College Nurse FAQs

How do I book an appointment to see the College Nurse?

- No appointments are required to see the College Nurse... unless outside clinic times, in which case appointments are pre-arranged depending on mutual availability. If you would like an appointment outside normal clinic times, please get in touch with the College Nurse giving at least 24 hours’ notice in case of prior commitments.

I would like to see the College Nurse. Where is her room, and what are her clinic times?

- Sally Maccallum, College Nurse
  Morrison House
  Tel: 01223 335901
  nurse@wolfson.cam.ac.uk

  Clinic times
  Monday: 11am-12 noon
  Tuesday: 11am-12 noon
  Wednesday: 11am-12 noon
  Thursday: 3pm-4pm
  Friday: 11am-12 noon

I am late returning my Health Form because

- I am waiting for my vaccination history from my doctor
- I have been unable to access my emails until recently
- I was caught up in work

- Please complete and return your form as soon as you are able. Ideally, this information should be received by the College Nurse before your arrival to College.

There seems to be a problem with the link to my Health Form. I have entered my details, but it says it may be out of date/broken. Please advise?

- Please try the link in the email again. In the past this message has appeared when students have accidently used the wrong email address, included spaces or used the wrong format. You may like to consider:
  - using an alternative email address
  - checking there are no spaces at the end of your lines (especially important if you are copying and pasting your USN)
  - checking that your date of birth is entered in the format requested

If you still experience a problem, please email Sally Maccallum, College Nurse.
I have completed my Health Form and think that I have submitted it, but am not sure whether it has been sent successfully or not. How can I check?

- If you have already submitted Your Health Form, it is most unlikely that there has been a problem with its journey to the College Nurse. Unfortunately, the College Nurse is unable to acknowledge receipt of each form that she receives at certain times of the year. Rest assured that she will be in touch with you in due course if, in the unlikely event, your Health Form has not been received.

I have completed and submitted my Health Form, but having realised that I made a mistake / omission I would like to add something, but I am now unable to access it.

- Thank you for returning your Health Form. Unfortunately, now that it has been submitted, you will not be able to alter it. Please email any changes you would like to make to Sally Maccallum, College Nurse, and she will be happy to enter the details on your behalf.

I would like to ask about the Health Service in the UK. I would like to know, will I have free health insurance in the UK as a student?

- If your course lasts more than 6 months and is full time, then as soon as you are registered with a local family doctor (General Practitioner/GP) in Cambridge, you will have as much National Health Service (NHS) cover as any UK citizen (except possibly for the treatment of any pre-existing conditions). Therefore you are strongly advised to choose and register with a GP as soon as possible after your arrival in Cambridge.
  
  If you already have medical insurance in your home country, you may wish to check whether this can be extended to cover your stay in the UK.
  
  The payment office at the local general hospital (Addenbrooke’s) advises that all international students obtain private healthcare insurance to cover the following potential health-related costs:
  
  - Loss of fees, if you are unable to complete your course
  - Additional treatment and medical expenses not covered by the National Health Service
  - Costs of returning home, if a relative is taken ill
  - Costs of a relative visiting you in the UK, if you fall ill
  - Returning to your home country for treatment

  Further information is available from the University International Student Team.

My partner will be joining me in the UK, once I have started my studies at Cambridge. I would like to know if private insurance is required for her or will she be able to use the Health Service?

- If your course lasts for longer than 6 months and is full time, then National Health Service care and treatment will be available to both of you, as much as a UK citizen (except possibly for the treatment of any pre-existing conditions), once you are both registered with a local family doctor (General Practitioner/GP) in Cambridge… assuming that your wife will be living with you while you study.
  
  Therefore you are strongly advised to choose and register with a GP as soon as possible after your arrival in Cambridge.
  
  If you already have medical insurance in your home country, you may wish to check whether this can be extended to cover your stay in the UK.
  
  The payment office at the local general hospital (Addenbrooke’s) advises that all international students obtain private healthcare insurance to cover the following potential health-related costs:
  
  - Loss of fees, if you are unable to complete your course
  - Additional treatment and medical expenses not covered by the National Health Service
  - Costs of returning home, if a relative is taken ill
Costs of a relative visiting you in the UK, if you fall ill
Returning to your home country for treatment

Further information is available from the University International Student Team.

How do I book an appointment to see a doctor?

- To book an appointment with a doctor, you must first be registered with a Cambridge General Practitioner / GP (Family Doctor). Once registered, simply telephone the GP reception requesting an appointment: urgent or non-urgent, depending on your need.

Is it necessary for me to register with a GP in Cambridge? I would rather not because:

- I don’t have time
- I’d prefer to keep my registration at home as I have a complicated health condition
- I’m at home longer than I’m at College

- You should make time to register with a Cambridge GP as soon as you can after arrival so you can receive emergency care if you need it, and access health services quickly and easily while you’re at University. This is especially important if you have an ongoing / complicated health condition. When required, Cambridge GPs are used to liaising with other Practices and Hospitals across the country. Being registered here in Cambridge will not preclude you from seeing your GP when you are at home (this can be done by completing a temporary resident’s form). Cambridge GPs have experience dealing with students, and working with the University and Colleges. You will need GP registration in case of illness in the lead up to, or during your examinations and if you need special exam arrangements or allowances to be made.

I have arrived in College and need to register with a Cambridge doctor. Please can you tell me where and how to go about this?

- You are recommended to register with a Cambridge General Practitioner / GP (Family Doctor) as soon as possible after your arrival to College. It doesn’t matter which GP surgery you register with and you are at liberty to choose any of them. Most students prefer the convenience of registering with the nearest to the College, which is Newnham Walk Surgery.

I understand that all students must register with a local Cambridge GP. Please can you help me to understand the process of registration?

- The registration process is basically standard in each surgery. It consists of completing 2 forms: a small NHS form and a larger surgery/practice form. If you choose the closest GP Practice to the College you can do this by simply printing off and completing some forms from the Newnham Walk Surgery website and handing them into the surgery. If you would like to use Newnham Walk’s online access system for booking appointments and repeat prescriptions requests, please also print and complete the form and provide 2 forms of evidence of identity, one of which must contain a photograph (eg passport, driving license and bank statement).
Is there a specific doctor with whom I should register in Cambridge?

- It doesn’t matter which GP surgery you register with and you are at liberty to choose any of them. You are recommended to register with a Cambridge General Practitioner / GP (Family Doctor) as soon as possible after your arrival to College.

I am currently completing the paperwork for my Cambridge GP registration and there is a section asking for my NHS number. Please can you advise because I do not have one?

- Your NHS number is your National Unique Patient Identifier, used to help healthcare staff and service providers match you to your health records. You are allocated one at birth or when you register with a UK GP. If you have not registered with UK GP before, you will not have one so leave this section blank on the form.

I am currently completing the paperwork for my Cambridge GP registration and there is a section asking for my NHS number. Please can you advise because I can’t find it?

- You should be able to find your NHS number from the following sources:
  • on your NHS medical card if you have one (not all NHS areas issue medical cards)
  • on an NHS letter or other NHS document
  • on a printed prescription
  • on request from your home GP surgery
  Only after exploring the above possibilities in vain, should you leave it this section on the form blank.

When I arrive in College, I would like to see a specialist doctor. How do I go about this?

- You will need to make an appointment to discuss this with your Cambridge General Practitioner / GP (Family Doctor). In the UK it is the GP who makes the referral, if necessary.

I am trying to complete the health Form, but I cannot find what my USN number is. Please can you help?

- Your USN number is printed in the email sent with the link to the health Form.

I need to know if I ought to receive all three vaccinations listed in the student health form, prior to arriving in Cambridge?

- You are recommended, in the strongest terms, to follow the advice for newly arriving students on vaccine preventable infectious diseases from the University, the latest edition of which is available on their health web pages.

I am over 25 and have not taken the Meningitis ACWY vaccination. Should I take it before coming to the College?

- Currently in the UK, the Men ACWY vaccine is being offered free by the NHS to students going to university or college for the first time as Freshers, including overseas and mature students up to the age
of 25, when they contact their GP to have it, ideally before the start of the academic year. This is because they probably will be living and working in an environment associated with the higher risks of getting it. Although you are now 26, if you have accommodation in College and/or will be sharing your working space with students, you might like to consider being vaccinated before you arrive if you are able. If however this is not possible, you can obtain it privately at your own expense in the UK, for example at Superdrug: https://onlinedoctor.superdrug.com/travel/meningitis-vaccination.html It will cost about £70. This is about the cheapest available at time of writing.

I am a returning student and have not taken the Meningitis ACWY vaccination. Can I still get it from my GP?

- Currently in the UK, the Men ACWY vaccine is being offered free by the NHS to students going to university or college for the first time as Freshers, including overseas and mature students up to the age of 25, when they contact their GP to have it, ideally before the start of the academic year. This is because they probably will be living and working in an environment associated with the higher risks of getting it. Returning students (or students who are 25 years old and over) who want the MenACWY vaccine can obtain it privately at their own expense in the UK, for example, at Superdrug: https://onlinedoctor.superdrug.com/travel/meningitis-vaccination.html It will cost about £70. This is about the cheapest available at time of writing.

I completed the health Form and have questions about the recommended immunisations. Can you give me information about which ones I will need to get before coming to the UK?

- You are recommended, in the strongest terms, to follow the advice for newly arriving students on vaccine preventable infectious diseases from the University, the latest edition of which is available on their health web pages.