

FACILITIES AND SUPPORT

Facilities for Students with Disabilities

Our premises are DDA compliant. All consulting rooms, treatment rooms and waiting rooms are on the ground floor. We have 2 toilets that are accessible by wheelchair. Our Appointments Desk is fitted with a hearing induction loop.

Carers

Please let us know if you care for someone on a regular unpaid basis, so that we may offer you additional support.

Facilities for Nursing Mothers

You are welcome to breastfeed in our waiting room. However, if you would prefer somewhere more private, please ask our reception staff.

New Patient Healthchecks

Any new patient may request a health check appointment with one of our nurses within the first 6 months of registering with the practice. Please contact the office on (0117) 330 2720 (select option 2).

During the Vacation

Like all GP surgeries we are open 52 weeks a year. If you are out of Bristol during the vacation, you can see another GP local to where you are staying as a temporary patient. Please do not register with them as a permanent patient as it may take weeks to retrieve your NHS record from them when you return to Bristol.

After Graduation

The NHS obliges us to remove you from our list following your graduation, unless you notify us that you will be doing postgraduate studies at Bristol University.

Finding a Dentist

You can go online at www.nhs.uk to find your nearest dentist. Please be aware that you may have to pay for any treatment.

Practice Area

Our practice area includes all Halls of Residence and most addresses in Clifton, Cliftonwood, Cotham, Redland, Westbury Park, Sneyd Park, Kingsdown, Montpelier and St Werburgh's. It also includes some, but not all, addresses in Bishopston, Horfield, Henleaze, Stoke Bishop, Westbury-on-Trym, Leigh Woods, Sea Mills and St Paul's. Please contact our Appointments Desk for further information.

Further Advice and Support

Further information about healthcare services in this area can be obtained from the NHS Choices website: www.nhs.uk. Alternatively, if you experience problems accessing local healthcare services, or have a general enquiry, the Patient Advisory and Liaison Service (PALS) can offer advice and support. Telephone (0117) 900 3433

HOW TO FIND US

We are located at the top of St Michael's Hill, at the junction with Cotham Hill and by the mini roundabout.



DOCTORS

Dr Dominique J Thompson (F)

Dr Emma J Webb (F)

Dr Clare M Grant (F)

Dr Amy E Goodfellow (F)

Dr Joanne Mobbs (F)

Dr Russell Davies (M)

Dr Fiona M Hayes (F)

Dr Gemma Murray (F)

Dr Tim Percival (M)

Dr Sarah Owen (F)

Nursing Manager - Nicki Morle

Practice Manager - Louise Jones

Administration Manager - Liz Lodge

It is the RIGHT of every patient to be provided with the best possible care regardless of race, gender, disability or sexual orientation. It is the RESPONSIBILITY of patients to treat all of our staff with courtesy and respect. Violent or abusive patients will be removed from our list.

YOUR GUIDE TO THE STUDENTS' HEALTH SERVICE

Opening Hours

Monday and Thursday

8.45am - 7.45pm

Tuesday, Wednesday and Friday

8.45am - 5.30pm

Saturday

9am - 12pm

Contact Us

Students' Health Service

Hampton House Health Centre,
St Michael's Hill, Cotham, Bristol,
BS6 6AU

Tel: (0117) 330 2720

Emergencies/Home Visits: (0117) 330 2721

Fax: (0117) 330 2698

bristol.ac.uk/students-health



@BristolSHS

MAKING AN APPOINTMENT

The Students' Health Service offers full NHS GP services to all University of Bristol students who choose to register with it, if they live within the practice area. Once registered, patients may see any doctor of their choice, subject to the availability of appointments.

Doctors' Consultations

We offer a choice of appointment types:

- Routine appointments - these are released 7 days in advance and are 10 minutes long. The doctor will deal with as many problems as s/he can during this time.
- Same day appointments - these are available every day except Saturday, and are for one problem only. Please telephone our Appointments Desk between 8.45am and 9.45am to book.
- EMERGENCIES will always be seen. Please contact us as early in the day as possible.

Nurses

Appointments with the nurses are available Monday to Friday, and some evenings and Saturday mornings. They liaise very closely with the doctors so can refer patients to them as appropriate. They deal with a wide range of problems including minor illnesses, sore throats, flu, management of wounds and injuries, urinary infections, eye problems and can offer advice on many other matters including contraception and sexual health. We have 3 nurse prescribers who can issue prescriptions for certain medicines, including contraception.

Home Visits

If you feel very unwell, please telephone (0117) 330 2721, during the morning, if possible. You will normally be put through to a nurse who will discuss your symptoms with you and who can arrange for a doctor to visit if necessary. If possible, we prefer to see patients at the surgery where we have investigation and treatment facilities, in addition to a Day Bed Unit.

Booking Appointments Online

Please contact us and request a PIN number in order to access our online booking system, or make a request via our website.

bristol.ac.uk/students-health



When the Surgery is Closed

Overnight, at weekends and on public holidays, a doctor is always on call for emergencies. Telephone (0117) 330 2721. Please note that the Out of Hours service is provided by a deputising service contracted by Bristol CCG, so it will not be one of our doctors who deals with your problem. When appropriate the deputising service may ask you to attend their Primary Care Centre, located at Clinic 5, Level 4, at the Bristol Royal Infirmary, Marlborough Street, BS2 8HW.

NHS 111 provide a 24 hour medical advice line - dial 111 to access. The Bristol City Walk-in Centre provides basic medical services and is open in the evenings, during weekends and most public holidays. It is located at Boots, Broadmead, BS1 3EA. Telephone (0117) 954 9828. Your local pharmacist can also provide you with advice on a range of minor ailments and emergency contraception.



OUR SERVICES

Sexual Health

Doctors and nurses are available to give advice to men and women on all aspects of sexual health. We also offer full sexual health screens and Chlamydia testing, including Chlamydia test kits to take home. Please refer to the practice website for details before contacting our office on (0117) 330 2720.

Contraception

To discuss a new method of contraception, or renew your current method, please make an appointment with a nurse prescriber or doctor. We can also fit and remove contraceptive coils and implants and provide pregnancy testing. Please contact our Appointments Desk for details.

The emergency pill is used to prevent unwanted pregnancy after unprotected sex. It is most effective within the first 12 hours but can be taken up to 120 hours after sex. It can be obtained from the nurses at Student Health, Bristol City Walk-in Centre or bought over the counter from pharmacies. Some pharmacies can supply it free to patients under 25; please see our website for details.

Cervical Smear Tests

These are offered to women aged 25 and above who are sexually active.

Telephone (0117) 330 2720 to make an appointment.

Travel Clinic

These are held on Wednesday afternoons throughout the year, and at other times during the summer term. Please book a travel clinic appointment at least 8 weeks before departure, bringing details of any past immunisations with you. Please note that there are charges for those immunisations not available under the NHS and for prescriptions for malaria tablets.

Smoking Cessation

We have trained Support to Stop advisors who can provide individual support for patients trying to stop smoking. Please contact our Appointments Desk for further details.

Minor Surgery

Drs Davies and Murray undertake minor surgery on the premises. Please make a routine appointment with one of them to discuss this.

Repeat Prescriptions

We aim to provide repeat prescriptions within 48 hours of your request. These can be ordered online - please go to our website to request a PIN number to access this service. Alternatively you can hand in or post the request form from your previous prescription, or fill in a form from our Appointments Desk. If you attach a SAE we will be happy to post your prescription back to you. Non-urgent requests can be made by telephone on 0117 330 2670. In all cases we can also arrange for your prescription to be collected by a local pharmacy. Further information is available from our Appointments Desk.

Certificates & Letters

University regulations only require a doctor's certificate for continuous absences of more than 7 days. For absences of 7 days or less, you should obtain a self-certification form from your department, or you can download it from our website. If you miss or leave an exam early due to ill health, you must see a doctor the same day. Please see www.bristol.ac.uk/esu/ assessment for further information. We can provide you with copies of any correspondence sent to hospitals or other agencies on your behalf. Please contact our office on (0117) 330 2720.

Medicals & Health Questionnaires

Medicals and other documents required for travel, employment or leisure are not covered by the NHS, and there will be a charge for these. Please contact our office for details. Please note that fees must be paid in advance and will not be refunded if you fail to attend your medical.

Confidentiality

All consultations are confidential. Information will not be given to university staff, parents or anyone else without your permission. However, please be aware that in order to provide you with the best possible service, information may be passed to other clinical and support staff involved in your care.

