
Pre-Arrival Information

Medical Care

**Kingston
University**
London



You are strongly advised to obtain medical health insurance before coming to Kingston University's Summer School, as private health care is expensive in the UK.

You are entitled to register with the University's General Practice (GP). The opportunity to register will be provided during orientation, and registration must take place during that first week. You will need the following information to hand in order to register so please make a note of this before you leave your home country: (Please note: fees for consultations might be

payable.)

You will need to know:

- Name of any regular medication you take
- Any allergies you suffer from

Further information about eligibility for NHS Healthcare for overseas visitors can be found [here](#) and [here](#).

Medical Centres

The University has a health centre on the Penrhyn Road campus, and two other sites in Kingston. As a Kingston University student, you can use the services provided at any of these centres.

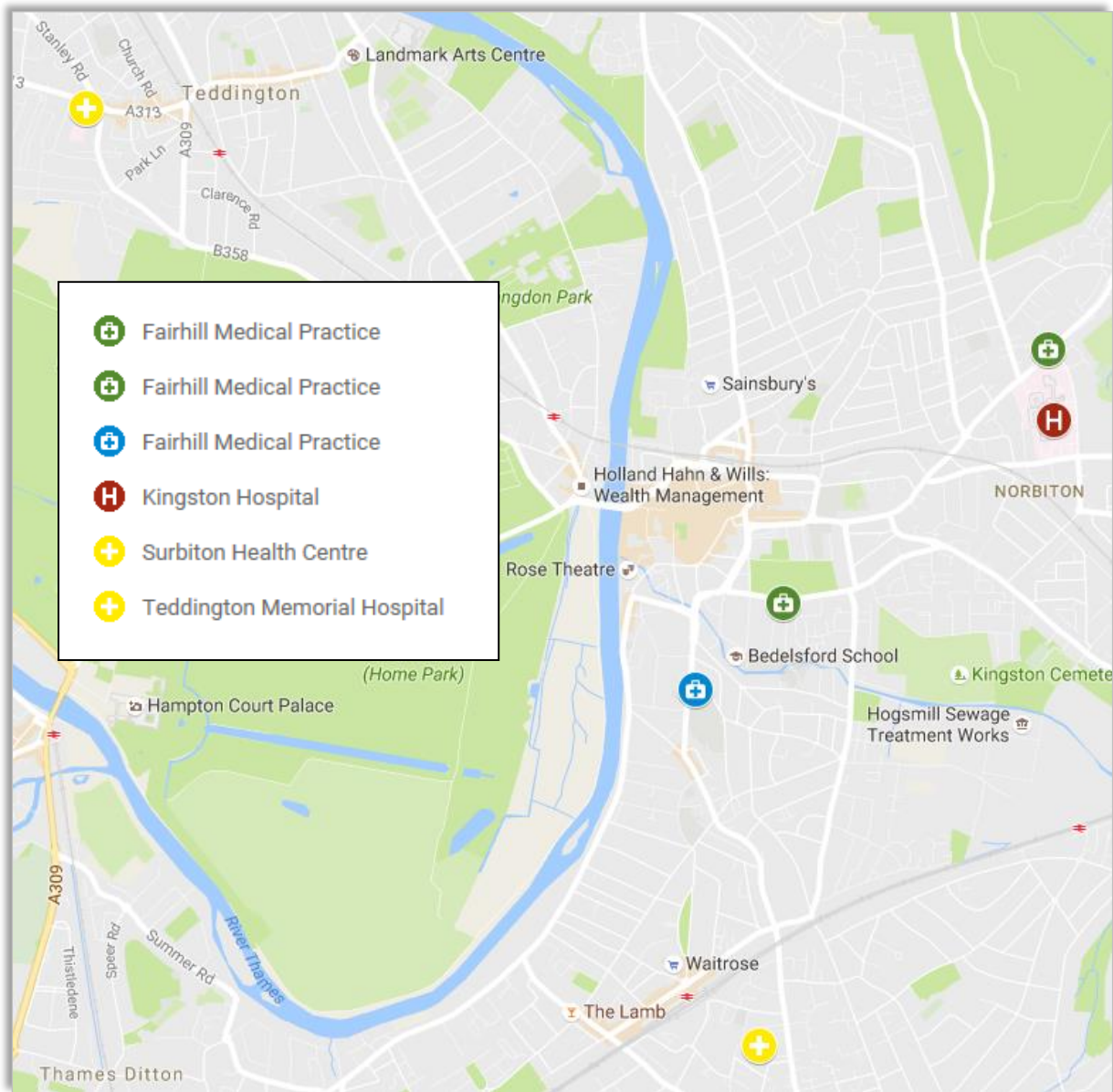
However, **please note:** the University Health Centre branch is closed during summer from 5th July onwards. To make an appointment on campus before 5th July, call 02084172204. To make an appointment with a doctor or nurse after this date, telephone 02085461771 for The Fairfield Branch or 02085461407 for the Kingston Hill branch.

Fairhill Medical Centre (Penrhyn Road) Penrhyn Road KT1 2EE Call: 02084172204	Fairhill Medical Centre (Fairfield) 14 Fairfield South KT1 2UJ Call: 020 8546 1771	Fairhill Medical Centre (Kingston Hill) 81 Kingston Hill KT2 7PX Call: 020 8546 1407
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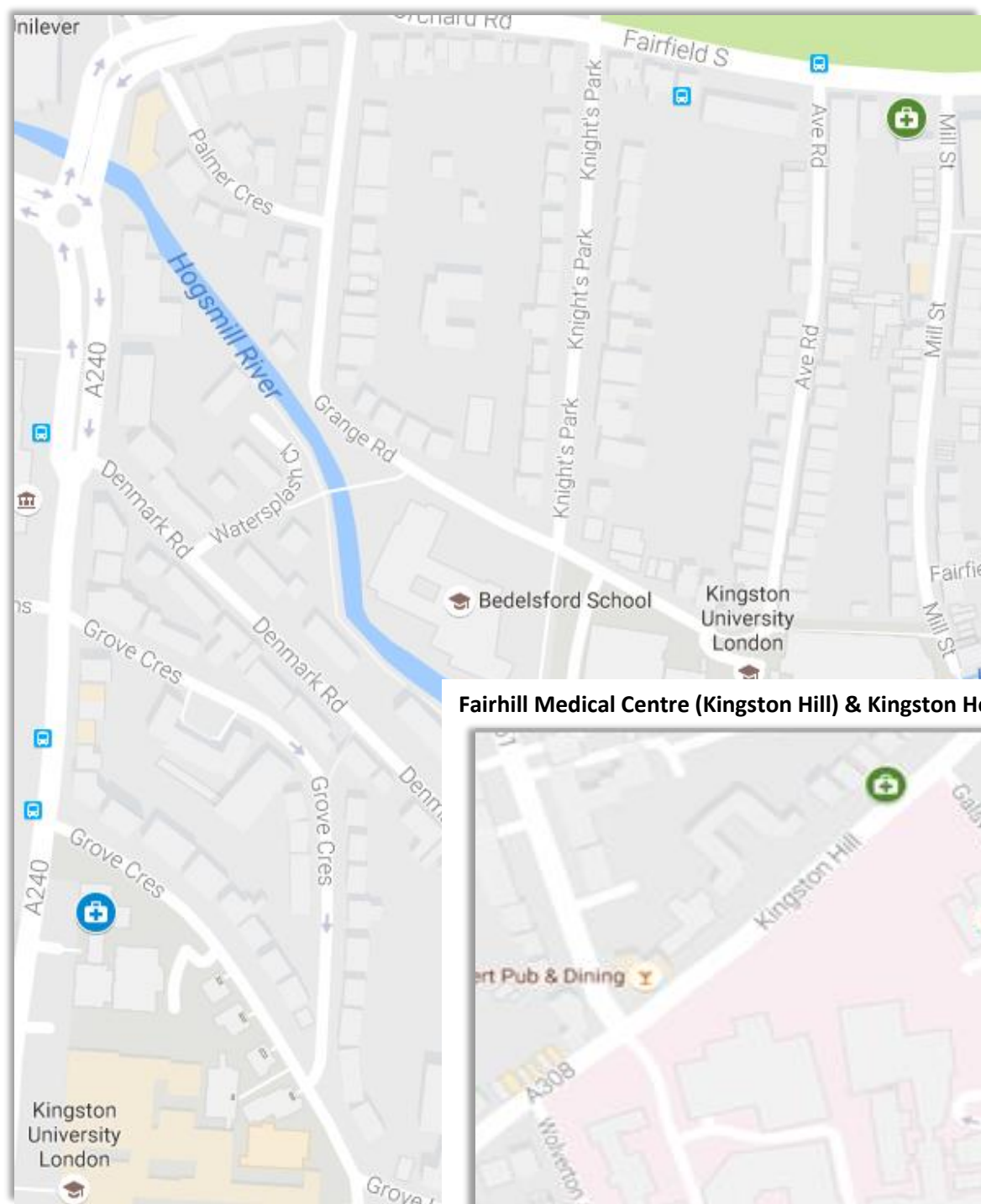
There are also walk-in centres nearby if it's not a life-threatening emergency:

You can also visit the Kingston Hospital A&E –address below.

Surbiton Health Centre <ul style="list-style-type: none"> • 8.00am to 8.00pm <u>Saturdays and Sunday only</u> • Last walk in accepted 30 minutes before close • Booked appointments will be between 10.00am and 2.00pm for which the phone lines open from 8.00am. Ewell Road, Surbiton, KT6 6EZ Call: 02038419942	Teddington Memorial Hospital <ul style="list-style-type: none"> • Monday to Friday: 8am – 10pm • Saturday, Sunday and bank holidays: 8am – 9pm Hampton Road, Teddington, TW11 0JL Call: 0208714 4004	Kingston Hospital Galsworthy Road, Kingston Upon Thames KT2 7QB · 1.1 mi 020 8546 7711
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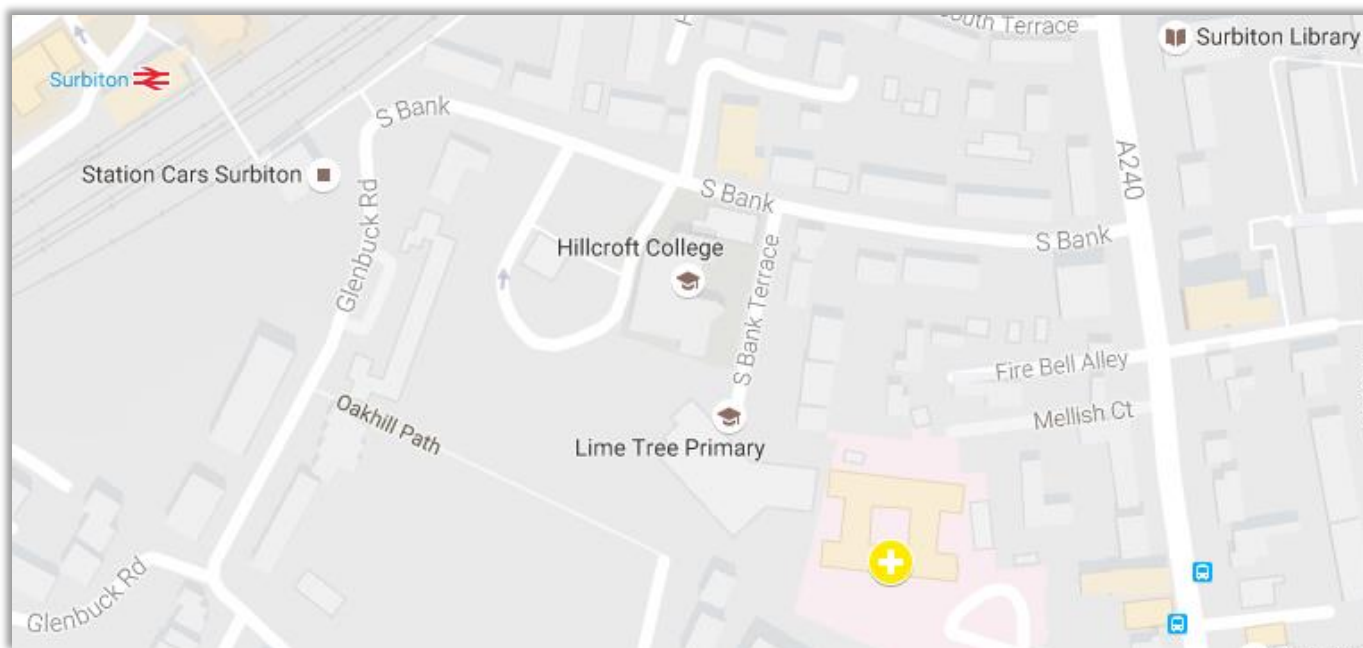
Fairhill Medical Centres (Penrhyn Road & Fairfield)



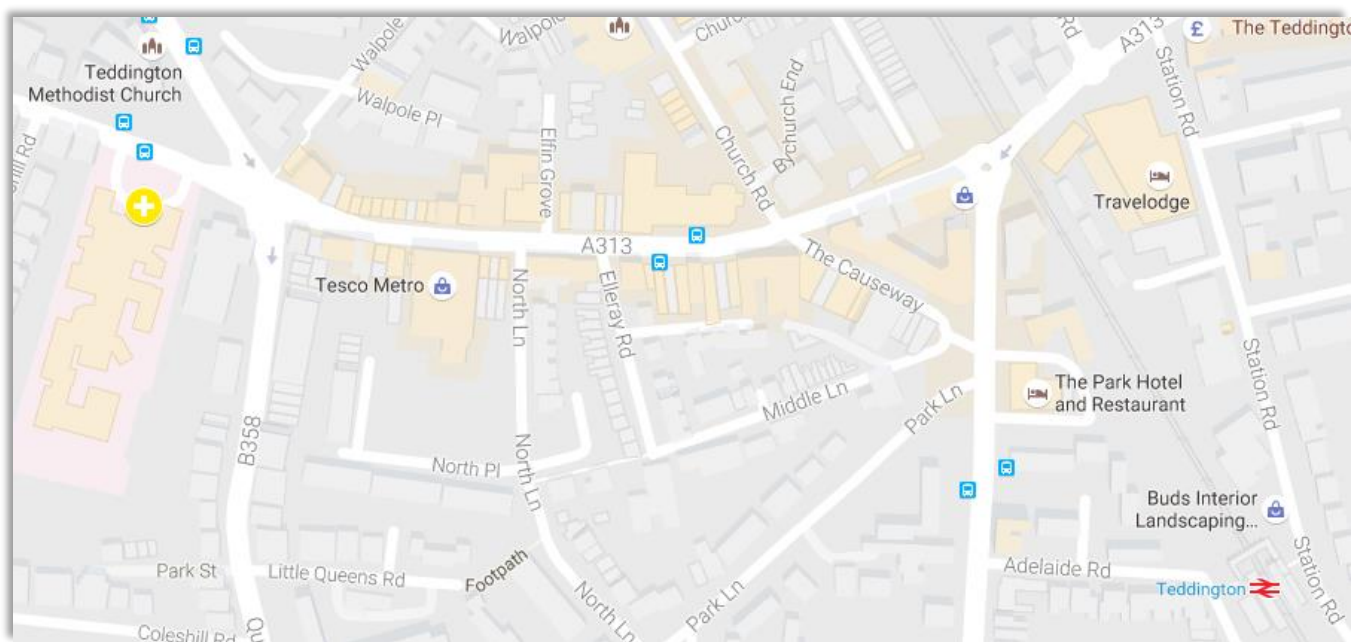
Fairhill Medical Centre (Kingston Hill) & Kingston Hospital



Surbiton Health Centre (Walk-in clinic)



Teddington Memorial Hospital (Walk-in clinic)



Emergency treatment



If you need emergency treatment you should go directly to the Accident and Emergency Department at **Kingston Hospital**. The hospital is located on Galsworthy Road, off Kingston Hill. The telephone number is **(020) 8546 7711**.

Travelling by bus:

- Kingston Hospital Forecourt - K2 and K4
- Galsworthy Road - K3, 57, 213 and N213
- Coombe Road - K2, K3, K4, K5
- Kingston Hill - 57, 85, 213, N213

Please make sure that you notify someone from your flat that you are going - if possible take someone with you. Make sure the SAIL Office knows what has happened to you - especially if you have to stay in hospital for a while.

For immediate, confidential health advice and information without seeing a doctor, call 'NHS 111' on **111**. This service is available 24 hours a day, seven days a week. Calls are free from landlines and mobile phones.

Accidents

In the case of accidents that you either witness or are involved in, or when you are too ill to make your own way to the hospital, **dial 999**. You can make this call for free from any phone.

If you request an ambulance to be sent to one of the halls of residence, please notify the relevant reception as soon as possible so that they know where to direct the ambulance when it arrives.

If you are taking any regular medication, it is advisable to have a note of this with you at all times. This will save time and prevent possible complications in the unfortunate circumstance that you are unable to respond to doctors/medical staff following an accident or emergency situation.

For immediate, confidential health advice and information without seeing a doctor, call 'NHS 111' on 111. This service is available 24 hours a day, seven days a week. Calls are free from landlines and mobile phones.

Health Related Advice & Information Service

Qualified Health & Counselling staff holds drop-in sessions most days on two campuses of the University. The sessions may be used for advice on health and personal matters and are a useful point of referral to other sources of help. www.kingston.ac.uk/health.

Location	Day	Time
Penrhyn Road Health Centre	Monday to Friday	3:00 - 4:00 pm
	Monday and Friday	12 - 1:00 pm
Student Services Building, Kingston Hill Campus	Monday to Thursday	12 - 1:00 pm

The Disability Support Service

This service is for students with disabilities, special needs, and mental health difficulties. Services include:

- advice and guidance on support available;
- access to additional funding;
- support when applying for the Disabled Students' Allowance;
- adjustments to examination and assessment arrangements;
- extended library services;
- assessment for specific learning differences (like dyslexia);
- equipment loans;
- support workers, non-subject specific tutoring or mentoring;
- adapted accommodation for disabled students; and
- disabled-parking permits.

For further information contact the Disability Support Service:

Telephone: 020 8417 7314

Email: disability@kingston.ac.uk

Kingston provides a number of elements of support for dyslexic students. In order to access this support you will need to provide a recent diagnostic assessment, i.e. one that has been done within three years prior to course entry. Support offered includes:

- extra time in examinations
- special consideration from tutors for written work
- free attendance of workshops offered by the Dyslexia Support Service

For further information about support available to students with dyslexia, contact our Disability Support Service above:

Counselling

Counselling could offer you the opportunity to share and think about emotional difficulties in your life. You may have a clear idea of what these are or you may need time to identify feelings. Problems may be past or present and may involve family, social or intimate relationships. Counselling provides a confidential, non-judgemental service.

If you think that counselling may be helpful to you, you need to book an assessment by calling 020 8547 7206. This is something you need to do, even if you have had counselling before or have attended drop-in sessions. The initial meeting will be used to discuss your needs and to assess whether counselling would be appropriate. There is no charge to students for the use of the Counselling Service.

Counselling is offered at Kingston Hill and Penrhyn Road. ***ALL COUNSELLING IS CONFIDENTIAL***

An online support service

[SilverCloud](#) is a new online support service which will help you with your wellbeing while you are a student at Kingston University.

There are four programmes available for you to choose from, which focus on:

- Managing anxiety
- Managing depression
- Body and self-image
- Managing stress

Sign up to SilverCloud here: <https://kingston.silvercloudhealth.com/signup/kingston/>