescribers and specialist nurses for Asthma, Diabetes and Travel.

Appointments with the nurses are available every day, Monday to Friday, and some evenings and Saturday mornings. Surgery times vary from day to day – please check with Reception for details.

Contact

Students' Health Service

Hampton House Health Centre

St Michael's Hill

Tel: (0117) 330 2720

Home visits: (0117) 330 2721

Web: www.bristol.ac.uk/students-health

Opening hours

Monday and Thursday, 8.45am – 7.45pm

Tuesday, Wednesday and Friday, 8.45am – 5.30pm

Saturday, 9am – 12 noon

These times may vary slightly during University vacations.

Absence due to illness

Please see the paragraph on illness in Section 1.

Dental care

You will need to register with a local dental practice (NHS or private) if you wish to receive dental care. For details of local NHS dentists telephone 111 or visit www.nhs.uk.

Infectious diseases

Meningitis, mumps, measles: Students are at greater risk than other sectors of the population of contracting certain diseases, and if you have not already received the following vaccinations, please visit the Students' Health Service (or your own GP, if you are registered elsewhere) straight away to arrange vaccination:

- Meningitis (C strain)
- MMR (two doses).

There is no vaccine available yet for Meningitis (B strain), so please remain vigilant for symptoms.

Further information is available at:

www.bristol.ac.uk/infectious-diseases/meningitis

www.bristol.ac.uk/infectious-diseases/mumps

www.bristol.ac.uk/infectious-diseases/measles.

Other NHS services

NHS 111

NHS 111 is a telephone service, giving confidential healthcare advice and information (including dental care) 24 hours a day.

Tel: 111

Calls are free from landlines and mobile phones.

Web: www.nhsdirect.nhs.uk

NHS Walk-in Centre

The nearest NHS Walk-in Centre is at Boots, 59 Broadmead, in the city centre. The Centre is staffed by experienced NHS nurses who can offer information, advice and treatment for a range of minor illnesses and injuries. No appointment is necessary.

Open Monday to Saturday, 8am – 8pm
Sundays and Bank Holidays, 11am – 5pm

Emergency dental care

See NHS 111 section above.

Please note that you should only visit hospital in an emergency.



Student support

Counselling



Student Counselling Service

The Student Counselling Service offers friendly, confidential support to students with problems of many kinds. Professional counsellors are available throughout the year to help students deal with whatever is troubling them, whether this is related to their studies or to their personal or family life. Routine appointments are prioritised according to your level of need and the impact your psychological health is having on academic study, but all students would ordinarily have an initial meeting, on the phone or in person, within 10 days of contacting the Service.

Although students often choose to talk over problems with friends, family members or tutors, there may sometimes be instances where discussing issues with somebody unrelated can be extremely helpful. Through the counselling process, students often gain a clearer understanding of the problem and how they might deal with it. Counselling support is offered in a range of formats: supported self-help, online cognitive behavioural therapy, and one-off or regular individual sessions, workshops and groups. The Service has a resource library of helpful books and self-help leaflets that you can borrow.

All kinds of students use the Counselling Service and at different stages in their studies. Some attend for a single session or a one-off workshop, others attend weekly group or one-to-one sessions.

The Service's confidentiality policy gives clear information about the privacy offered to students and the choices students can make about whether they want the Service to liaise with others within or beyond the University.

Appointments

To make an appointment or to book onto a workshop or group, you can book online, come in, or phone. Appointments are available on weekdays:
Monday to Thursday, 9am – 8pm
Friday, 9am – 5pm.

Contact

Student Counselling Service

Hampton House, Third Floor
St Michael's Hill
Tel: (0117) 95 46655
Email: student-counselling@bris.ac.uk
Web: www.bristol.ac.uk/student-counselling
Open on weekdays during term time with reduced service during vacations
Receptionist's hours: Monday to Thursday, 9am – 8pm; Friday, 9am – 4pm

Student support

Careers and job opportunities

Careers Service

The Careers Service provides a wide range of information, advice and guidance services for all students, from undergraduate students in their first year right through to research postgraduates in their final year. Students are encouraged to start making use of the extensive printed and electronic resources available in the Careers Service building and on the website as early as possible during their time at Bristol.

What the Careers Service offers

• Advice and guidance

www.bristol.ac.uk/careers/advice

Students can talk to a Careers Adviser – anything from advice for a CV, job application or interview to guidance on specific careers.

• Resources

www.bristol.ac.uk/careers/resources

Students have access to resources on 'getting started', occupations, further study and funding, employers, and international work and study including some free publications as well as access to information specialist staff who can help with individual queries.

• Events

www.bristol.ac.uk/careers/events

Autumn and summer fairs, plus specialist events (eg for Law, Investment Banking, Management Consultancy, Engineering and IT) attract dozens of exhibitors and hundreds of students. In addition, there is a full programme of specialist talks each term covering a range of different careers, and workshops offering practical advice on CVs, job applications and interview techniques.

• What do Bristol graduates do?

www.bristol.ac.uk/careers/grads/wdgd.asp

The Careers Service collects information on the destinations of recent Bristol graduates in each subject area, covering both employment and further study.

• Help to find and gain a job

www.bristol.ac.uk/careers/jobs/jobhunting.asp

The Careers Service handles thousands of vacancies for final-year undergraduates and postgraduates. The University consistently has one of the lowest unemployment rates in the country. In addition, JobShop offers term-time and vacation work opportunities (see also Section 1).

• Improving students' employability

www.bristol.ac.uk/careers/skills

The Careers Service can help students develop employability skills, and offers the Bristol PLuS (Professional and Life Skills) Award to recognise and reward Bristol students who have gained skills through involvement in extra-curricular activities.

• Work experience and internships

www.bristol.ac.uk/careers/workexp

Work experience is often essential for securing graduate-level employment, and the Careers Service can help you seek and obtain vacation work, internships and placements, and provide links to case studies.

How to stay informed

• Contact Bristol graduates for careers support

www.bristol.ac.uk/careers/network

The Careers Network database allows students to seek careers support from Bristol graduates, some of whom can offer work experience and/or vacation work opportunities.

• mycareer

www.careers.bristol.ac.uk

mycareer is the online system for the Careers Service, which can filter information according to your preferences and degree discipline. Log in to set up job searches, register for events, and receive newsletters and information from employers.

• Missed an event?

www.bristol.ac.uk/careers/downloads

The Careers Downloads repository allows students to explore unmissable content from selected events including audio recordings of guest speakers (MP3 files), slides and handouts.

Contact

Careers Service

5 Tyndall Avenue
Tel: (0117) 92 88221
Email: careers-service@bris.ac.uk
Web: www.bristol.ac.uk/careers

Open Monday to Friday throughout the year
Full details available at

www.bristol.ac.uk/careers/contacts

Student support

Mature students and student parents

Mature students

The University recognises that, for mature undergraduate students, the university experience is not the same as it is for an 18 year-old, and that mature students may need specialist advice and guidance in order to make the most of their time at the University. Once you have embarked on your studies you can access a range of academic and personal support. In addition to the specific induction and study skills refresher sessions for mature undergraduates at the start of Introductory Week, a range of support is available.

Support in academic schools

You will have a personal tutor or supervisor who will be able to offer academic and personal support. All undergraduate students can apply to take part in the Student Navigation Network mentoring scheme and be matched with a current student to help and advise you in the first term. Staff will endeavour to match mature students with a current mature student.

MB ChB students may join the Mature Medics Society, which organises a range of activities and family days.

Other support

The University has established a group of 12 Mature Student Advocates, all current mature students, who can offer information and advice based on their experiences of studying at Bristol. Their contact details will be sent to you in September. The Mature and Part-Time Students' Adviser in the Widening Participation and Undergraduate Recruitment Office can also be contacted for advice and information (betsy.bowerman@bris.ac.uk).

There is a Mature and Part-Time Students' Officer in the Students' Union who represents the interests of mature students across the University. You can contact this Officer at mpt.officer@ubu.org.uk. Both the Careers Service and the Student Funding Office provide information and advice tailored to the needs of mature students. See also www.bristol.ac.uk/study/mature.

Social networks

There is a Twitter feed for mature students – @uobmatures – where you can keep up to date with news and information for mature students, as well as a Facebook page, 'University of Bristol Mature Students'.

Students with children

Make sure that relevant staff in your school know that you have childcare responsibilities. They may be able to schedule some classes at times that fit in with your family commitments.

The Students' Union provides advice and support for student parents, and has set up a Student Parents Network. You can join at: www.facebook.com/groups/ubustudentparentsnetwork.

The University Nursery in the precinct provides full day-care for children from three months old. Places are limited, so early application is advisable. Student parents have to pay fees, but assistance towards these and some other expenses may be possible. Enquiries should be made to the Student Funding Office (see Section 3).

Contact

University Nursery

34 St Michael's Park

Tel: (0117) 927 6077

Email: university-nursery@bris.ac.uk

Web: www.bristol.ac.uk/nursery

Some local schools run after-school activities or holiday playschemes, and there are playschemes in school holidays run by the Centre for Sport, Exercise and Health which are available to students.

The following websites provide useful information for parents of young children:

- www.bristol.gov.uk/page/early-educationand-childcare
- www.1bigdatabase.org.uk
- www.goplacestoplay.org.uk
- www.findabilitybristol.org.uk

Student support

Disabled students

Disability Services

The Disability Services team coordinates the University's support for disabled students. This includes students with Autism Spectrum Disorders, sensory impairments, specific learning difficulties such as dyslexia, mobility impairments, mental health difficulties and unseen impairments such as Chronic Fatigue Syndrome.

Disability Services provide advice, information and guidance as well as study-related support. The team of Disability Advisers work closely with external funders, academic schools and other services to identify the most appropriate support for you.

Many students are eligible for funding to help meet the costs incurred in obtaining study-related support. Disability Services can provide information and advice to students about these – what they are, the eligibility criteria, how to claim them and how to manage them. Some of the services on offer are:

- Confidential advice appointments
- Help with applying for funding for support, such as the Disabled Students' Allowance
- Advice on arranging relevant assessments to help access support
- Advice and information on the support services available, eg British Sign Language interpreters, note-takers, orientation support, study skills tutors and mental health mentors
- Signposting to other services and to School Disability Coordinators
- Liaising with your academic school with your consent
- Dyslexia and visual stress screening.

Students are welcome to come in to make enquiries during opening hours or to contact Disability Services to make an appointment with a Disability Adviser.

Contact

Disability Services

Hampton House, Lower Ground Floor
St Michael's Hill

Tel: (0117) 33 10444

Fax: (0117) 33 10456

Email: disability-services@bris.ac.uk

Web: www.bristol.ac.uk/disability-services

Open Monday to Friday, 9.30am – 4pm

Alternative examination arrangements

Guidance on alternative examination arrangements for those who may need extra time or other support during examinations can be found on the Examinations Office website at

www.bristol.ac.uk/exams/alternative.



Student support

International students

International Advice and Support

International Student Advisers are available to offer help and advice to international students at all stages of their university career, from the time they accept a place to the time they leave the University. In particular, they:

- give help and support with personal problems
- advise on immigration regulations, driving licences, council tax and family issues
- offer web advice and drop-in sessions for student visa applications
- are responsible for the reception and introductory programme for new international students
- provide pre-arrival and arrival information on the website
- produce a range of information sheets on topics such as working in the UK and registering with the police
- organise a programme of visits to places of interest
- update and maintain a Facebook group: *Bristol University International Advice and Support*.

International students are welcome to call into the office or to contact the International Student Advisers for confidential help with any questions or problems.

Contact

International Advice and Support

Richmond Building
105 Queen's Road
Tel: (0117) 33 18572
Email: os-as@bris.ac.uk
Web: www.bristol.ac.uk/international/studentsupport
Open Monday to Friday, 9am – 5pm, throughout the year

The University of Bristol has been granted a licence by the United Kingdom Border Agency (UKBA) to sponsor students and is required to comply with its general and specific sponsor duties, details of which can be found on the UKBA website at: www.ukba.homeoffice.gov.uk/business-sponsors/education-providers.



Student support

General support

Multifaith Chaplaincy

The Multifaith Chaplaincy exists to support all members of the University by providing pastoral and spiritual care and offering opportunities to explore issues of faith and spirituality, regardless of belief or background. Chaplains from various faiths and Christian denominations can be contacted via the Multifaith Chaplaincy Centre – see the website for individual contact details. Chaplains are also a point of contact for the various faith communities in Bristol. The Multifaith Chaplaincy Centre provides a venue for groups, meetings and services, especially at lunchtimes. There is a Quiet Room for prayer and reflection, a Reading Room for students to work in and a Common Room to relax in. Students are welcome to drop in at any time to enjoy some peace and quiet or to have a chat and a free cup of Fairtrade tea or coffee.

Contact

Multifaith Chaplaincy Centre

The Grange
1 Woodland Road
Tel: (0117) 95 46600
Email: multifaith-chaplaincy@bris.ac.uk
Web: www.bristol.ac.uk/chaplaincy
Open in term time, Monday to Friday, 11am – 5pm

Services and prayers

Information on local churches and faith communities can be found on the Chaplaincy's website.

Additional prayer facilities for Muslim students and staff are available as follows:

- Prayer room in the Coach House on the corner of Woodland Road and St Michael's Park, open all year
- Jummah prayers every Friday throughout the year, 1 – 2pm, Richmond Building.

Student religious societies

The Students' Union has a number of religious societies. Further details can be found on the Union's website at www.ubu.org.uk/activities/societies.

Catering – Where to eat

University precinct and Stoke Bishop cafés

Open all year, Monday to Friday

Locations	Opening times
Arts & Social Sciences Library	8.30am – 6pm
Chemistry Building	9am – 3pm
Medical Sciences Building	8.30am – 4pm
Merchant Venturers Building	9am – 5pm
Priory Road Complex	8.30am – 5pm
Queen's Building	9am – 3pm
Hiatt Baker (Source Café)*	8am – 7pm (plus 12 noon – 6pm on Saturday and Sunday)

* Open in term time only

Serving a range of fresh sandwiches, paninis, salads, home made soup and hot & cold drinks

University precinct – The Hawthorns

Café/Bar (Terrace Bar) (ground floor)

Open all year, Monday to Friday, 8am – 9pm

Lunch served 12 noon – 3pm

Students can also eat in the **Hawthorns Dining Room (Study Lounge)**, 12 noon – 2pm.

The Refectory (lower ground floor)

Open in term time, Monday to Friday, 8.30am – 3pm

Opening times exclude Bank Holidays and University closure days.

Personal security and crime prevention

The University's Security Services operate a 24-hour service throughout the year, providing protection to the University's students, staff and buildings. They also employ a University police officer to help investigate crime. Personal safety advice and security information is given on the website below. Free personal attack alarms are available from Security Services reception.

Contact

Security Services

Royal Fort Lodge
Tyndall Avenue
Tel: Enquiries: (0117) 92 87848 (24 hours)
Emergencies: (0117) 33 11223 (24 hours)
Fax: (0117) 925 4856
Email: security-office@bris.ac.uk
Web: www.bristol.ac.uk/securityservices
Reception hours: Monday to Friday, 8am – 4pm

Student support Accommodation

Accommodation Office

The Accommodation Office provides information and advice and deals with all aspects of student accommodation, including:

- Management of the application and allocations process for students living in University properties, including transfers
- Allocation of rooms in Partnership Residences
- Advice and assistance for students renting in the private sector
- Online Property Search listing vacant properties in the private sector offered by landlords registered with the Accommodation Office
- Online Bulletin Board for students seeking or offering rooms in shared flats or houses
- Publication of prospectuses, factsheets, guides and other documentation.

Your current accommodation

If you experience any problems with your current accommodation, whether this is a University property, a partnership residence or a privately rented property, please contact the Accommodation Office for advice.

Accommodation options for next session

For students starting their second or subsequent year of study:

- **Private rented sector:** vacancies for flats and houses will start appearing on the Accommodation Office website from January.
- **University Halls of Residence and Student Houses:** application forms will be available on the Accommodation Office website from late February (only limited places available, as the majority of places are reserved for new students).
- **Senior Resident and Student Warden positions:** reduced rent is charged in return for pastoral and administrative duties. The application procedure will start in February.
- **Partnership residences:** application forms will be available from November. The application process for the various properties will start in November/December.

Planning to rent accommodation in the private sector next session?

For advice on renting:

- attend a Housing Fair
- pick up or download a copy of the Student Housing Guide
- use the online Housing Advice Form
- call into the Accommodation Office.

To look for a property or for flat/housemates:

- use the online Property Search facility
- use the online student Bulletin Board.

Housing Fairs:

Run every January/February to provide information and advice to students before they start viewing properties in the private rented sector.

House search event for postgraduates:

Residential house search event every September to give new postgraduates an opportunity to meet fellow students and look for accommodation in the private rented sector, either in groups or as individuals.

Summer vacation lettings

Rooms are available through the summer vacation up to mid-September in some University residences. Visit

www.bristol.ac.uk/accommodation/visitors for more information.

Contact

Accommodation Office

The Hawthorns

Woodland Road

Tel: (0117) 95 46640

Fax: (0117) 95 45767

Email: accom-office@bris.ac.uk

Web: www.bristol.ac.uk/accommodation

Open Monday to Friday, 10am – 4pm

(closed until 1pm on Tuesday)

Student support Green issues


Environmental impact

The University has set itself ambitious targets for reducing its impact on the environment.

The following gives you some ideas about what you can do to help reduce your environmental impact and how you can get involved.

Saving energy

- Switch off lights when they are not needed
- Close your curtains when it gets dark, put on another layer of clothing when it gets cold, keep windows closed when heating is on and don't overheat your room
- Don't leave TVs, DVD players and stereos on standby, and unplug chargers and power supplies when not in use.

 **Fact:** Appliances can use up to a quarter of their normal power when in standby mode.

Conserving water

- Don't leave the tap running when you clean your teeth, and put the plug in your basin when you wash or shave
- Notify your warden or landlord straight away of any leaks or dripping taps
- Wait until you have a full load before using your washing machine, and reduce the temperature of your clothes wash to 30°C or 40°C.

 **Fact:** Leaving the tap running when cleaning your teeth can waste 10 litres of water.


Waste, recycling and composting

There are a range of facilities at the University and accommodation sites to reduce, reuse, recycle and compost your waste. Visit

www.bristol.ac.uk/environment/waste for more information.

If you are living in private accommodation, Bristol City Council can provide you with facilities to manage your waste recycling at home. See www.bristol.gov.uk/recycling.

Local charity shops and reuse forums such as www.freecycle.org are a good way to help reduce waste and environmental impact.

 **Fact:** On average most of us throw away half a tonne of waste every year.

Getting involved

Training courses

Sustainability offers a range of training courses including waste, carbon and environmental auditing. For more information see www.bristol.ac.uk/environment/students/index.html.

Green Impact Awards

Help improve your school's environment by encouraging everybody to get involved in the Green Impact Awards, a University-wide environmental scheme. You can also gain valuable experience by supporting your school's involvement in this scheme and volunteering to be an environmental auditor. Find out more at www.bristol.ac.uk/environment/green_impact.

Bristol Student Hub

This is an umbrella organisation for all the ethical and environmental societies at the University. You can get involved with fair trade, social enterprise and international development, as well as environmental actions. For more information see bristolhub.org.

Contact

Sustainability

1-9 Old Park Hill

Tel: (0117) 92 89100

Email: sustainability-estates@bris.ac.uk

Web: www.bristol.ac.uk/environment

