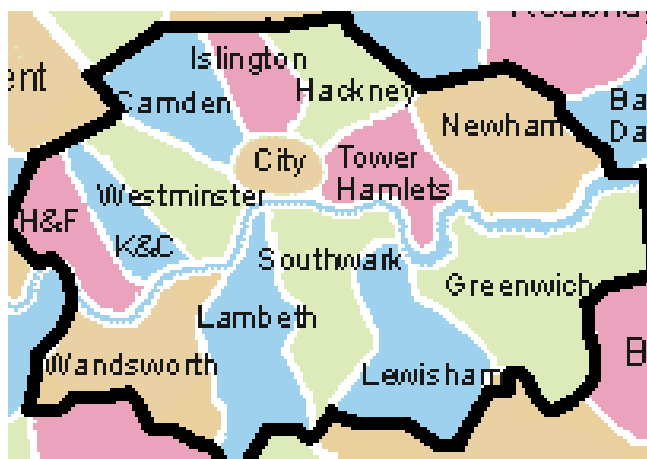


REGISTRATION

The Health Centre catchment area covers most of inner London including all the Halls of Residence.

PRACTICE CATCHMENT AREA



Please see page 3 for information on 'Out of Area' Registrations.

PARTNERSHIP AGENCIES

NHS Central London Clinical Commissioning Group
15 Marylebone Road
London NW1 5JD
020 7150 8000
www.centrlondonccg.nhs.uk

King's College London
The Strand
London WC2R 2LS
020 7848 1000
www.kcl.ac.uk

www.kclnhshealthcentre.com

A Guide to the NHS for International Students



King's College London



Health Centre

WWW.KCLNHSHEALTHCENTRE.COM

3RD FLOOR MACADAM BUILDING

SURREY STREET

LONDON WC2R 2NS

TEL: 020 7848 2613

KINGSCOLLEGEHC@NHS.NET

 @KCLHealthCentre

 facebook.com/kclhealthcentre

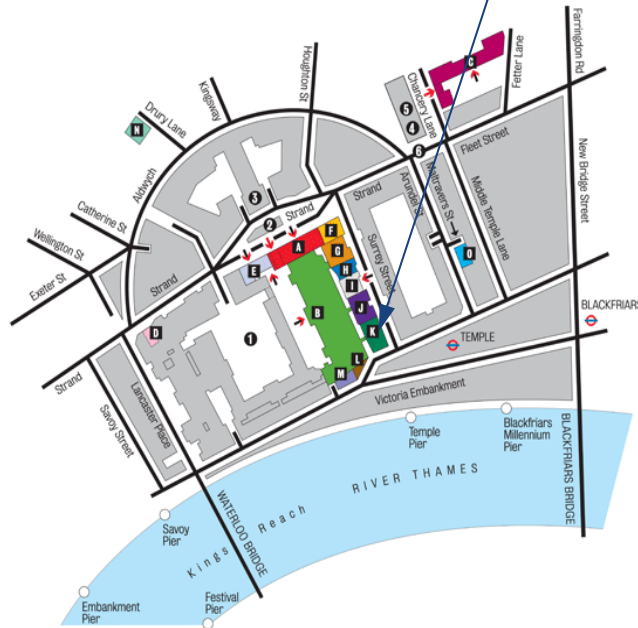
ONCE REGISTERED WITH US SIGN UP AT RECEPTION TO USE

systemonline
BOOK REQUEST REGISTER

THE EASIEST WAY TO MANAGE YOUR HEALTH CARE

LOCATION

3rd Floor Macadam Building (K).



A Strand Building	I Norfolk Building	1 Somerset House
B King's Building	J Chesham Building	2 Church of St Mary le Strand
C Maughan Library & Information Services Centre	K Macadam Building	3 Bush House (BBC)
D Strand Bridge House	L South East Block	4 Royal Courts of Justice
E 152-158 Strand	M South West Block	➔ Main entrances
F North Wing	N Drury Lane	
G East Wing	O Kay House	
H Philosophy Building		

COMPLAINTS, COMMENTS OR COMPLIMENTS

The Health Centre is committed to providing high quality healthcare and services to patients. If you have a complaint, compliment or suggestion about the service you have received from the Health Centre, please let us know.

We operate a complaints procedure as part of the NHS system for dealing with complaints. The practice complaints procedure meets national criteria. You can download the making a complaint leaflet from our website or request a copy from reception.

- Please let us know if you are unhappy or have a suggestion about how we can do things better.
- All complaints are treated in the strictest confidence.
- Making a complaint will not affect your treatment or care.

Options to raise a complaint

- Speak to the Deputy Practice Manager, an appointment can be arranged via reception.
- If you prefer you can contact the Complaints Department at NHS England:

NHS England PO Box 16738
 Redditch
 B97 9PT
 Tel: 0300 311 22 33
 Email: England.contactus@nhs.net

- If you are not satisfied with the way we have dealt with your complaint you can contact:
 Health Service Ombudsman
 Tel: 0345 015 4033
 Website: www.ombudsman.org.uk

PATIENT PARTICIPATION GROUP

You can also join our Patient Participation Group (PPG) that meets every 3 months to give feedback and suggestions to the Health Centre. Further information on this is on our website.
www.kingscollegenhshealthcentre.com

SMARTPHONE QR CODE

You can download our information direct to your phone by scanning the QR code below



**ONCE REGISTERED WITH US SIGN UP AT
RECEPTION TO USE**



**THE EASIEST WAY TO MANAGE YOUR HEALTH
CARE**

THE NHS FOR INTERNATIONAL STUDENTS

Under current rules anyone can register with a GP practice in England and receive free primary care.

Once registered as a NHS patient, primary care services provided by a GP practice are free. Please visit <http://www.ukcisa.org.uk/International-Students/Study-work--more/Health-and-healthcare/> for further information.

If you have problems registering with a GP you can visit www.nhs.uk for further guidance.

To access the National Health Service first you have to register with a doctor.

The NHS Health Centre at King's has a very large catchment area so you may find this the easiest practice to register with. (We also provide 'Out of Area' registrations if it is clinically appropriate and practical in your individual case. If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. **If you have an urgent care need and you cannot make it to the health centre we may ask you to call NHS 111 and they will put you in touch with a local service**)

When you go to register at a Health Centre it is a good idea to take your student I.D card or a letter on College headed paper stating the duration of your course, along with proof of where you live. You will be asked to fill in some registration forms

Once you have registered with a doctor you will be sent an NHS letter. This is your proof that you are registered for NHS treatment.

You can access NHS treatment whilst waiting for your NHS letter. It can sometime take several months for your letter to arrive. If you need your NHS number and have not yet received it please ask your Health Centre.

WHAT DOES THE NHS REGISTRATION ENTITLE YOU TO?

- Consultations at Primary Care Health Centres.
- Hospital treatment in Emergency Department (only attend for major emergencies otherwise call your NHS Health Centre's 24 hour number)
- Referral to specialist care if your GP recommends it.
- Contraception services/sexual health

WHAT YOU WILL YOU BE ASKED TO PAY FOR?

- Any dental treatment within the NHS scheme. You are expected to pay a percentage of the fee (if you see an NHS dentist).
- The cost of eye tests and glasses or contact lens.
- There is a possibility you will have to pay for secondary care during the first 6 months of your time in the UK.

Please note
You are only permitted to be registered with one health centre at any time.

FRANK

0800 77 66 00 or www.talktofrank.com
Information on recreational drugs

CLUB DRUG CLINIC
020 3315 6111 or clubdrugclinic.cnwl@nhs.net

EMERGENCY DEPARTMENTS NEAR COLLEGE CAMPUSES

St Thomas' Hospital
Westminster Bridge Road
London SE1 7EH
Telephone: 020 7188 7188

University College Hospital
Ground Floor, UCH, 235 Euston Road
NW1 2BU
Telephone: 0845 155 5000 ext 70001, 70011

King's College Hospital
Denmark Hill, London
SE5 9RS
Telephone: 020 3299 9000

Royal Free Hospital
Pond Street, London,
W3 2QG
Telephone: 020 7794 0500

Minor Injuries at Guy's
Guy's Hospital St Thomas' Street, London
SE1 9RT
Telephone: 020 7188 3879

Urgent Care Centre
St Mary's Hospital, Praed Street
W2 1NY

WHEN YOU LEAVE THE UNITED KINGDOM

When your course finishes and you go home it is important to hand in your NHS letter either to reception at the College Health Centre, at emigration at the airport or by sending it to the Primary Care Support Services . The address is on your NHS letter.

If your home country is outside Western Europe, North America, Australia or New Zealand you may need to have some travel vaccinations before you go home as you may have lost your natural immunity to diseases in your home country whilst away.

USEFUL NUMBERS AND ADDRESSES

www.nhs.uk

For self help/ medical advice or to find local dentists, doctors, pharmacies, opticians, hospitals or NHS walk-in centres.

FAMILY PLANNING ADVICE AND CLINIC INFORMATION

0845 122 8690 or www.fpa.org.uk

SEXUAL HEALTH ADVICE AND CLINIC INFORMATION

www.nhs.uk/worhtalkingabout
www.asksexpression.com/ask/

SAMARITANS

08457 90 90 90 or www.samaritans.org
A 24 hour line for confidential emotional support.

THE HAVENS

020 7247 4787 or www.thehavens.co.uk
Specialist support for people who have been raped or sexually assaulted.

THE ROLE OF THE GENERAL PRACTITIONER

The General Practitioner, commonly referred to as a GP, is a doctor who has specialised in family health. He or she is therefore qualified to see anyone from small babies to the elderly. GPs are used to seeing patients with different health problems including skin disorders, gynaecological problems and contraception. Whatever health problem you have the GP is usually the first doctor you consult. If you have a complicated problem or an illness that requires specialist advice the GP will refer you to the appropriate doctor. There are some GPs with specialist interests. You can enquire at the reception or find more information on the website.

CENTRAL LONDON CLINICAL COMMISSIONING GROUP

The King's College NHS Health Centre is a member of the Central London Clinical Commissioning Group (CLCCG). The CCG consists of 35 GP practices in Westminster whose aim is to deliver excellence in general practice and achieve high quality service for patients.

THE NHS PRESCRIPTION

If you see a doctor who wishes you to have medication he/she will usually write you an NHS prescription. You then take this to a pharmacy. The standard charge for dispensary medicine is currently £8.60 per item on your prescription.

From time to time your doctor may recommend buying drugs over the counter without a prescription. This is because they know that the particular drug recommended is cheaper this way. Under certain circumstances you may be able to claim free prescriptions.

CAN I OBTAIN MORE OF MY PRESCRIBED MEDICATION IN THE UK?

We can prescribe some of the more common medications such as asthma inhalers, insulin, acne treatment, antidepressants and contraceptive tablets. You would need to make an appointment with the GP or nurse to arrange this.

To make things as easy as possible remember to bring your existing medication or prescription with you to the appointment and if possible any specialist letters or results of recent tests.

Please bear in mind that you may be given slightly different medication from the one originally prescribed as local protocols vary and some medications from abroad are not available in the UK. In some cases you will need to be referred to a local specialist before your medication is prescribed. Sometimes it may be easier to get supplies of your medication from home. This is particularly true for some American medications for ADHD (attention deficit hyperactivity disorder) which are not the same in Britain.



WHAT DO I DO IF I HAVE AN ACCIDENT OR REQUIRE EMERGENCY TREATMENT?

Ring the Health Centre you are registered with (King's College NHS Health Centre 24 Hours No: 020 7848 2613) or ring your own GP (if you are registered elsewhere) who will have an out of hours service.

KING'S COLLEGE NHS HEALTH CENTRE SERVICES

The Health Centre provides a wide range of services available for registered patients.

- Advice & results line
- Asthma
- Blood Tests
- Diabetes
- Forms & certificates
- Immunisations
- Language Translators
- Mental health services
- Minor Surgery Clinic
- Private Services
- Repeat prescriptions
- Sexual health Clinic
- Same Day Clinic
- Smoking cessation
- Travel clinic
- Women's health

For more information please see our website - www.kingscollegenhshealthcentre.com or call reception on 020 7848 2613.

A WORD OF WARNING

To get an appointment with a specialist can take many weeks for routine problems.

You may be able to be seen more quickly if you pay for private treatment, but this can be very expensive.

WHAT TO DO IF I NEED TO HAVE MY EYES TESTED OR GET NEW GLASSES/CONTACT LENSES?

Make an appointment with an optician; they can be found on most high streets. Always let them know you are an NHS patient. There is a charge for eye tests, but certain students may be exempt. Also some opticians give student discounts.

If you have a more serious problem with your eyes you may need to see an ophthalmologist. If this is the case see your GP and they will refer you.

FREE TREATMENT

If you are under 19 years old or pregnant or have certain medical conditions you may automatically be eligible for free NHS treatment and prescriptions. Full details of who is eligible is available in a leaflet called 'Are You Entitled To Help With NHS Costs?' you can obtain this online at www.nhs.uk/NHSEngland/Healthcosts

Help with NHS charges are not regarded as 'a public fund' and therefore overseas students are entitled to apply for assistance. However, apart from the above categories, most overseas students will not meet the eligibility requirements for help. If you think you may be eligible you can complete the form HC1 which is available online.

INTERPRETERS

Interpreters, including for British sign language, are available by arrangement with the CLCH Interpreting Services. Please inform us in advance in order for us to make arrangements. French, Hindi, Finnish, Swedish and Gujarati are spoken by staff members of the Health Centre.

Emergency Departments should only be used in extreme emergencies. There is one of these at most large hospitals. Treatment at an Emergency Department is free. If you need to call an ambulance call 999.

WHAT IF I'M NOT WELL ENOUGH TO VISIT MY DOCTOR?

You should always telephone the Health Centre first as you may not need to come in and the GP may be able to advise you over the phone. If your nurse/doctor is worried they may arrange for a doctor to visit you at home. If your doctor feels you are well enough they will ask you to visit the surgery.

WHAT DO I DO IF I GO ON HOLIDAY?

If you are going on holiday in the UK you will be eligible for NHS treatment wherever you go. It is sensible to take your NHS number with you. If you need to see a doctor while you are away go to any NHS Health Centre and register as a temporary patient.

Once you have received your NHS number you may be eligible for free treatment throughout the European Community. Only treatment provided under the state scheme is covered. You will need to have a European Health Insurance Card (EHIC) with you, which you can obtain from www.ehic.org.uk

- If you are travelling in Europe you should take your EHIC card and take out private medical insurance as the EHIC does not cover all treatments.
- If you practice dangerous sports such as skiing you must ensure your private medical insurance covers this. The EHIC will not cover the cost of mountain rescue.

-
- If you travel outside Western Europe always take out private medical insurance.

WHAT DO I DO IF I THINK I MAY HAVE A SEXUALLY TRANSMITTED INFECTION?

If you think that you may have a genital infection the best place to go is to a Genito Urinary Medicine Clinic, as they have the facilities to do a wide range of tests for different infections and offer treatment free of charge.

All treatment is offered free of charge and is confidential. You do not need a referral from a GP to visit these clinics. King's College NHS Health Centre has an onsite GUM Clinic

Most large hospitals have such a department. They may be called Genito Urinary Medicine Clinics (GUM) or Sexual Health Clinics. You will find information on the website:
www.nhs.uk/worhtalkingabout

WHAT DO I DO IF I NEED TO SEE A DERMATOLOGIST?

Make an appointment to see your GP. They can deal with most skin conditions. If your condition is more complicated they will refer you to a dermatologist.

WHAT DO I DO IF I WANT TO SEE A GYNAECOLOGIST?

In the UK you are only referred to a gynaecologist for a service that cannot be provided by your Health Centre. Most UK Health Centres provide contraception and cervical smear clinics (pap smear).

King's College London NHS Health Centre runs a family planning, sexual health and smear clinic. The addresses of Family Planning Clinics and telephone advice are available from 0845 122 8690 Monday - Friday 09:00 - 18:00 or the website: www.fpa.org.uk

If you would like a smear test (pap smear) you can see the Practice Nurse at your Health Centre. Routine screening is for women age 25-64yrs.

If none of the above apply and you still need to see a gynaecologist make an appointment with your GP and if they feel it is appropriate they will refer you to one.

WHAT DO I DO IF I WANT TO SEE A DENTIST?

A list of NHS dentists is available from the website: www.nhs.uk.

When you book an appointment with a dentist make sure you ask for NHS treatment (certain cosmetic treatments are not available on the NHS). It is a good idea to ask for an estimate of the cost before you start any treatment.

This also applies to private treatment as it isn't possible to reclaim the cost of private treatment from the NHS.

If you are registered for NHS treatment you may be able to get free dental treatment by going to one of the dental schools. If you choose this option you will probably be treated by a dental student who will be supervised by a qualified dentist. In certain cases it may be possible to get free treatment.