ON SITE HEALTH CARE ARRANGEMENTS

Term time hours: 0\textsuperscript{th} to 9\textsuperscript{th} week: Mon, Wed, Thurs 3.30-4.30pm
Tues, Fri 8.15-9.15 am; Sat 1.30-3.30pm
Out of term hours: Tues, Thurs 1.30-5pm

The Nurse’s room is situated on the ground floor of Observer’s House (accessed through the Gallery).

The College Nurse is registered with the UK Nursing and Midwifery Council and undertakes regular training to remain up to date with the knowledge and skills necessary to provide health advice for students.

Primary Care services i.e contraception; prescriptions for medication; vaccinations and medical consultations are provided by General Practitioners (GPs) at their Surgery/Health Centre.

The College Nurse offers:

- Assessment and advice on minor ailments or injury
- Advice & support for students experiencing mental health problems, anxiety or stress
- Support for students with long term health conditions or disabilities
- Advice on local community health & welfare services & how to access them
- Advice on University health & welfare services & how to access them
- ‘Staying Healthy’ advice and support both for individuals and through whole college initiatives

If the nurse is not on site and you are unwell, especially if you cannot leave your room or you need First Aid please contact the Lodge who will contact the appropriate person. You can also ring 111, the National Health 24-hour Advice Line (free from UK mobiles and landlines). From the information you give they will advise you what to do, which may include going to A&E, a ‘Walk-in Centre’ or an ‘Out of Hours’ GP and they will make an appointment for you if necessary.

If you are admitted to hospital, please inform the Lodge.

If you bring or are prescribed any medication and are living in college accommodation please ensure that, for safety, it is kept in a locked drawer or cupboard

Confidentiality

The Nurse is employed by the College but her Professional Code of Conduct requires that any consultation with the Nurse is confidential unless the student requests or gives consent for information to be shared.

A qualification to this is if a student is at risk of harming themselves or others. If a situation arises where information has to be shared in these circumstances, then the student will be kept informed about who needs to be told what (information is shared on a ‘need to know’ basis). They will be included and supported in any process with the focus being on their wellbeing.

Documentation & Record Keeping

A Nurse is required to keep accurate records of any health related consultations and advice given. The Nurse will record confidential consultations of students registered with the College Doctors GP Practice at 19 Beaumont Street on the NHS encrypted shared record keeping system.
For students registered at another GP Practice paper records are kept, filed and locked securely in the Nurse’s office.

**Students with families**

All members of a student’s family should register with a GP on arrival in Oxford. There are many services available for children and information about these will be provided when your child is registered. The College Nurse cannot provide personal advice for students’ partners or families but is happy to be contacted to answer any general questions about health care services and how to access them.

**Governance**

We hope you find any healthcare experience positive and to ensure standards are maintained we may, from time to time, contact you for confidential feedback.

Oxford, a consortium of Oxford GPs has been contracted by Oxford University Colleges to supervise their College Nurses to ensure compliance with Care Quality Commission (the UK Inspectorate) Health Care Standards. If you have a complaint about the nursing care you receive please contact their Head of Operations. See [https://oxfed.uk](https://oxfed.uk) for more information and contact details.

If you have any suggestions, comments or complaints about any aspect of your healthcare in College you can contact Tim Clayden (Bursar) or Richard McManus (Dean of Welfare).

**New Students Health Information**

If there is any information about your health you would like the College Nurse to be aware of, please email her with details or drop-in when you arrive in Oxford.

**Accessible Information**

To ensure you receive appropriate support in accessing health care services please contact the nurse if you have Information or Communication needs because of a disability or sensory impairment.

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Your College Nurse is Glenys Knighton

Email: gtcnurse@nhs.net