

UEA Medical Centre

Patient Newsletter – Vol 2 Issue 1: Spring 2024

WELCOME

Welcome to our quarterly patient newsletter and welcome to 2024!

We hope that the newsletter is helpful in keeping our patients and the local community aware of the goings on here at UEA Medical Centre. We hope to provide information that will be interesting and beneficial to you.

Assorted topics will be covered within our newsletter, not all medical.

Please get in touch if you have any suggestions and ideas that you would like to be covered in future newsletters.

IN THIS ISSUE:

- Returning students
- Measles...are you immunised?
- International students
- Hay fever
- Youth Connect – free counselling
- Sexual health services
- Health campaign – eating disorders
- Student sickness certificates
- Chlamydia screening
- Struggling with your Mental Health?
- Patient Participation Group (PPG)
- UEA Wellbeing events for students
- Keep it or cancel it!
- Travel services – planning to go on holiday soon?
- New coil guidelines
- Consent for sharing medical information
- Feeling unwell?

Returning students - have you changed address/phone number?

If your contact details have changed, please make sure you let us know so we can update your records. You can notify us by filling out a form at reception or by emailing umsuea@nhs.net. (If via email, please make sure you include your full name and date of birth on the email as well as your new contact details.)

IMPORTANT: Measles cases on the rise – are you immunised?

Measles cases are rising with over twice as many cases confirmed in the first half of 2023 compared to the previous year. Having the MMR vaccine is the best way to protect yourself and others. This vaccine is particularly important if you are under the age of 25/living on campus/residing in close confines with many others. If you have not had (or are unsure) a complete course of MMR (which consists of 2 doses/vaccines) then call us on 01603 251600 to book an appointment with the nurse. MMR vaccine is FREE (any age) on the NHS.

International students

If you have come from a high-risk TB country it is a university regulation that you have TB screening as soon as you arrive at the UEA. Failure to have this screening could result in suspension from campus and from your course. For further information visit our [website](#).



Youth Connect – free counselling

Are you a young adult aged 18-25 struggling with your mental health?

If you feel you can commit to 10 sessions, contact Youth Connect via:

- Email - admin@norwichcentre.org
- Phone - 01603 617709

This is a self-referral, NHS funded service.

Hay fever

Hay fever season starts in February with tree pollens. Usual symptoms are frequent sneezing, blocked nose, red/itchy/watery eyes, itchy roof of mouth, loss of smell and taste, headaches, dry and sore throat, and dry tongue to name a few. Some people also experience asthmatic symptoms such as: wheezing, chest tightness and cough.

Mild hay fever that cannot be avoided is best treated with anti-allergy tablets called antihistamines. More severe hay fever can be helped by nose sprays, inhalations, or eye drops that are used regularly throughout the season to prevent the allergic response.

Most hay fever medications do not require a prescription and are available to purchase over the counter at any chemist.

Sexual Health Services

Our in-house sexual health service is available during the week to all registered patients. Our sexual health nurses are specially trained to provide expert advice, support and screening for sexually transmitted infections (STIs). *Please note: men with symptoms of an STI will need to contact **iCash**.*

If you do not have any symptoms and would just like routine screening, you can pick up a DIY (do it yourself) kit from reception.

Pre-booked appointments only, no drop ins. Please call reception on 01603 251600 and ask for a **NURSE B** clinic appointment. All our services are confidential, non-judgemental and open to all.

Eating Disorders Awareness Week

This is taking place 27th February – 5th March. It is a week-long campaign that aims to shed light on the complexities of eating disorders, including anorexia nervosa, bulimia nervosa, binge-eating disorder, and others. The event emphasizes the importance of early intervention, access to treatment, and reducing the stigma associated with eating disorders.



Eating Disorders

An eating disorder can be a serious condition characterised by abnormal or disturbed eating behaviours.

Often people assume that they have to be medically underweight to be diagnosed with an eating disorder, but this is not the case.

We often use the SCOFF screening tool to help identify those who might benefit from a referral.

- Do you make yourself sick because you feel uncomfortably ill?
- Do you worry you have lost control over how much you eat?
- Have you recently lost more than one stone?
- Do you believe yourself to be fat when others say you are too thin?
- Would you say that food dominates your life?

1 point for each “Yes”

Score of 2 indicates a likely eating disorder.

If you think you may have an eating disorder, call us on **01603 251600** and make an appointment to see one of our GP’s as soon as you can.

Student sickness certificates

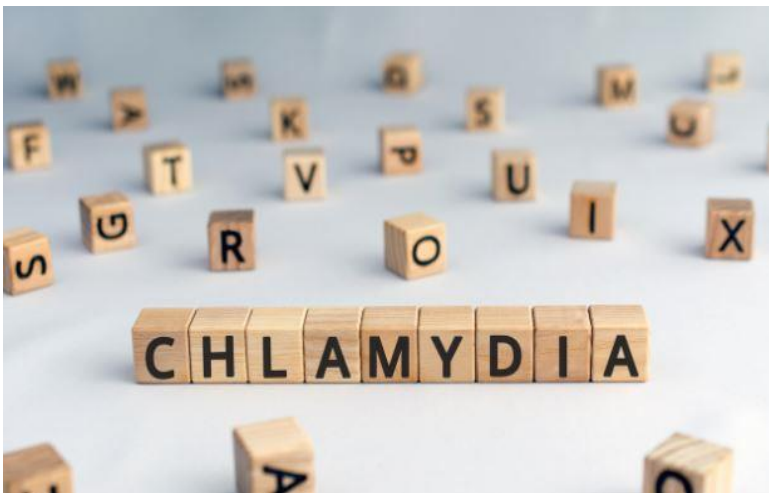
We produce medical certificates to provide evidence in support of extenuating circumstances for deadline assessments and event assessments. In the first instance, students must self-certify their **FIRST & SECOND** episode of illness in each academic year. If you have already self-certified **TWICE** within the current academic year, only then, is it appropriate to request a medical certificate from the Medical Centre.

For further information about when to attend the Medical Centre for certificates, see our [website](#).

Struggling with your Mental Health?

Being away from home or at university for the first time can be exciting but it can also feel daunting or overwhelming. There is a lot going on in the world right now which can feel overwhelming for us all at times. If you feel you are struggling with your mental health and need to talk to someone, we have access to a variety of services and healthcare professionals who can help. You don't always need to see a GP either – our reception staff can refer you directly into some services. Call or visit us so we can make the most appropriate appointment for you.

And remember - you can also go to the Student Information Zone (SIZ) on the street (opposite The Union Bar) or visit [UEA Wellbeing](#).



Chlamydia screening

Chlamydia is the most commonly diagnosed sexually transmitted infection (STI) in the UK, affecting both men and women. Most people who have it will have no symptoms and without a test you will probably not know anything is wrong. Left untreated, it can cause complications such as long-standing abdominal pain and infertility.

If you are sexually active and under 25 you should be tested annually or following a change in partner.

The test is free, painless and confidential. You don't even have to be examined. You can pick up a self-test kit from the Medical Centre or make an appointment in the [NURSE B clinic](#) if you wish to discuss Chlamydia or have any other concerns.

Visit the [NHS website](#) for more information or visit the [iCaSH website](#) where you can order home STI kits and obtain further information.

Patient Participation Group (PPG)

We already have a virtual group in place, but we need new members!

The practice is always looking for people from all ages and backgrounds that are enthusiastic about influencing and improving the way that local health care is delivered.

Want to take part, but no time for meetings? Don't worry - our PPG is virtual.

We will occasionally send you emails asking for your opinion on a range of topics. We are also looking to introduce online Teams meetings once/twice a year to allow members to discuss issues directly with the team including the partners.

If you are interested, please complete the form on our [website](#) and someone will be in touch.

UEA Wellbeing events for students

The start of a new year can sometimes feel a bit overwhelming and stressful for lots of different reasons, including assessment period for some students.

Therefore, the Wellbeing Trainers are running an “**Address Your Stress – drop in event**” to enable you to better understand and manage your stress levels. This will take place on 24th January 2-4pm in the SU Room 6. Join the wellbeing trainers and pick up your free “Address Your Stress” pack, which is filled with tips and techniques to help you manage stress. Students are welcome to work through the pack with us or can pick one up and take it away. If you can't make it in person then check out the [stress section](#) on the Student Services Hub on Blackboard. You can also find out [further information](#) about this event and other upcoming wellbeing events.

There are also lots of [wellbeing workshops and groups](#) running online from January-March including “Managing Stress” and “Procrastination”. The workshops aim to give you information on a variety of topics and provide you with tools to use in your life beyond the workshop. You can also check out the [wellbeing workshop](#) page on MyUEA to see the full offer, to book on or express your interest.

Appointments – keep it or cancel it!

Of the 15,719 appointments at the practice in the last 3 months, 1316 (8.4%) did not attend (DNA) their booked GP/nurse appointment. This is equal to **219 hours of wasted appointments!**

With increased demand for GP and nursing services and very little extra funding to facilitate this rise, reducing the DNA rate could make a significant difference to appointment availability.

Please... if you cannot make your appointment, cancel it so someone else can use it!



Travel services...planning to go on holiday soon?

Whether you're off on a package holiday to relax, trekking through the Amazon, on Safari in Africa or exploring the world, our fully qualified and experienced Travel Health nurses can give you expert advice on staying healthy and safe abroad. The travel clinic offers:

- Full travel risk assessments and advice
- Travel vaccinations
- Registered Yellow Fever Centre
- Malaria prophylaxis
- Free parking

Appointments are available throughout the week, and you should aim to book your first appointment at least 8 weeks before you are due to travel. We do not give travel advice over the phone. Your initial appointment will be for 30 minutes, and the specialist nurse will run through a personal assessment of risks/needs, taking into account your length of stay, activities and any existing health problems. This assessment will determine which vaccinations/medication you require. Subsequent appointments are usually 15 minutes.

New intrauterine coil contraception guidelines

If you are using the Mirena 52mg hormonal coil for contraception, you can safely rely on it for contraception and it is now licenced for 8 years (not 6 years, as previously announced in March 2023). This applies to existing and new users of the Mirena coil.

If you are using the Mirena coil for contraception and it was fitted when you were 45 years or older, you can continue to use it as contraception until age 55.

It is still important for women who use the Mirena coil for endometrial protection as part of Hormone Replacement Therapy (HRT) to have their coil changed at 5 years as per previous guidance.

There is no change to the length of use of Kyleena or Jaydess, which remain 5 years and 3 years respectively.



! Consent for sharing your medical information

If you are aged 16+ please be aware that the medical centre **cannot share** any of your personal information without written consent from you.

This includes sharing information with your parents/ guardians, university schools or any other third party that requests information. *(So... if you know it is likely that your parents/guardians are going to ring us - please let them know that we can tell them nothing unless you have signed the form!)*

Download the form [here](#) and send it to umsuea@nhs.net

Feeling unwell? Not sure what to do or where to go?

These days there are lots of choices within the NHS. Making the right choice, at the right time will help you get the best possible treatment appropriate for your condition at that time. To help you decide, we have devised a list of services available:

Self-care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in Services	A&E or 999
<p>Hangover. Grazed knee. Sore throat. Cough.</p>	<p>Unsure? Confused? Need help?</p>	<p>Diarrhoea. Runny Nose. Painful cough. Headache.</p>	<p>Unwell. Vomiting. Ear pain. Back ache.</p>	<p>If you cannot get to the GP and it is not getting any better.</p>	<p>Choking. Severe bleeding. Chest pain. Blacking out.</p>

Self-care: Best choice of treatment for very minor illness and injuries, such as coughs, colds, sore throats, cuts, bruises etc. Keep a well-stocked medicine cabinet with paracetamol or aspirin, indigestion remedies, plasters, thermometer, anti-diarrhoeal medicine, rehydration mixtures.

NHS 111: This is a free NHS telephone number (from both landlines and mobile phones) which you can call 24 hours a day, 7 days a week, 365 days a year. Confidential health advice and information. You can also get help for your symptoms online <https://111.nhs.uk>

Pharmacy: There are many local pharmacies available in Norwich, various opening hours. You can find your local pharmacy [here](#). They can provide advice on common illnesses such as colds and coughs including the best medicines to treat them.

GP (Doctor) Surgery: This is us! We are open Monday-Friday 08:00-18:30, most Saturdays. Routine and pre-bookable appointments with Doctors, Nurses and other health professionals. Urgent service for urgent same day issues (non-life threatening). For illness and injury that will not go away.

NHS Walk-In Centre: Rouen Road (city centre), Norwich, www.norwichwalkincentre.co.uk
Open 7 days per week (including bank holidays) 07:00-21:00

Accident & Emergency or 999: For critical or life-threatening conditions only.
Norfolk and Norwich Hospital, Colney Lane, Norwich, NR4 7UY

Find an NHS service near you
www.nhs.uk/nhs-services/services-near-you/