

University Medical Centre

Practice information and self-care advice



Welcome to University Medical Centre

Welcome to the practice. The University Medical Centre is conveniently situated in Quarry House on the main University Campus (see map on the back cover). The practice provides a range of NHS services to all patients within the practice area. The majority of patients are part of the University community and we aim to ensure our services match their needs both now and in the future. In the building there is also the University Dental practice. The medical centre is accessible for patients with disabilities. There is a ramp access to the main door and a marked parking space in the car park. The practice is part of Bath and North East Somerset Integrated Care Board, which is part of the NHS.

Practice Staff

The Doctors

Dr Andrew J Lloyd - MBBS DPD qualified in 1994 at University College and Middlesex School of Medicine, London
GMC Registration number 4070199

Dr Sharon Gillings - MBBS qualified in 1995 at University of London
GMC Registration number 4205610

Dr Lizzie Thompson

Dr Mark De Kretser

Dr Jan Tasker

We also have LOCUM Doctors that work with us in addition to salaried and partner GPs.

Practice Manager

Lizzie Doman (Dip PPM) co-ordinates the smooth running of the practice in all aspects including patient services, complaints, finance, personnel and systems.

Clinical Staff

Matt Davis - Advanced Clinical Practitioner

Kathie Marshall - Nurse Practitioner

Tamsin Quirke - Practice Nurse

Tracy McKie - Practice Nurse

Plus supporting clinical staff, reception and administration teams.

Emergencies and out-of-hours

There is always help available for emergencies when the surgery is closed.

Remember: Always call **999** for life-threatening conditions such as:

- Choking
- Suspected stroke
- Fitting and convulsions
- Drowning
- Severe chest pain
- Severe bleeding
- Unconsciousness
- Severe burns or scalds
- Severe allergic reactions
- Severe difficulty breathing

For students at the University of Bath, you can call security on 01225 383999 (internal number 666) to assist with urgent medical and mental health concerns. Always call 999 for a life-threatening condition.

If you need medical advice out of hours that isn't an emergency

You can call NHS 111 for 24 hour advice on health conditions and the availability of services in the area. You will be assessed, given advice and may be advised to visit a local out-of-hours service nearby. This could be accident & emergency, an urgent care centre, minor injuries unit or out of hours GP service.

Calls to 111 are free from landlines and mobiles. Lines are open 24 hours a day, seven days a week.

You can also use the NHS 111 online service by visiting 111.nhs.uk which is available 24 hours a day.

Bath Urgent Treatment Centre

The Urgent Treatment Centre (UTC) is for patients who have an urgent need to see a GP or nurse but whose illness or injury is **not life-threatening** and does not require a visit to the Emergency Department.

If you think you may need urgent treatment and the GP practice is closed, call 111 and you will be directed to the most appropriate service available to you. Depending on your condition, you may be referred to the Bath urgent care centre or another out-of-hours service.

For advice about medications, conditions and treating minor illnesses, visit the NHS website - www.nhs.uk

Registering with the practice

Patients can register with the practice if they are staying within our catchment area for 3 or more months. To register, please visit our website or scan the QR code on this page. Once you have completed the form, our admin team will process it and register you with the practice. Please note this may take some time to process, especially during busy periods. If you need to book an appointment after sending in your forms, please write on the Total Triage form when you sent your forms in. We will not be able to book an appointment for you until we have received your forms.

For students returning home during the holidays, you may need to register as a temporary patient at your local practice if you need a face to face appointment or blood test. You should contact UMC and we can advise whether we can assist you or whether you should attend a local clinic/practice.

If you are visiting the local area for a short duration and need urgent medical treatment, we may be able to see you as a temporary patient. Please contact your usual practice in the first instance as they should be able to assist you. If they suggest you need to be seen in person, please call UMC to discuss this with our reception team.



Registration

Contacting the practice

The practice is now using Total Triage for medical and administrative requests and queries. This is available online on our website or at florey accurx.com/p/L81617.

Alternatively, you can contact the practice via our email. This email box will be monitored during open hours, but please allow a few days for a response.

Email: bswicb.bathumc@nhs.net

Our reception team is available to receive calls Monday to Friday, 08:00 to 18:00.

Tel: 01225 789100

If you would prefer, you are welcome to visit the practice to speak to one of our reception team in person or drop off a written communication, Monday to Friday, 08:00 to 18:00.

When you are registered

Booking an appointment:

We now use a system called Total Triage for appointments, admin and prescription requests. Please visit florey.accurx.com/p/L81617 to use the form. Alternatively use the QR code here.

If you are unable to use the form for personal reasons, please visit the practice or call 01225 789100 and speak to the reception team who can complete a form on your behalf.

The form will be triaged by a clinician, who will decide when would be best to see you. Reception will then be in touch to book an appointment, or will send you a self-booking link.

If you are late for an appointment, we may not be able to see you. If you cannot attend an appointment, please contact the practice by phone as soon as you can. Failing to attend an appointment will result in a DNA on your record. If you frequently miss appointments you may be contacted to be removed from our patient list.



Triage Form

Online access

The practice offers online access to medical records. To apply for this, you will need to bring two forms of identification to UMC and complete a form. We will then provide you with login details. This also allows records to be viewed in the NHS app.

If you want to view your medical records under a Subject Access Request, please write to us via email. Please note there may be an administration fee for the processing of your records. In exceptional circumstances, some information may be withheld to protect you from undue harm or where information related to a third party is involved.

Prescriptions (new and repeat)

Please note that we no longer accept repeat prescription requests over the phone. Instead, we recommend the NHS app, or alternatively use the Total Triage form.

Prescriptions usually take 48 hours to process once they have been issued to a pharmacy. Contact the pharmacy to see if your prescription is ready to collect. We can send prescriptions to any pharmacy within the UK, so please let us know your preference.

If you are under 19 years old and in full time education, prescriptions are free. Students over the age of 19 may be able to claim free prescriptions by completing a HC1 form available online. Contraception prescriptions are free.

Results

Results of tests done at UMC should be requested via our Total Triage form, or by email. Alternatively, you can speak to one of our reception staff if you would not be able to do this. For blood test results, it can take a few days for the results to return to the practice.

Changing your address, telephone number or email

It is important to ensure we have the most up to date contact information for you. If any of your details change please contact us via email, Total Triage or in person.

Pharmacy First

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

We may refer you to a Pharmacy First service for the following conditions:

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women

We recommend you visit a pharmacy for any of the above conditions. If the pharmacist suggests seeing a GP, please book an appointment. If you book an appointment that could be better managed by Pharmacy First, we will refer you automatically and inform you via text message.

Getting to the practice

Address - University Medical Centre, Quarry House, North Road, Bath BA2 7AY

The practice is located near to the campus of the University of Bath. If you are wishing to navigate to the practice using satnav, please use BA2 6HE as the postcode. The practice is accessed from North Road. There is minimal parking available, but we offer a disabled parking space and a bike rack which you can secure a bicycle to while attending the practice.

If you are coming to the practice from campus, there are signs for the medical centre as you go past West 8. You can get to the practice through West Carpark from there. Alternatively, head towards South 1 building on campus, head through the carpark and down the footpath at the end. There will be signs for the medical centre on the left part way down the footpath.

Frequently asked questions

What are your opening hours?

Practice opening hours: Mondays to Fridays 08:00-8:00

Clinic times

Monday	GP Clinics	09:00 – 13:00	14:00 – 17:00
	Nurse Clinics	08:30 – 12:30	13:30 – 17:00
	Advanced Clinical Practitioner	08:30 – 12:30	14:00 – 17:00
Tuesday	GP Clinics	09:00 – 13:00	14:00 – 17:00
	Nurse Clinics	08:30 – 12:30	13:30 – 17:00
Wednesday	GP Clinics	09:00 – 13:00	14:00 – 17:00
	Nurse Clinics	08:30 – 12:30	13:30 – 17:00
	Advanced Clinical Practitioner	08:30 – 12:30	14:00 – 17:00
Thursday	GP Clinics	09:00 – 13:00	14:00 – 17:00
	Nurse Clinics	08:30 – 12:30	13:30 – 17:00
Friday	GP Clinics	09:00 – 13:00	14:00 – 17:00
	Nurse Clinics	08:30 – 12:30	13:30 – 17:00
Saturday and Sunday	Closed		

Should I go to a pharmacy instead?

Pharmacists now have the ability to prescribe and advise about more conditions. For

- Ear-ache
- Teething and nappy rash
- Threadworm
- Hay-fever
- Cold sores / Mouth ulcers
- Coughs, colds, sore/blocked nose
- Athletes foot
- Diarrhoea
- Skin rashes
- Emergency contraception
- Eye infections
- Thrush and non-complicated UTIs

To find the nearest pharmacy visit www.nhs.uk to search for nearby services. If you send a triage form in to UMC, we may suggest you visit a pharmacy instead.

I need a dentist, where should I go?

We are not able to help with teeth or dental issues. Please look for an NHS dentist, seek private care or phone 111 for advice and emergency appointments.

Services at UMC

Doctors:

The University Medical Centre has male and female Doctors working in the Practice and you may book an appointment with whichever doctor you wish to see depending on the availability of appointments at the time of your booking.

Advanced Clinical Practitioner:

Our Advanced Care Practitioner can manage acute primary care needs of patients of all ages and this may be via telephone advice/video consultation or face-to-face clinic appointment. They can manage acute neurological, respiratory, gastrointestinal, dermatological, ENT, paediatrics, musculoskeletal disorders and mental health conditions as well as facilitate repeats prescription requests and referrals.

ACPs are able to manage all primary care needs, both acute and chronic and can offer the same services as a GP. When booking an appointment, we may book you an appointment to see an ACP.

Nurse Practitioners:

Our nurse practitioner can examine, diagnose and prescribe for a wide range of conditions such as:

Minor illnesses including sore throats, rashes, fever, ear pain, eye problems, skin or wound infections. They can also assess you if you have diarrhoea and vomiting.

Manage injuries, including wounds, swelling or bruising.

Provide travel and child immunisations.

Contraception services – new or continuing. Fitting of Nexplanon implants and intrauterine devices, emergency contraception, and sexual health screening.

Practice Nurses

Our practice nurse team support the management of chronic disease (Asthma and Diabetes) and offer general treatment room services to support patients for wound care, child and baby immunisations, cervical smears, blood tests, ECGs and travel vaccinations and sexual health services.

Health Care Assistants:

You may see a HCA for blood tests, dressings, smoking cessation or ECGs.

Clinical Pharmacists

Our Clinical Pharmacists can prescribe medication and offer advice and medication reviews in appointments on the telephone or in face to face clinics.

Social Prescribers

Our Social Prescriber can offer support and advice for any of our patients struggling with everyday life and can signpost to additional services that will help with your specific needs. This can be arranged for telephone appointments or in face to face clinics.

Other Services

Travel Immunisations

We offer travel advice and immunisation appointments. You will need to complete a travel risk assessment form first, which can be found on our website. Once we have received this form, we will book you an appointment to speak to one of our nurses. Please fill in a form in good time before your trip, as some vaccination schedules can take a number of weeks.

Prices for vaccinations is available on request from reception and you will be informed during the travel appointment with the nurse.

Sexual health and contraception

UMC can offer sexual health appointments to speak to one of our clinicians. We are also able to offer appointments for new contraceptive methods or methods you have already started. This includes IUD, IUS and implants. If you think you are at risk of sexually transmitted infection, please book an appointment to discuss this. Chlamydia self-testing kits are available in the waiting room of UMC. Contraceptive reviews are often needed before we can prescribe more medication. Please book an appointment if you know you need a review, a few weeks before your medication runs out.

We offer emergency contraception appointments and can support you in the event of unwanted pregnancy. Please book an appointment. Free SAFE C-Cards are available from the practice for access to condoms. Please see our website for more information.

If you have any concerns about your sexual health, wellbeing or safety, please speak to any of our staff and we can assist you in getting the help you need. We can book an appointment with one of our clinicians without judgement or comment. All clinicians are trained in safeguarding, are impartial in their care and will support you as much as they can.

Confidential support numbers are available from reception.

Cervical smears

Invitations for routine cervical smears are sent out when you turn 24yrs and 6months old. We may contact you to book a cervical smear if you are due one. Cervical smears at the recommended interval is important to reduce the risk of cervical cancer. If you are due a smear, please book an appointment.

Maternity care, baby checks and childhood vaccinations

Support is available for maternity care from the clinical staff here and the midwifery team at the RUH. We also offer 6-8 week old baby checks, and the appropriate childhood vaccinations as they are needed.

Non-NHS examinations and forms

Often, non-NHS examinations will be needed for travel, insurance or sporting purposes. We are able to complete these for you, however there may be a charge to process these. Please contact the practice via Total Triage or email, including the form and which details we would be required to complete. We will get back to you with a quote and to book an appointment if one is needed. Please contact us in good time as there may be a long waiting time before the next available appointment, and we do not offer urgent form completion.

Flu vaccination

We run seasonal flu vaccination clinics to those eligible to receive one under NHS care. The flu vaccine is recommended annually to those aged over 65 and those in clinical risk groups (e.g. asthma, kidney disease, low immunity due to disease or medication). The practice will contact you to book an appointment close to the start of the vaccination campaign.

Minor surgery

We often run minor surgery clinics to assess ingrown toenails and treat as appropriate. Patients from other practices can be referred to us if their usual doctor thinks it is appropriate, and our registered patients will be advised if a clinician thinks it would be appropriate to have an assessment.

Long-term condition monitoring

If you have a long term condition such as asthma, diabetes or COPD, the nurses may invite you for an appointment annually. We also monitor patients on drugs that require frequent blood testing.

Policies

Text messages

Please be aware that the practice may contact you via text messages, usually for booking confirmation or in relation to an appointment. If you do not wish to receive text messages from us, please speak to a member of the reception team.

Confidentiality

Anything that you discuss with staff members at UMC remains confidential and all staff are legally obligated to maintain this. You can find the NHS Confidentiality Policy online. Occasionally, information will be passed over to other healthcare professionals when you are referred to services such as hospital departments or pharmacy first, using secure methods of communication in line with the NHS Confidentiality Policy. Sometimes the law requires us to pass on information (eg, notify a birth, or infectious disease) in which case we will only share appropriate and necessary information.

GDPR

UMC adheres to the General Data Protection Regulation (GDPR) that builds on the Data Protection Act 1998. For more information, please visit our website.

Freedom of information act - Publication Scheme

The freedom of information act mandates the practice to produce a publication scheme identifying the information held by the practice and what can be made publicly available. This does not contain patient identifiable data. If you wish to access organisational information, please contact the practice by email.

Comments and complaints

We aim to provide a happy, friendly medical practice, delivering quality care to you. However, if you are not satisfied, we want to know how to improve and comments are welcomed. If you wish to comment, make a suggestion or complain about an aspect of UMC, please contact the practice via email (FAO Practice Manager). The practice manager will follow the in-house complaints policy. If you are complaining on the behalf of a patient, we will require their written consent, to adhere to the confidentiality policy. If a complaint about a registered healthcare professional cannot be resolved by the practice manager, the person should contact NHS England - 0300 3112233 or england.contactus@nhs.net

Health Service Ombudsman

We will always do our best to resolve a complaint, however if you feel the issue has not been addressed, please let us know so we can agree a way forward. After this, if we agree that a local resolution has not been achieved and you remain unhappy with the outcome, it can be referred to the parliamentary and health services ombudsman (PHSO). This is a completely independent organisation and will review your complaint and investigate on your behalf, but only if it has already been investigated on a local level first.

Telephone - 0345 0154033 (open 8.30am-5:30pm, Mon-Fri)

Email - phso.enquiries@ombudsman.org.uk

Website - www.ombudsman.org.uk

Independent complaints advocacy service (ICAS)

If you would like to receive independent advice from someone about the complaints process, you can contact the SEAP advocacy service who offer support to those wishing to make a formal complaint about the NHS.

Telephone - 0300 4409000

Email - info@seap.org.uk

Website - www.seap.org.uk (Local authority: Bath and North East Somerset)

Patient advice and liaison service (PALS)

You can ask for advice, information or talk to PALS about a concern. PALS is impartial and will work with you to resolve a problem, can act on your behalf if you wish and can signpost you to helpful resources.

Telephone - 0300 5610250

Email - scwcsu.palscomplaints@nhs.net

CQC

The University Medical Centre is registered with the Care Quality Commission (CQC), the independent regulator of Health and Adult Social Care. The CQC will inspect all hospitals, GP Practices, dentists, care homes and care provided in people's homes in England to ensure that those providing regulated activities comply with the regulations set out in the Health & Social Care Act 2008. The CQC inspectors will observe how each practice runs, how staff interact with patients, the protocols and procedures that are in place. For more information about our most recent CQC visit www.cqc.org.uk.

Safeguarding

Everyone has the human right to live a life that is free from abuse and neglect. Safeguarding means protecting vulnerable adults and children who are at risk and need support, and is fundamental to ensuring high-quality health and social care. If you are concerned that someone is at risk of abuse, don't hesitate to report your concern with the Virgin Care ASIST team on 0300 247 0201. You can find more support and advice about services in B&NES, including how to report concerns on the B&NES website.

People who may be particularly at risk may include

- people who have physical or sensory impairments
- people who have learning difficulties
- people who experience mental ill health
- older people
- children
- people who live in care homes
- people with acquired brain damage
- People who misuse substances

Patient participation group

Occasionally we will ask patients in our participation group for their views on a range of subjects relating to the surgery. All of our registered patients are welcome to join the group, which you can do via the form on our website or by speaking to a member of our reception team. Any views shared in the group will be anonymised and this will have no effect on your medical treatment.

Zero tolerance policy

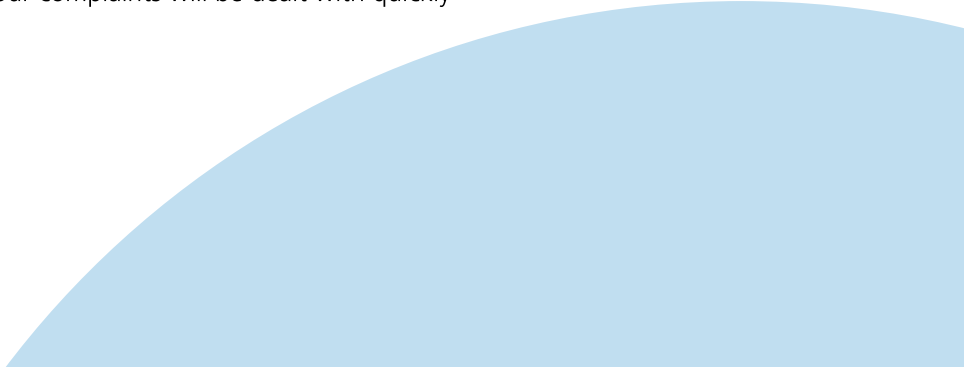
We expect patients to treat staff and other patients politely. We do not tolerate violence or racial, sexual or verbal harassment. Any incidents will be reported to the police and the Primary Care Organisation, and the patient may be removed from our practice. All members of the practice are dedicated to delivering a quality service to meet patient needs.

Practice Charter

It is the policy of this practice to treat all patients equally and with respect/ We aim to give a caring and efficient service. You may see any of the doctors or nurses, subject to availability of appointments.

To enable you to receive the best possible service there needs to be co-operation and understanding between us.

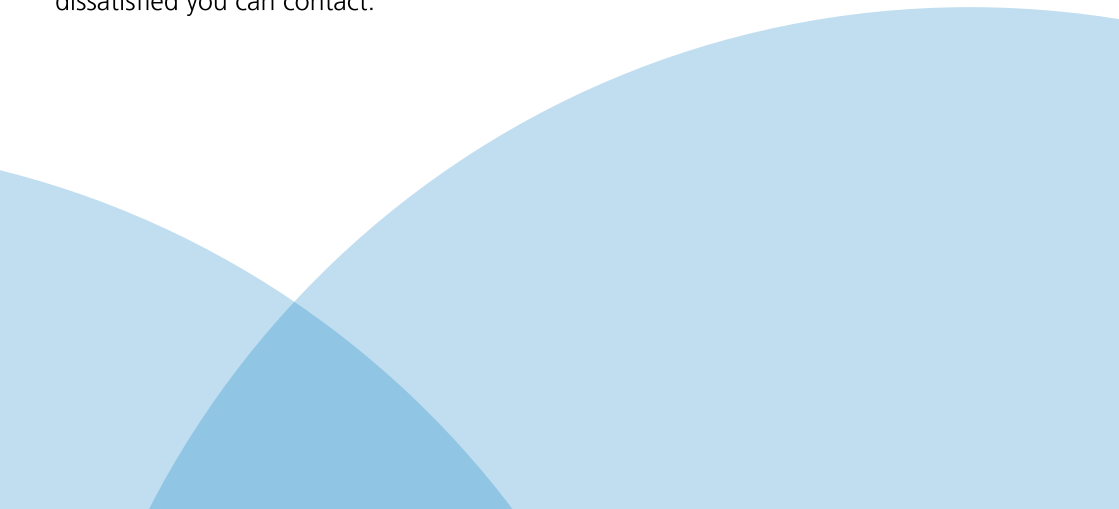
Our responsibility to you

- You will be greeted courteously. The practice has a policy of non-discrimination
 - You have the right to confidentiality
 - You have the right to see your medical records subject to the limitations of the law
 - You will be seen the same day if your problem is urgent. You may have to wait to be seen
 - You will be seen by the doctor you prefer whenever possible
 - You will be informed by the receptionist if there is significant delay when you attend to see the GP/ACP/nurse for your appointment
 - You will be referred to a consultant when the GP thinks it necessary
 - You can obtain the results of any test or investigation
 - Your repeat prescription will be ready for collection within 48 hours of your request
 - We will offer advice to promote health, for example smoking cessation, exercise and diet
 - Your suggestions and comments about the services will be considered sympathetically
 - Your complaints will be dealt with quickly
- 

Your responsibility to us

- Tell us of any change of personal details, name, address or telephone number so that our records are accurate and up to date
- Remember - Urgent appointments are for urgent problems only. Home visits should only be requested if you are too ill to attend the surgery
- Please cancel your appointment if you are unable to attend - another patient could use it
- Please be punctual, but be prepared to wait if your own consultation is delayed for unexpected reasons
- Please allow sufficient time for consultants' letters and/or test results to reach us
- Tell us all the details of your past illness, medication, hospital admissions and any other relevant information
- Read the Practice Leaflet and visit our website (www.umcbath.co.uk) as they contain important information about the services available
- Do not ask for information about anyone other than yourself
- Treat the staff with courtesy and respect at all times
- Let us know if you feel there are things you want to see improved or changed in the practice
- If you are unhappy with any of the services provided, the practice manager is available to listen to your comments or issues. Please let reception know if you wish to speak with the manager and she will call you as soon as possible

A copy of our complaints procedure is available from reception. If you are still dissatisfied you can contact:



Common requests

Sick notes

Often students or staff require sick notes for extended time away from study or work. You can self-certify for up to 7 days, and you can ask your employer for a form to do this. If you require a sick note, you can book an appointment through the Total Triage form online. Please be aware that we may not be able to provide you a sick note before a deadline you have, especially during busier periods. Make sure that you request sick notes as early as possible if you have a specific deadline.

Disability and parking permit letters

We frequently have students requesting a letter from their GP to provide evidence of a need for a parking permit. We will do everything we can to assist you with your needs and provide a letter. However we may not be able to provide a letter before a deadline you may have, especially during busier periods. Please write to us in a Total Triage form, and explain the situation and how we can help, and one of our colleagues will be in touch.

Extenuating circumstances letters/notes

As above, we will always do our best to support you - If you need a letter or note as evidence for an extenuating circumstance case or for an extension request, please contact us via a Total Triage form, and we will be in touch. As with all letters and notes, we may not be able to provide you with one before your deadline, especially during busier periods. We will do our best to assist you, and we ask that you contact us within good time of needing a supporting letter/note.

Medical forms and examinations

Some sports or sporting events require a prior medical exam to ensure you are suitable to compete. We offer these services as a routine appointment, which means you may need to wait to be seen by a clinician.

We can assist you with completing medical forms, such as those needed by Camp America. It would be best to email the form to us and include your name, date of birth and let us know which bits of the form you would like us to complete. One of our colleagues will be in touch if you need to book an appointment. Please send forms to us in good time of the deadline, as it may take a few weeks for us to process this, especially during busier times.

We are also able to do other medical forms and examinations, such as those required for a firearms licence. Please contact the practice via the Total Triage form online.

There may be a cost associated with completing non-NHS work. Prices are available at reception, or a member of staff will inform you of any costs when you contact us.

Self-care and advice

You may find yourself with a minor illness or injury while you are at University, especially during freshers week and during stressful periods in the year, or unsure about what to do about something. We are always available to help, but you may be able to look after yourself in the first instance. The best place to read about conditions and self-care advice, visit the NHS website.

Remember: If you are taking medication, always follow the instructions on the medication box unless instructed otherwise by a healthcare professional.

You can visit a pharmacy for many common and minor conditions, such as hay-fever, cold sores, coughs and colds, diarrhoea, skin rashes and emergency contraception. If you are unsure about something, you can ask a pharmacist for advice. We have included some of the common conditions here, and more information is available on the NHS website

Cough

A cough will usually clear up on its own within 3 to 4 weeks.

You should rest, drink plenty of fluids and try to stay at home and avoid contact with other people, especially if you have a high temperature and do not feel well enough for normal activities. You can also try paracetamol or ibuprofen for any pain, and hot drinks. A pharmacy may be able to offer you some cough medicine.

See a GP if:

- you've had a cough for more than 3 weeks (persistent cough)
- you're losing weight for no reason
- you have a weakened immune system – for example, because of chemotherapy or diabetes

Ask for an urgent GP appointment or get help from NHS 111 if:

- your cough is very bad or quickly gets worse – for example, you have a hacking cough or cannot stop coughing
- you feel very unwell
- you have chest pain
- the side of your neck feels swollen and painful (swollen glands)
- you find it hard to breathe
- you're coughing up blood

You can call 111 or [get help from 111 online](#).

Common cold

Symptoms include:

- a blocked or runny nose
- sneezing
- a sore throat
- a hoarse voice
- a cough
- feeling tired and unwell
- a high temperature
- aching muscles
- a loss of taste and smell
- a feeling of pressure in your ears and face

A common cold may last 1 to 2 weeks. Cold symptoms come on gradually over 2 to 3 days.

Get plenty of rest, drink lots of fluids and eat healthy food. Gargle salt water to soothe a sore throat, and drink a hot lemon and honey drink. You can also breathe in steam to ease a blocked nose (for ages 16+). You can buy cough and cold medicines from supermarkets and pharmacist may be able to give you medication including paracetamol and decongestants. Antibiotics do not work for colds. Antibiotics only work on bacterial infections, but colds are caused by viruses.

See a GP if:

- you have a high temperature for more than 3 days
- your cold symptoms get worse
- your temperature is very high or you feel hot and shivery
- you feel short of breath or have chest pain
- you're worried about your child's cold symptoms
- your cold symptoms do not get better after 10 days
- you have a cough for more than 3 weeks
- you get cold symptoms and you have a long-term medical condition (for example, diabetes, or a heart, lung or kidney condition)
- you get cold symptoms and you have a weakened immune system (for example, because you're having chemotherapy)

Tonsillitis

Tonsillitis can feel like a bad cold or flu. The tonsils at the sides of your throat will be red and swollen. A sore throat may not be tonsillitis, so find out about other causes and treatments on the NHS website.

Symptoms include:

- a sore throat
- problems swallowing
- a high temperature
- coughing
- feeling and being sick
- earache
- feeling tired
- a headache

Sometimes symptoms may be more severe and include swollen/painful glands, pus-filled spots on your tonsils and bad breath.

Tonsillitis usually goes away after 3 to 4 days, but can last longer. It is not contagious but most infections that cause it are contagious (eg colds and flu).

Make sure to get plenty of rest, drink cool drinks to soothe the throat, take paracetamol or ibuprofen for pain, and gargle with warm salty water. Pharmacists can give you advice about tonsillitis, and suggest treatment like lozenges and antiseptic solutions.

See a GP if:

- the symptoms of tonsillitis do not go away within 1 week
- you keep getting throat infections

Complications of tonsillitis are very rare. Sometimes an abscess can form called quinsy.

Call 999 or go to A&E if:

- you have a severe sore throat that quickly gets worse
- you have swelling inside the mouth and throat
- you have difficulty speaking
- you cannot swallow
- you have difficulty breathing
- you have difficulty opening your mouth

These are signs of quinsy.

Contraception

Contraception services are free and confidential on the NHS. You can get contraception, including emergency contraception, from our practice or sexual health clinics. You can book an appointment with our nurse practitioner to discuss contraception options.

You can also buy condoms from pharmacies, supermarkets or online. Emergency contraceptive pills can be bought from some pharmacies.

Emergency contraception can stop you getting pregnant after unprotected sex (sex without contraception or when contraception might have failed)

You need to use emergency contraception within 3 to 5 days of having unprotected sex.

There are two types:

- An IUD (intrauterine device) also called a copper coil
- The emergency contraceptive pill (also called the morning after pill)

The IUD is the most effective type, but consider your options. Contact us to book an appointment if you wish to have emergency contraception, as well as discussing your options.

You can also get the emergency contraceptive pill from some pharmacies and some NHS walk-in centres. You can buy the emergency contraceptive pill from most pharmacies.

Emergency contraceptive pills have two main types - levonorgestrel (eg Levonelle) which needs to be taken within 3 days after sex, and ulipristal acetate (eg ellaOne) which you need to take within 5 days after sex.

An IUD can be fitted within 5 days after sex. You can book an appointment at UMC if you wish to have one fitted. The IUD can be left in as your usual contraception for 5 or 10 years, depending on the type.

Both forms of emergency contraception have side effects and risks, which you need to be aware of before making a decision. Please book an appointment to speak to our clinicians or information can be found on the NHS website - www.nhs.uk/contraception.

Mental health

If you need help for your mental health crisis or emergency, you should get immediate expert advice and assessment. Below are some resources that may be helpful, but there are many resources available online and in person.

You can contact UMC to book an appointment to speak to a clinician about your mental health. We can advise you, suggest treatments and help you access services, such as talking therapy. You may be able to access these services directly - You can find more information about this on the NHS website:

www.nhs.uk/nhs-services/mental-health-services

You can contact free listening services, such as the Samaritans (call 116 123) or you can speak to the Shout Crisis Text Line (Text "SHOUT" to 85258 or text "YM" if you're under 19).

You can find advice on the NHS about self-care advice for your mental health, and you may find this helps. But it is important to know that you can reach out to us if you need support.

Wellbeing services at University of Bath can support you if you are a student. We have worked with them in the past to ensure students get the support needed. Website:

www.bath.ac.uk/professional-services/wellbeing-service

The website offers useful advice about mental health, where to get support and how to access wellbeing appointments. There are services available to both staff and students at University of Bath. There is also a 24/7 support line available to students.

Get advice from 111 or ask for an urgent GP appointment if:

- you need urgent help for your mental health

[Get help from 111 online](#) or call [111](#) and select the mental health option.

Call 999 or go to A&E now if:

- someone's life is at risk – for example, they have seriously injured themselves or taken an overdose
- you do not feel you can keep yourself or someone else safe

A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.

Call: [999](#)

Hay fever

Hay fever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms, or medicines you can take to help.

Symptoms may include:

- sneezing and coughing
- a runny or blocked nose
- itchy, red or watery eyes
- itchy throat, mouth, nose and ears
- feeling tired
- loss of smell
- pain around the sides of your head and your forehead
- headache

Symptoms are usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Hay fever can last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks.

There is no cure for hay fever and it cannot be prevented, but there are things to ease your symptoms when the pollen count is high. This includes putting some petroleum jelly around your nostrils to trap pollen, wear wrap around sunglasses, a mask or wide-brimmed hat to stop pollen getting into your nose and mouth. Shower and change your clothes after going outside to wash off pollen. Keep windows and doors shut as much as possible, vacuum regularly and wipe surfaces with a damp cloth.

A pharmacist can help with hay fever symptoms and can give you advice about medications such as antihistamine drops, tablets or nasal sprays, or steroid nasal sprays.

If treatments from a pharmacy and self-care is not working effectively, you can book an appointment to speak to a clinician. We may be able to offer you other medication or treatment to help reduce the symptoms.

See a GP if:

- your symptoms are getting worse
- your symptoms do not improve after taking medicines from the pharmacy

Acne

Acne is a common skin condition that affects most people at some point. It causes spots, oily skin and sometimes skin that's hot or painful to touch.

Acne can develop on the face, back and chest. It is most common on the face. There are 6 main types of spots caused by acne including whiteheads, blackheads, papules, pustules, nodules and cysts.

You may find some self-help techniques useful:

- Do not wash affected areas of skin more than twice a day. Frequent washing can irritate the skin and make symptoms worse.
- Wash the affected area with a mild soap or cleanser and lukewarm water. Very hot or cold water can make acne worse.
- Do not try to "clean out" blackheads or squeeze spots. This can make them worse and cause permanent scarring.
- Avoid make-up, skincare and suncare products that are oil-based (sometimes labelled "comedogenic"). Use water-based non-comedogenic products, as they're less likely to block the pores in your skin.
- Completely remove make-up before going to bed.
- If dry skin is a problem, use a fragrance-free water-based emollient.
- Regular exercise cannot improve your acne, but it can boost your mood and improve your self-esteem. Shower as soon as possible once you finish exercising as sweat can irritate your acne.
- Wash your hair regularly and try to avoid letting your hair fall across your face.
- Try to avoid picking or squeezing spots as this can lead to scarring.

If you develop mild acne, you can speak to a pharmacist who may suggest some acne medication such as creams or lotions, or some products containing low concentration benzoyl peroxide.

If your acne appears on your chest and back, it may need to be treated with antibiotics or stronger creams that are only available as prescriptions.

Contact us to book an appointment if you have moderate to severe acne, or you develop nodules or cysts. Book an appointment via the Total Triage form. It may be helpful to add a photo to the form if the acne is on your face. Please note we cannot prescribe Accutane

Diarrhoea and vomiting

Diarrhoea and vomiting are common in adults, children and babies. They're often caused by a stomach bug and should stop in a few days. The advice is the same if you have diarrhoea and vomiting together or separately.

Diarrhoea usually stops within 5 to 7 days. Vomiting usually stops in 1 to 2 days.

Stay at home and get plenty of rest, and drink lots of fluids such as water or squash (taking small sips if you feel sick). Eat when you feel you are able to, and try to avoid fatty or spicy food. You can take paracetamol for discomfort, but always read the leaflet. Try to avoid fruit juice or fizzy drinks as this can make diarrhoea worse.

Diarrhoea and vomiting can spread easily, so stay away from university or work until you have not been sick or had diarrhoea for at least 2 days. Remember to frequently wash your hands, clean the bathroom after use and separately wash clothing and bedding if there is any poo or vomit on it.

You can visit the pharmacist for advice and suggestions about treatment. They may suggest oral rehydration powder to keep you hydrated or medication to stop diarrhoea for a short period (like loperamide).

Contact us to book an appointment if you have signs of dehydration, keep being sick and cannot keep fluids down, have bloody diarrhoea or had diarrhoea for more than 7 days or vomiting for more than 2 days.

Call 111 or GP surgery if:

- you're worried about a baby under 12 months
- your child stops breast or bottle feeding while they're ill
- a child under 5 years has signs of [dehydration](#), such as fewer wet nappies
- you or your child (over 5 years) still have signs of dehydration after using oral rehydration sachets
- you or your child keep being sick and cannot keep fluid down
- you or your child have bloody diarrhoea or bleeding from the bottom
- you or your child have diarrhoea for more than 7 days or vomiting for more than 2 days

111 will tell you what to do. They can arrange a phone call from a nurse or doctor if you need one.

- vomit blood or have vomit that looks like ground coffee
- have green vomit (adults)
- have yellow-green or green vomit (children)
- may have swallowed something poisonous
- have a stiff neck and pain when looking at bright lights
- have a sudden, severe headache
- have a sudden, severe tummy ache
- have blue, grey, pale or blotchy skin, lips or tongue - on brown or black skin this may be easier to see on the palms of the hands or soles of the feet
- are having severe difficulty breathing, or taking lots of quick, short breaths
- are confused or not responding as usual

Urinary tract infections (UTIs)

Urinary tract infections (UTIs) affect your urinary tract, including your bladder (cystitis), urethra (urethritis) or kidneys (kidney infection). UTIs may be treated with antibiotics, but they're not always needed.

Symptoms can include:

- pain or a burning sensation when peeing (dysuria)
- needing to pee more often than usual
- needing to pee more often than usual during the night (nocturia)
- needing to pee suddenly or more urgently than usual
- blood in your pee
- lower tummy pain or pain in your back, just under the ribs
- a high temperature, or feeling hot and shivery
- a very low temperature below 36C
- pee that looks cloudy

Self help includes taking paracetamol to reduce high temperature and pain, drinking plenty of fluids so you pass pale urine regularly, and avoiding sex.

If you have an uncomplicated UTI, you can visit some pharmacies for a consultation and if needed they can prescribe you antibiotics.

If you need an appointment with a clinician, please use the Total Triage form online. We will be in contact to book an appointment with you. If we suspect you have an uncomplicated UTI we may refer you to a Pharmacy First service.

Visit the NHS website for advice on how to avoid getting UTIs.

See a GP if:

- you have symptoms of a urinary tract infection (UTI) for the first time
- your child has symptoms of a UTI
- you're a man with symptoms of a UTI
- you're pregnant and have symptoms of a UTI
- you're caring for an older, frail person who may have symptoms of a UTI
- you have symptoms of a UTI after surgery
- your symptoms get worse or do not improve within 2 days
- your symptoms come back after treatment

Ask for an urgent GP appointment or get help from NHS 111 if:

You think you, your child or someone you care for may have a urinary tract infection (UTI) and:

- have a very high temperature, or feel hot and shivery
- have a very low temperature below 36C
- are confused or drowsy
- have pain in the lower tummy or in the back, just under the ribs
- can see blood in your pee

Sprains and strains

Sprains and strains are common injuries affecting the muscles and ligaments. Most can be treated at home without seeing a GP.

It's likely to be a sprain or strain if:

- you have pain, tenderness or weakness – usually around your ankle, foot, wrist, thumb, knee, leg or back
- the injured area is swollen or bruised
- you cannot put weight on the injury or use it normally
- you have muscle spasms or cramping – where your muscles painfully tighten on their own

For the first 2 to 3 days after a sprain or strain:

- Protect the injury, using supportive shoes or a brace
- Rest the injury and stop exercising/activities that affect the injury
- Apply an ice pack (or frozen vegetables wrapped in a tea towel) to the injury for no more than 20 minutes, every 2 to 3 hours.
- Consider compression, by wrapping a bandage around the injury to support it during the day
- Elevate the injury, by keeping it on a pillow as much as possible.

Try to avoid heat (such as baths and hot packs), alcohol or massages for the first couple of days as this could create more swelling.

When you can move the injured area without pain, try to keep moving the joint or muscle so it does not become stiff.

You can visit a pharmacist for advice about the best treatment for you. They may suggest a variety of treatments. Paracetamol tablets, ibuprofen gel/spray can help reduce the pain. If needed, you can take ibuprofen tablets/capsules that you can swallow.

If you have a sprain or strain, you might be able to refer yourself directly to services for help with your condition without seeing a GP.

Alternatively, you may wish to seek private physiotherapy or sports therapy if you wish to be seen sooner, however this may be costly.

You can self-refer to the Bath and North East Somerset Community Health Services adult physiotherapy service. Website:

bathneshealthandcare.nhs.uk/services/adult-physiotherapy-service

Complete the form on the website and send it to the email address on the form. The website also contains useful information leaflets about some common injuries, including self-care advice.

The form is also available from our reception, please speak to a member of staff and they will be happy to assist you. You can contact our reception team for more information about self-referring to physiotherapy.

If you wish to book an appointment to speak to a clinician, please use the Total Triage form online, and include details about how the injury happened, what makes the injury worse and better, and how long this has been going on for.

Get help from NHS 111 or GP surgery if:

You've had an injury and:

- it's very painful, or the pain is getting worse
- there's a large amount of swelling or bruising, or the swelling or bruising is getting worse
- it hurts to put weight on it
- it feels very stiff or is difficult to move
- it's not feeling any better after treating it yourself
- you also have a very high temperature or feel hot and shivery – this could be an infection

You can call 111 or [get help from 111 online](#).

You could also go to an urgent treatment centre.

Call 999 or go to A&E if:

- you heard a crack when you had your injury
- the injured body part has changed shape or is pointing at an odd angle
- the injured body part is numb, tingling or has pins and needles
- the skin around the injury has changed colour, such as looking blue or grey, or is cold to touch

You may have broken a bone and will need an X-ray.

University Medical Centre
Quarry House
North Road
Bath BA2 7AY

Tel: 01225 789100

www.umcbath.co.uk

Inspected and rated

Good

