



Manchester
Metropolitan
University

Student Services

Health Care Advice

Manchester Campuses only

Information for Cheshire Campuses is available at the
Student Services Centre or on 0161 247 5326

Useful Numbers

St Augustine's Surgery	0161 247 3522
Hulme Medical Centre	0161 226 0606

NHS Direct	0845 4647
NHS Direct Textphone	0845 606 4647

MMU – Switchboard	0161 247 2000
MMU – Student Services	0161 247 6888
MMU – Counselling Service	0161 247 3493

This publication is available in alternative formats.

Please telephone 0161 247 1090.

Primary Health Care

All students of the University are required to register with a local doctor on arrival in Manchester. You will still be able to see your family doctor as a 'visitor' when at home during vacations. If you continue to live at home whilst studying, you may remain with your own doctor.

Registration with a local doctor is essential if you are to receive treatment for an illness or other medical condition, either by attending the surgery or receiving a visit in an emergency. Please do not wait until you are ill to find a doctor; you may not feel up to taking the necessary action.

You can find information about local doctors, opticians, dentists and pharmacies at www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx

If you feel unwell and want advice on what to do please call NHS Direct on 0845 4647. This is a 24 hour confidential service where you can also find out about your nearest GP, pharmacist, dentist or out of hours services.

Medical services on campus

Local GPs run the St. Augustine's surgery on the All Saints campus which aims to provide a service for students living in local halls of residence. The surgery is based at:

St Augustine's Surgery
Cambridge Hall, North Court,
41 Cavendish Street
Manchester M15 6TT

Surgery Opening Hours:

Monday	9.00 am – 4.00 pm
Tuesday	9.00 am – 4.00 pm
Wednesday	9.00 am – 1.00 pm
Thursday	9.00 am – 4.00 pm
Friday	9.00 am – 2.00 pm

The doctors and practice nurse can be seen by appointment only. Please call **0161 247 3522** to make an appointment.

If you need to see a doctor urgently and cannot wait until the following day the surgery may be able to arrange an emergency appointment.

Students who register with the St. Augustine's Surgery are automatically registered at **Hulme Medical Centre**, (less than 10 minutes walk from the All Saints Campus) and are eligible for full General Practitioner services, including home visits in an emergency (within a four mile radius of All Saints).

For more information please contact:

St Augustine's Surgery 0161 247 3522
Hulme Medical Centre 0161 226 0606

There is also a walk-in centre near the All Saints Campus

Central Manchester PCT Walk-in Centre

Manchester Royal Infirmary, Oxford Road, M13 9WL

Tel: 0161 276 1234

Details of other walk-in centres can be found by entering your postcode at 'Find a local health service' at

www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx

Sexual Health

The **Hathersage Centre** provides comprehensive contraception and sexual health services to men and women of all ages in walk in clinics.

'**Fresh**' is a new service based in the Hathersage Centre for the under 25's offering free contraception; pregnancy testing; emergency contraception; condoms; advice and referrals for termination; testing for sexually transmitted infections; someone to talk to and general health advice.

The Hathersage Centre

280 Upper Brook Street, Manchester M13 0FH

Tel: 0161 901 1555

Opening Times

Monday	12.30 pm – 2.30 pm 3.30 pm – 6.30 pm for under 25's
Tuesday	12.30 pm – 2.30 pm for appointments and walk in 3.30 pm – 6.30 pm
Wednesday	12.30 pm – 2.30 pm 3.30 pm – 6.30 pm
Thursday	12.30 pm – 2.30 pm for appointments and walk in 3.30 pm – 6.30 pm for under 25's
Friday	12.30 pm – 2.30 pm
Saturday	11.30 am – 2.00 pm for under 25's

Prescription costs

Students aged 19 years and over are not automatically entitled to free prescriptions or dental treatment; however, they may apply for help with health costs using a HC1 form, which is available from doctors' surgeries or the MMU Students' Union Advice Centre on Oxford Road.

International students

International students following a course lasting 6 months or more, and all students from EU countries, are eligible to obtain free health care from the National Health Service from the beginning of the course, as are their spouse and children – but NOT visiting relatives. You need to take a letter of enrolment from the University to register with a doctor near where you live. Please note the information given earlier in the booklet and make arrangements to register with a doctor as soon as you arrive. It is helpful if you bring your vaccination history when you come to Manchester. If you are on a course of less than 6 months you should take out health care insurance, unless you are from an EU country or a country with a reciprocal health arrangement for free health care.

See: www.mmu.ac.uk/international/living/healthcare.php for more information.

MMU 'First Aider' service

This service is available to all students.

The University has over 130 fully qualified members of staff to act as first aiders. You should make yourself aware of the name and location of your nearest first aider. Notice boards are posted throughout the University listing the relevant information. A first aid/rest room is available for use on most sites, and access to these rooms can be gained by contacting a first aider.

If you have an accident on campus you should go to the nearest office to complete an accident report form.

Remember to seek first aid for all injuries, however slight!

Student Counselling

The Counselling Service offers you the chance to talk to a professionally trained counsellor, in confidence, about any personal problems you may have. Both individual and group counselling is available free to all students registered with the University.

All the Counsellors work to the British Association for Counselling and Psychotherapy Ethical Framework for Good Practice in Counselling and Psychotherapy.

The Counselling Service also runs workshops and courses on issues such as relaxation, stress management and confidence building.

For an appointment please call **0161 247 3493** or email counselling@mmu.ac.uk.

Students can also use the open door service during term time:

Campus	Hours	Location
All Saints	Monday – Friday 8.45 am – 12.00 noon 12.45 pm – 4.30 pm Open Door most days 1.00 pm – 2.00 pm	All Saints Building (Counselling Service on mezzanine floor accessed by stairs via Careers Service).
Aytoun	Tuesday 9.00 am – 4.00 pm Thursday 9.00 am – 12.00 noon Open Door most Tuesdays 1.00 pm – 2.00 pm	Room 1.07, First Floor Tower Building (near to the School Office)
Didsbury	Friday 9.00 am – 4.00 pm Open Door most Fridays 1.00 pm – 2.00 pm	Room 46, Ground Floor Admin Block
Elizabeth Gaskell	Tuesday 9.00 am – 12.00 noon Wednesday 2.00 pm – 4.00 pm	Room 319, Third Floor Old Building.
Hollings	Thursday 9.00 am – 4.00 pm Open Door most Thursdays 1.00 pm – 2.00 pm	Room 722A, 7th Floor Hollings Building.

For more information see the Counselling service website at www.mmu.ac.uk/academic/studserv/counselling

Out of hours support for those experiencing a mental health crisis, contact:

The Samaritans 08457 90 90 90

Crisis Point: 0161 225 9500

Accident and Emergency department at the Manchester Royal Infirmary
0161 276 1234.

Procedure for sickness certification

The procedure can be found at

www.mmu.ac.uk/academic/grad_regulations.php.

Absences of one to six days duration should be reported to your Head of Department using the Student Self Certificate for Absence due to Illness (Form SSC1) a copy of which can be found in the Student Information Points. Absences of 7 days or more require a medical certificate.

If you are prevented through illness from attending or undertaking any examinations or assessment, you must obtain a medical certificate immediately for your submission to your Head of Department.

Exceptional Factors

Often students feel their studies are being affected by problems outside of their course, such as illness or personal difficulties. In these circumstances students can submit an 'exceptional factors' form to their Board of Examiners. These forms are available from the Student Information Points and Student Life Offices or online (www.mmu.ac.uk/academic/grad_regulations.php). The Students' Union Advice Centre provides independent assistance with submitting exceptional factors (www.mmunion.co.uk/advice).

Disclosure of information

If you have any long term complaint or condition, which may affect your ability to study, or may have other effects, you should ensure that your Head of Department and, if relevant, hall warden, is advised in confidence.

If you have a disability you should contact Learning Support at l.support@mmu.ac.uk or 0161 247 3491. There may be support mechanisms which can be set in place.

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