

# UEA Medical Centre

Patient Newsletter – Vol 3 Issue 3: Autumn 2025

## WELCOME

Welcome to our quarterly patient newsletter.

It's going to be a busy few months for the practice with the start of a new term and lots of new students around the UEA campus.

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

Assorted topics will be covered within our newsletter, not all medical, and we welcome any suggestions and ideas that you would like us to cover in the future.

### 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](#).

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## 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](mailto: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.)

## Meningitis, Measles, Mumps and Rubella – awareness

The University encourages you to receive immunisations in advance of your arrival at UEA. If you have not been immunised, you should consult your home GP to obtain the immunisation at least 3 weeks before you are due to start at the UEA. We strongly advise you to obtain your immunisations BEFORE coming to the UEA.

If it has not been possible to have Meningitis/MMR vaccines prior to your arrival at university, we will be able to do these once you have registered. Phone 01603 251600 and ask to make a nurse appointment for your vaccinations. Men ACWY is available FREE to all aged 24 or under and MMR is available FREE to all (any age) who have not been immunised.

If you would like this vaccine, please call reception on 01603 251600 to book a nurse appointment.

Enjoy your time at university by making sure your health and wellbeing is a priority.

For more information, please visit our [website](#).

## Appointments – keep it or cancel it!

Of the 13,591 appointments at the practice in the last 3 months, 820 (6%) did not attend (DNA) their booked GP/nurse appointment. This is equal to **137 hours of wasted appointments / 4 weeks of a full time GP!**

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! It's really easy to do by clicking the link in the 24-hour reminder you will receive by text ahead of your appointment.**



## Student sickness certificates

We produce medical certificates to provide evidence in support of extenuating circumstances and extensions for course tests and exams. Students are now able to self-certify for 7-day extensions as many times as required throughout the academic year. For extensions longer than 7 days, a certificate is still required. If evidence of extenuating circumstances due to a health condition is required then a medical certificate can be requested via the online form on the Medical Centre [website](#). (These can only be completed if we have sufficient evidence).

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

## Seasonal flu vaccine

Flu vaccination invites are being sent this autumn, inviting “at risk” patients to book for their seasonal flu vaccine. Specialist flu clinics run on various days throughout October to December. Clinics book up quickly, so if you have received your invite, please either click on the text link to book when you get it, or phone reception on 01603 251600! (Please note, we are unable to provide the seasonal flu vaccine privately for those who are not on the “at risk” register.)



## HPV national catch-up campaign

HPV vaccination invites have been sent out to unvaccinated individuals aged 18-25. This includes:

- all females born on or before 1 September 2009 – up to their 25th birthday
- males born from 1 September 2006 to 31 August 2009 (inclusive). **Eligibility for boys was only extended to those entering year 8 from September 2019**, in line with the Joint Committee on Vaccination and Immunisation recommendation.

If you have received an invite, please either click on the text link to book when you get it, or phone reception on 01603 251600!

## Alcohol

University can be some of the best years of your life, but for many, alcohol ends up being a huge part of the experience too. Although there is no completely safe level of drinking, the NHS advises that the risk of harm to your health is low if you don't regularly drink more than the recommended allowance.

Health experts recommend drinking no more than 14 units a week spread across 3 days or more. That's around 6 medium (175ml) glasses of wine or 6 pints of 4% beer.

If you overdo it, give your body a day or two to recover. If you regularly drink too much, you could do yourself long term damage. For further information on drink awareness visit:

[www.nhs.uk/better-health/drink-less/](http://www.nhs.uk/better-health/drink-less/)

## Health campaigns

There are a number of national campaigns running over Autumn aimed to raise awareness of important health issues and stimulate groups and individuals to seek information and services.

### October

Stoptober

Breast cancer awareness

### November

Movember

International stress awareness week



## Are you a carer?

A carer is anyone, including children and adults who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

If this sounds like you, then we are here to help. Make an appointment to speak to a doctor who will be able to provide you with information, advice and support.

For more information on the various support agencies out there to help, visit 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](#).

## Nominated Pharmacy (electronic prescribing)

If you have ever had your prescriptions sent directly (electronically) to a pharmacy and you are now living in Norwich, make sure you update your nominated pharmacy to a local one, otherwise you will encounter problems trying to obtain your medication. You can find a local pharmacy [here](#). Either let us know where you would like your prescriptions sent to or ask your new local pharmacy to set this up on your behalf.

We are very pleased that finally, the pharmacy attached to the medical centre has re-opened. We have worked hard, alongside the pharmacist and the university, to ensure that the health authority understands the need to have a pharmacy on campus where medications prescribed by the doctors, can be easily accessible to patients. The GP practice and the Pharmacist intend to work closely alongside each other and have already arranged our first meeting.

## UEA Moves

The UEA have introduced the [UEA+Moves](#) app that allows both staff and students to record how active they are and connect with other individuals who also want to increase their physical activity levels. In addition, the app will allow users to exchange the points that they build up via steps walked, miles cycled, or miles ran. The app is completely free of charge and all you need to do is download the 'Moves +' app from your devices App Store and sign up with your UEA email address and UEA User ID.

### Ever wondered why we ask for your reason for an appointment? (and no... its not to be nosy!)

We ask because you don't always need to see a doctor. Our staff have access to book directly into various clinics with different clinicians and this is why we ask when you call, a brief reason for your appointment. Our staff are trained to ask and signpost - we have many other experienced clinicians who may be more suitable to your particular need and brief description helps you get the most suitable appointment as soon as possible.

- Nurses (direct booking - various specialist clinics; respiratory, sexual health, travel, immunisations, general)
- GP Assistants / Healthcare Assistants (direct booking)
- Pharmacist - medication reviews/issues (direct booking)
- Physiotherapists (direct booking)
- Mental Health Support from the Wellbeing service and/or Youth Connect Team (direct booking)
- General Practitioners (doctors) (direct booking)
- Phlebotomists - blood taking (Dr/hospital referral only)
- Mental Health Practitioners (Dr referral only)
- Dieticians (Dr referral only)



## Emergency contraception

If you have had sex without using any form of contraception or you think your method may have failed, you should attend the Medical Centre as soon as possible. If we are closed, this service is still available from the Out of Hours service by phoning 111 (free from landlines and mobiles). Alternatively, you can visit your local family planning service or pharmacy.

Treatment must start as soon as possible – usually up to 72 hours for the emergency pill and up to 5 days for the IUD. Remember, **the sooner the better**, do not leave it until the last minute to seek advice.

Further information about emergency contraception can be found on the **NHS website**.



## 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.

## Chlamydia screening

Chlamydia is the most 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.**

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.

## ! 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't tell them anything unless you have signed the form!)*

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

## Social Prescribing - For support with non-medical matters

Social prescribing involves helping patients to improve their health, wellbeing, and social welfare by connecting them to community services which might be run by the council or a local charity. They can help with:

- |                             |                         |        |                               |
|-----------------------------|-------------------------|--------|-------------------------------|
| - Housing, benefits         | - Mental health         | - Care | - Rights and responsibilities |
| - Activities, clubs, groups | - Family, relationships | - Work | - Education, training         |
| - Blue badges, transport    | - Budgeting, debt       |        |                               |

**How can I book to see a Social Prescriber?** - Just give us a call! 01603 251600. You will need a GP referral into this service. Once referred, you will have an initial telephone consultation with the social prescriber, where they will assess your needs to see how best they can help you.

**Student Information Zone (SIZ)** - Alternatively, if you're a student and need help with learning, student services or finance? You can also contact the UEA Student Information Zone (SIZ) who can help provide an initial response to questions and work out next steps. They can show you how to find the information you need online and can make a referral to the right service if required.



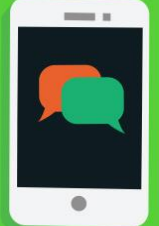




**F2F:** Visit them on The Street (opposite The Union Bar.) Monday to Friday 9am – 5pm

**Online:** SIZ can be accessed 24/7 at [siz.uea.ac.uk](http://siz.uea.ac.uk). To gain full functionality, you need a UEA username and password which you will receive once you have registered as a student.

**Email:** You can also email [student.information.zone@uea.ac.uk](mailto:student.information.zone@uea.ac.uk) with your question.

## 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:

 <h1>Feeling unwell? Choose the right service</h1>					
 <p><b>Self-care</b></p> <p>Hangover. Grazed knee. Sore throat. Cough.</p>	 <p><b>NHS 111</b></p> <p>Unsure? Confused? Need help?</p>	 <p><b>Pharmacist</b></p> <p>Diarrhoea. Runny Nose. Painful cough. Headache.</p>	 <p><b>GP (Doctor)</b></p> <p>Unwell. Vomiting. Ear pain. Back ache.</p>	 <p><b>NHS Walk-in Services</b></p> <p>If you cannot get to the GP and it is not getting any better.</p>	 <p><b>A&amp;E or 999</b></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:** We now have a pharmacy open on campus, located next to the UEA Medical Centre but 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, and most Saturday mornings (for pre-booked appointments only).

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](http://www.norwichwalkincentre.co.uk)

Open 7 days per week (including bank holidays) 07:00-19:00

**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/](http://www.nhs.uk/nhs-services/services-near-you/)

[www.umsuea.co.uk](http://www.umsuea.co.uk)