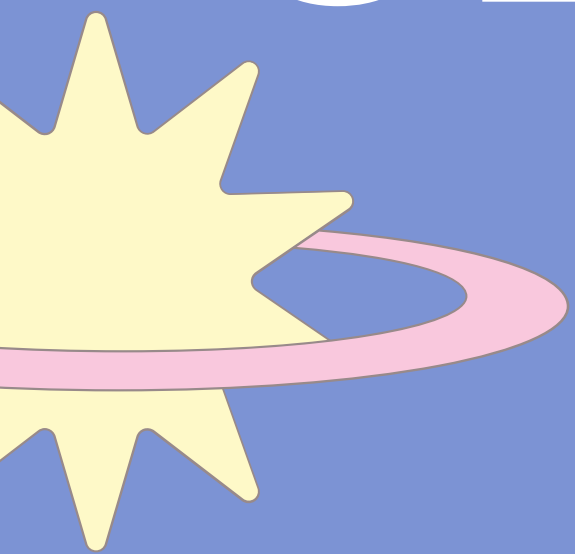


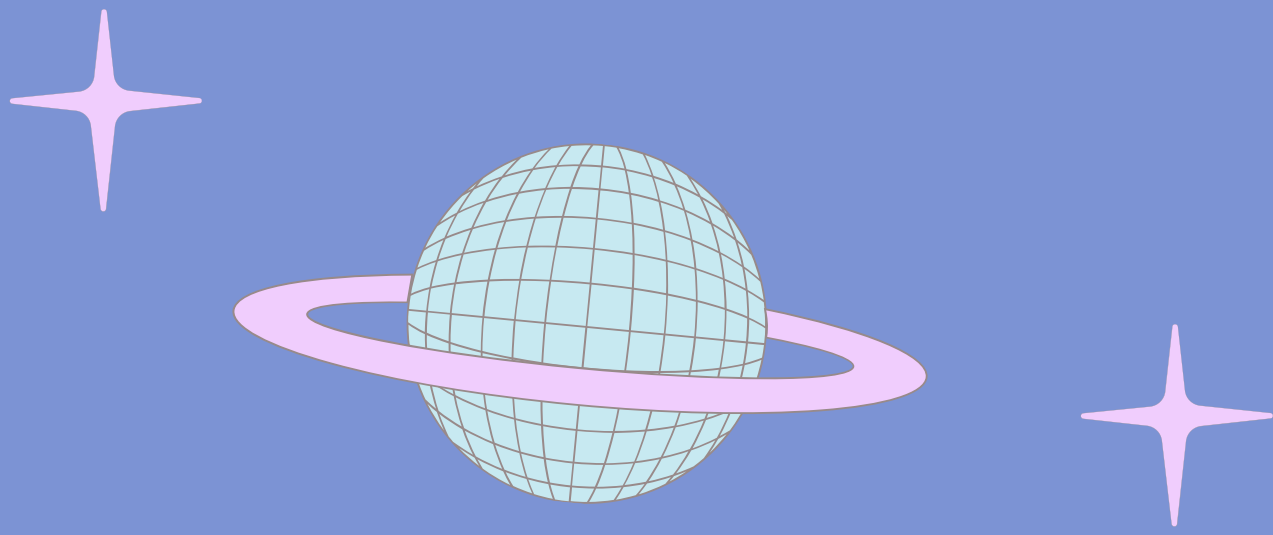
**K**ING'S  
*College*

**NHS** HEALTH CENTRE

# YOUR GUIDE TO KING'S COLLEGE HEALTH CENTRE

**All the frequently asked  
questions in one.**





## Now you are in charge of making your own GP appointments...

We recognise that the NHS can be confusing to navigate on your own. That's why we put together these 10 frequently asked questions in one guide to help you navigate your care at King's College Health Centre.



scan to go to our website

<https://www.kclnhshealthcentre.com>

# 10 FREQUENTLY ASKED QUESTIONS

1. GP REGISTRATION
2. HOW DO I BOOK A GP APPOINTMENT?
3. WHEN GP IS CLOSED, WHERE DO I GO?
4. ONLINE SYSTEMS YOU NEED TO KNOW
5. WHAT ABOUT VACCINATIONS?
6. CAN I GET A HEALTH CHECK?
7. DO GP TREAT MENTAL HEALTH?
8. CERVICAL SCREENING
9. NHS COSTS
10. I NEED A GP LETTER

# 1. GP REGISTRATION

You can register with King's College NHS Health Centre (KCHC) if you are a current student of the University.

Our registration is online, please go to our website and click on 'Registrations' to complete the registration form.

or scan for form!

Once you have completed the registration form, you can book appointments with one of our doctors.



We can only see you if you are registered with us.

# 2.



# HOW DO I BOOK A GP APPOINTMENT?

## WHAT CAN GP TREAT?

Our KCHC GPs can treat a wide range of health conditions, including physical and mental health. At KCHC, we also have various specialist clinics that your GP may refer you to, for example, mental health, diabetes, eating disorder and minor surgery.

## HOW TO BOOK A GP APPOINTMENT?

To book a **routine GP appointment**, you need to submit a PATCHS form online. PATCHS is our online booking system. (More on PATCHS in 4.)

We do not accept walk-ins.

If you have a medical concern that cannot wait until the next available GP appointment, please call us between 9am-11am, Monday to Friday for an **urgent GP appointment**. If suitable, the reception team will add you to the on-call list and the duty GP will contact you on the same day.

(written in Jan. 2024)

# 3.

## WHEN GP IS CLOSED, WHERE DO I GO?

### **ENHANCED ACCESS HUBS**

We work with local partners (Enhanced Access Hubs) to enable patients to see a variety of clinicians outside of our core service hours. For information, please see our website > 'Appointments' > 'Evenings&Weekend'.

### **NHS 111**

If you feel unwell and are not sure what to do with your symptoms, you can use NHS 111 to self-assess and get advice on what to do next.

111 is a non-emergency service which offers urgent health care assessment and can signpost you to the most appropriate care for your condition; this could be self-care, your GP practice, your local Enhanced Access Hub, a local pharmacy, urgent care or the emergency services.

You can either call 111 (24/7 and free) or go to their online platform:  
<https://111.nhs.uk/>

(written in Jan. 2024)

# 3.

## (CONTINUED)

### URGENT CARE VS. EMERGENCY (A&E)

If you need non-urgent medical attention when we are closed, you can go to your nearest NHS urgent treatment centre.

Urgent care can help with things like suspected broken bones, minor cuts and injuries, stomach pain and fever, skin infection and rashes. You do not need to register with them to be seen. Find an urgent treatment centre: <https://www.nhs.uk/service-search/find-an-urgent-treatment-centre>

Accident and emergency (A&E) should be only for serious injuries and life threatening emergencies. This include things like signs of a heart attack, stroke, heavy bleeding, seizure, severe injuries, severe difficulty breathing and suicide attempt. You can walk in or call 999 for an ambulance. Find an A&E: <https://www.nhs.uk/service-search/find-an-accident-and-emergency-service/>

4.

# ONLINE SYSTEMS YOU NEED TO KNOW



## GP APPOINTMENT BOOKING

PATCHS is our booking system for routine GP appointments. Go to our website for [access to PATCHS](#). You will need to create an account first.

Once you submit a PATCHS form, we normally contact you within 2 working days with a GP appointment booking.

Scan for guide on how to set up a PATCHS account:



## YOUR PATIENT RECORD

SystemOnline is where your NHS GP patient record is stored:  
<https://systemonline.tpp-uk.com/>

We email you your login details when you first register with us. If you do not remember your details, contact us.

Via SystemOnline, You will be able to see your GP record, manage prescriptions and much more.

(written in Jan. 2024)





# 5.

# WHAT ABOUT VACCINATIONS?

KCHC offers 3 routine vaccinations:

- Meningitis ACWY
- MMR
- HPV

These are offered free of charge to those who are eligible. Please call us to book an appointment.

For full details see here:  
<https://www.kclnhshealthcentre.com/clinics-services>

If you are not eligible to receive the vaccines under the NHS, we can direct you to services that offer them. You will need to self-pay in those instances.

It is important to get vaccinated on schedule to gain protection against diseases.

Before you attend the appointment, it is useful to read about the vaccine on the NHS website to learn about what it is for, any potential side effects and after care.

# 6. CAN I GET A HEALTH CHECK?

The NHS offers free health check for adults aged 40 to 74: <https://www.nhs.uk/conditions/nhs-health-check/>

Most of our students are not eligible.

If you have concerns about your health, you can book a routine GP appointment to discuss them with the doctor as a first step.

At KCHC, there are various self-administered screenings available, including the POD where you could take your blood pressure and measure your height and weight, and free sexual health testing toolkits at the toilets.



# 7. DO GP TREAT MENTAL HEALTH?

If you're experiencing mental health symptoms, it is a good idea to book a GP appointment to discuss what has been going on.

Your GP can talk to you about what treatment and support is available, for example, medications and access to psychological services.

Your GP can prescribe psychiatric medications like antidepressants and medications to improve sleep. Your GP may also suggest NHS talking therapies (more on that next page) and you could refer yourself.

For more complex psychological and mental health conditions, your GP would refer you to NHS secondary care to be assessed and treated by mental health specialists, which may involve speaking with a psychiatrist.

# 7.

## (CONTINUED)

Talking therapies, or sometimes called counselling or psychotherapy, is a psychological intervention where a trained therapist creates a safe and confidential space for you to talk about your issues and help explore your thoughts, feelings and behaviours so you can develop a better understanding of yourself and of others.

You can access talking therapies for free on the NHS:

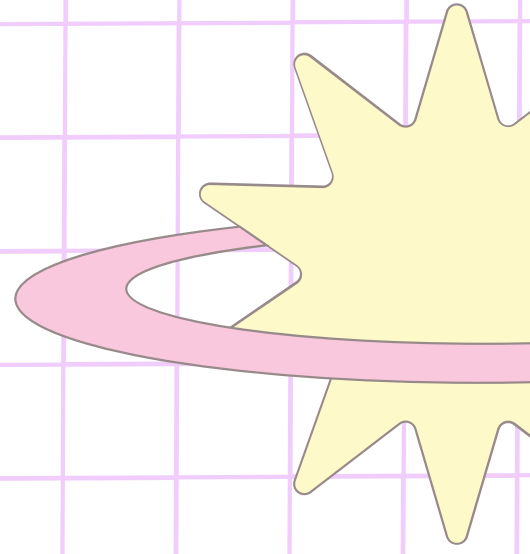
<https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/counselling/>

The University has its own Student Counselling Service, which is separate from the GP and the NHS, and students could self-refer online:

<https://www.kcl.ac.uk/counselling>

It's helpful to know that psychotherapists are mental health professionals but they are not able to prescribe medications.

# 8. CERVICAL SCREENING



If you are over 25 and have a cervix, you will be invited via post or text to attend a cervical screening.

The screening is to detect abnormal cells in your cervix that may turn into cancer if not treated in their early stages.

The screening is done by one of our female Nurses. It is a quick procedure, usually done in 5-10 minutes.

It is needed for anyone who may have had sexual contact of any kind at any point. It is important to attend your screening when it is due, even if you have had the HPV vaccination.

Check this NHS page to see what happens during cervical screening:  
<https://www.nhs.uk/conditions/cervical-screening/>

# 9. NHS COSTS

NHS is free to use at the point of contact, and this applies to international students who have paid the IHS surcharge.

However, there are certain NHS services that patients need to pay for, including prescriptions, dental care and eye care:

<https://www.nhs.uk/nhs-services/help-with-health-costs/when-you-need-to-pay-towards-nhs-care/>

You might have read about applying for help with NHS costs. We are not able to give advice on this as everyone's circumstances differ. Please refer to the official NHS

guidance on eligibility criteria:

<https://www.nhsbsa.nhs.uk/check-if-youre-eligible-help>

# 10. I NEED A GP LETTER (FOR MITIGATING CIRCUMSTANCES)

We call this 'Medical Certificate'. If you need one, you need to email us ([kingscollegehc@nhs.net](mailto:kingscollegehc@nhs.net)) with a clear description of your request.

We will then email you a short form to complete in order for the GP to issue you a certificate.



**A SPECIALIST GP PRACTICE  
FOR THE STUDENTS AND STAFF OF KCL**

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Telephone  
0204 548 9842

*Please note that ALL inbound and  
outbound calls are recorded for training  
and monitoring purposes*

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300 the Strand, London WC2B 4PJ

<https://www.kclnhshealthcentre.com/>