



Your Guide

To The Students' Health Service

Opening Hours

Monday to Friday

8.30am – 6.30pm

**A doctor is on-call for
emergencies from
8am in the morning.
To contact please dial**

0117 330 2721

Contact Us

Students' Health Service

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

Tel: (0117) 330 2720

Email: bnssg.shsadmin@nhs.net

HOW TO REGISTER

The Students' Health Service offers full NHS GP services to all University of Bristol students and their dependants who choose to register with it, if they live within the practice area (see page 5). You can register online via bristol.ac.uk/students-health/register. Once registered with us you may book an appointment with any doctor or nurse of your choice, subject to the availability of appointments.

Appointment Times

We offer appointment times between 9am and 5pm every weekday. We also offer routine appointments on Monday, Tuesday and Thursday evenings between 6.30pm and 8pm and on Saturdays between 9am and 12pm. Evening and Saturday appointments must be booked in advance and are not suitable for medically urgent issues. Appointments can be booked online, by telephone or in person.

Appointment Types

Consultations with clinical staff may be held over the telephone, by video link or in person.

Routine: These can be booked in advance. The doctor or nurse will deal with as many problems as s/he can within the appointment time, which is usually 10 or 15 minutes.

Urgent: You will usually be offered a telephone consultation. If the doctor or nurse feels they need to see you in person when they speak to you they will arrange a time for you to come into the practice.

For more information on booking appointments or who you should book with please visit our website.

Nurses

Our nursing team deal with a wide range of problems including coughs & colds, sore throats, flu, wounds and injuries, urinary infections, eye problems and can offer advice on a range of other matters including contraception and sexual health. We have

a large team of nurse prescribers who can issue prescriptions for certain medicines, including contraception. We have 3 Mental Health Nurses and specialist nurses for asthma and diabetes.

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.

Online & SMS Services

With a PIN, you can book and cancel appointments, request repeat prescriptions, update your contact details and access your medical information online. If you opt into our SMS service we can send appointment reminders, test results, information and messages regarding your care to your mobile phone. Please ensure that you advise us of any change to your mobile number. Please contact our Appointments Desk to register for online access and obtain your PIN. If you register at the start of the academic year, there may be a delay before you can register for online access, due to the high volume of new patients joining our list at this time.

Further information about these services is available from our website: www.bristol.ac.uk/students-health

When the Surgery is Closed

Overnight, at weekends and on public holidays you can access medical help and advice by contacting NHS 111 – dial 111 to access. Care will be provided to you by our local deputising service, who are contracted by BNSSG ICB. Your local pharmacist can also provide you with advice and treatment for a range of minor

ailments and emergency contraception. Our website gives links to further information about a wide range of health issues. The NHS website also provides a lot of useful health information, including how to self-care for a range of illnesses and infections: www.nhs.uk

Our Services

Sexual Health

Doctors and nurses are available to give you advice on all aspects of sexual health. If you think you have symptoms of a sexually transmitted infection (STI) then please contact our office team on (0117) 330 2720 (option 2). Female patients who have no symptoms but wish to be screened for chlamydia and gonorrhoea can pick up a free test kit from our waiting room, and at some local pharmacies. Screening kits for men without symptoms can only be obtained from Unity Sexual Health www.unity.sexualhealth.co.uk. Postal kits for women are also available from Unity. They also offer a full sexual health screening service free of charge.

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 contact our Appointments Desk (option 1) for details.

Cervical Screening

Women aged 25 and over are eligible for cervical screening every 3 years; reminders are issued by our local cervical screening office. To make an appointment telephone (0117) 330 2720 (option 2).



Travel Clinic

We only offer those travel vaccines that are provided free of charge by the NHS; please see our website for more details. We recommend that prior to travel you visit www.fitfortravel.nhs.uk/home for advice and information. There are a number of private travel clinics in the city that offer a full range of vaccines.

Minor Surgery

Nurse Cameron can provide minor surgery for ingrowing toenails. Please make an appointment with her to discuss this.

Repeat Prescriptions

You will need to book an appointment the first time you request any medication prescribed by a previous GP practice. After this, we can issue repeat prescriptions for many routine medications without seeing you every time. We aim to provide repeat prescriptions within 48 hours of your request. The simplest way to order repeat prescriptions is to register for online access. A prescription can be sent directly to any nominated pharmacy in England for you to collect. Please contact the Appointments Desk for further details.

Certificates & Letters

In cases of illness up to and including 7 consecutive days in the teaching period, or absence from an exam due to illness, students can self-certify. Your academic school should be notified as soon as possible, and in advance of any exam. For further detailed guidance about absence due to illness please see the information on our website with relevant links: www.bristol.ac.uk/students-health/absent/. See also www.bristol.ac.uk/students/services/ forms. We can provide you with copies of any correspondence sent to hospitals or other agencies on your behalf. We can only issue a letter of extenuating circumstances if we have seen you whilst you were unwell. Please send your request via email to bnssg.shsadmin@nhs.net

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 note that fees must be paid in advance and will not be refunded if you fail to attend your medical, or if you change your mind once it has been completed. Reports can take up to 30 days to process. We are unable to provide reports or certification for scuba diving.

Confidentiality

All consultations are confidential. Information will not be given to university staff, parents or anyone else without your permission except in special circumstances defined by law. Please be aware that in order to provide you with the best possible service, information may be passed to other NHS clinical and support staff involved in your care. Anonymised data may be shared within the NHS for research and planning purposes and you are able to opt out of this if you wish. Further information is available from www.nhs.uk/your-nhs-data-matters.



Facilities and Support

Facilities for Students with Disabilities

Our premises are DDA compliant. All GP 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. We can arrange for a BSL translator if needed.

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. This will involve recording some basic measurements such as height, weight and blood pressure, and talking to you about lifestyle factors such as smoking and alcohol. 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 delay the update of your medical records when you return.

After Graduation

Following your graduation you will be deducted from our list of patients, unless you notify us that you will be remaining resident within our practice area. Please register with a new GP as soon as possible after you graduate.

Finding a Dentist

We do not provide dental treatment. You can go online at www.nhs.uk to find your nearest dentist.

Practice Area

Our practice area covers most addresses in BS2, BS6, BS8 and BS9, and some addresses in BS1, BS7 and BS10. Use the postcode checker on our website to see if your address is within our area.

Further Advice and Support

Our service has been commissioned by BNSSG ICB, 360 Bristol – Three Six Zero, Marlborough Street, Bristol BS1 3NX, telephone 0117 900 2655 or 0800 073 0907 (freephone), email: bnssg.customerservice@nhs.net. If you have a complaint or comment about the service we provide please contact our Practice Manager. A copy of our complaints procedure is available from our website.

Further information about healthcare services in this area can be obtained from the NHS website: www.nhs.uk.



We are Here

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 Joanne Temple
(Head of Service)
MBChB MSc MRCGP MRCPCH

Dr Joanne Mobbs
(Deputy Head of Service)
MBChB MRCGP (2002)
DFSRH BSc (Hons)

Dr Amy Goodfellow
MBChB BSc (Hons) MRCGP DFSRH

Dr Gemma Murray
MA MB BChir MRCGP DRCOG

Dr Jemma Harfield
MRCGP (2021) MRCP (UK)
MA (Cantab) MBBS

Dr Sarah Owen
MBBS MRCGP DRCOG

Dr Hannah Rumble
MBChB DFSRH

Dr Melanie Jordan
MBBS BSc(Hons) MRCGP DRCOG

Dr Simon Flower
MBChB

Dr Muntarin Kakita
MBBS, MRCGP (2021)

Dr Alan Coombs
MBChB (Hons), MRCGP, MRCP

Dr Chloe Pettit
BMBS BMedSci

Dr Amy Croft
MBChB BSc (Hons) MRCGP

Dr Jasmin Krischer
MBChB MRCGP MRCP (Paeds) BSc

Dr Catherine Burns
MBChB MRCGP (2016)

Dr Louise Clift
MBChB (Hons), MRCGP, DCH, MN

Dr Bushra Shahid
MBChB MRCGP DFSRH DRCOG

Dr Michelle Guest
MB BCh BAO BA (1996)
DCH MRCGP DFSRH

Nurses

Sarah Windatt RGN
(Nursing Manager)

Sam Gaudion RGN

Poppy Densley RMN

Joanne Cameron RGN

Joanne Chambers RGN

Georgina Upham RGN

Nicola Glasson RGN

Amy Chrzanowski RMN

Gwen Dodwell RGN

Joe Bereza RMN

Clinical Pharmacists

Amy Williams MPharm IP PG Dip

Aoife Hooper MPharm

Physiotherapists – **Simon Shepherd** BSc (Hons) HSPC CSP
& **Lucy Bourne** BSc (Hons) MCSP

Social Prescriber – **Caroline Parsons**

Practice Manager – **Louise Jones**

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 and to attend all appointments booked with us. Violent or abusive patients will be removed from our list.

@BristolISHS