



BEAUMONT ELMS PRACTICE



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www.beaumontelmspractice.co.uk

Tel: 01865 240501

July 2025

Dear Student

We write to welcome you to Oxford and to introduce ourselves to you as your College Doctors. We are a group of General Practitioners (GPs) working for the National Health Service in our practice called Beaumont Elms Practice, which has two sites: 19 Beaumont Street in the centre of Oxford and Elms Rd in Botley. You can find comprehensive information about our practice at <https://www.beaumontelmspractice.co.uk/>.

The National Health Service (NHS)

All students and their dependents who are studying in the UK are entitled to register with an NHS GP. It is free for ALL students to register with a GP (though some international students who are in the country for a short time may have to pay for some services in hospitals). Students from countries outside the European Economic Area (EEA) may need to pay a healthcare surcharge (called the 'immigration health surcharge' or IHS) as part of their immigration application. For general information about the NHS please go to www.nhs.uk. As a patient, you generally access the NHS through your GP. In the UK you cannot usually consult a medical specialist without being referred by a GP first.

You are strongly advised to register with us as soon as possible – do not leave it until you have a health need. Our practice has been selected by your College to be their College Doctors. We are an independent NHS General Practice and are not employees of the College. We operate a strictly confidential service, although if you wish we can talk to Programme or College Staff, or others, with your consent.

Registration is most easily done online. Go to www.campusdoctor.co.uk/oxford and click on the link to your College. Please ensure you allow some time to complete the online registration. Note there are mandatory fields marked with an asterisk "*" and other fields that would be useful (e.g. immunisation history), but are not essential to complete your registration. Do not worry if you have never had, or can't remember your "NHS number", this is not needed for registration purposes.

Our Practice at 19 Beaumont Street, Oxford and Elms Rd, Botley

GP services are based in the community. Our Practice site closest to your College is at 19 Beaumont Street. We also have a Practice site on Elms Rd in Botley, which you may choose to go to. We work as a team of doctors, nurses, pharmacists, a physician associate and healthcare assistants, supported by reception and administration teams. You can consult any of us, not just the doctor linked with your College. You do not have to pay any money when you come to see us.

The Practice is open Monday to Friday and on some Saturday mornings. We are not open on Sundays or bank holidays. To request a consultation please either complete an online consultation form <https://www.beaumontelmspractice.co.uk/make-and-cancel-an-appointment> or contact our reception on 01865 240501. Our reception team will ask for some brief details of your query, and whether or not it is urgent. Urgent matters will be dealt with on the same day. For routine matters your query will be reviewed by a clinician and our reception team will contact you the same, or next day with advice and when appropriate an offer of a future appointment with the most appropriate member of our team. At



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nights and weekends, when the Practice is closed, the NHS operates an “out-of-hours” service that can be accessed by telephoning 111 and your call will be directed appropriately. This is for urgent problems that cannot wait until the Practice reopens.

We strongly advise you to obtain a UK mobile phone number that we can use as the main point of contact with you. Unfortunately, the text message service we use for important information about your treatment, our services and appointments does not work with non-UK mobiles.

Oxford Emergency Department (ED)

The John Radcliffe Hospital in Oxford has an Accident and Emergency Service (A&E). If you break a bone or have a life-threatening emergency, then you should go straight to the A&E department or ring 999 for a paramedic or ambulance.

Medication and Repeat Prescriptions

If you are taking regular medication we will need to set up repeat prescriptions for you. Please contact our in house pharmacist, or one of the doctors, when you arrive in Oxford so that we can organise this. Where possible, the best way to send us details of repeat prescriptions you require is to use the online consultation form on our website. Once set up repeat prescriptions are most easily requested online via <https://www.beaumontelmspractice.co.uk/repeat-prescription-index>. We do not accept prescription requests by telephone. There is a standard charge for all NHS prescriptions, payable to the dispensing pharmacist. The pharmacist can advise on getting help with prescription costs. If you are currently prescribed medicines from outside the UK it is possible we will not be able to continue to prescribe these for you. For medications which are not available in the UK please either bring sufficient supply with you when you come to Oxford, or contact us in plenty of time to arrange a change in medication.

Stress, Wellbeing, and Mental Health

Many people experience stress in the first few weeks of university, and some people have had mental health problems in the past which become worse in a new environment. There is lots of help and support available in your college via your tutors and college welfare teams. Information about the University Welfare services can be found here <https://www.ox.ac.uk/students/welfare>. In addition to college and university services there are a range of NHS and charity provided wellbeing services including Talking Space Plus at www.oxfordhealth.nhs.uk/talkingspaceplus/. The doctors are always happy to see people with mental health problems at Beaumont Elms Practice and we are experienced in dealing with them. All of our doctors are trained to consult on mental health issues and several of our doctors have special interests in mental health.

Immunisations

It is particularly important you have had all your immunisations before you arrive. The **Measles, Mumps and Rubella (MMR)** vaccine and the **Meningitis ACWY vaccine** (for students up to age 25) are strongly recommended as these infections circulate rapidly in the student community. Over recent years Oxford has had several mini-epidemics of Measles and Mumps. In the UK these vaccines are available through any GP practice, please arrange to receive these vaccines over the summer break so that you have immunity on arrival in Oxford. If you are from a country where these immunisations are not available, please contact us when you arrive in Oxford to arrange appointments for them.



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We all wish you good luck in your studies at Oxford.

Best wishes from the team at Beaumont Elms Practice.