**NHS & Out of Hours Information**

When the College Nurse is not available and you need medical care or advice, choose well by using the right NHS service for your needs:



**Student Guide to Using NHS Services in Cambridge:** <https://www.cambridgeshireandpeterboroughccg.nhs.uk/easysiteweb/getresource.axd?assetid=11688&type=0&servicetype=1>

**Download free ‘MyHealth Cambridgeshire & Peterborough’:**

* iOS via Apple Store
* Android via Google Play
* Windows phones via Microsoft Store

**Self-Care**

Self-care is often the best choice for very minor illnesses and injuries. Often all that is needed for common illnesses such as coughs, colds and sore throats is over the counter medicines such as Paracetamol and plenty of rest.

**Pharmacy**

**Ask your local pharmacist for advice** for many common illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats.

**GP Surgeries**

**Make an appointment with your GP** if you are feeling unwell and it is not an emergency. Newnham Walk Surgery is open 08.00-18.00 (Monday –Friday). **Tel: 01223 366811**

**NHS 111**

NHS 111 is the NHS non-emergency number. You should call this number when you need medical help or advice urgently but it is not a life-threatening situation. Call 111if:

* You need medical help fast but it is not a 999 emergency
* You think that you need to go to A7E but aren’t sure
* You don’t know who to call or you need advice on symptoms/reassurance

If it can wait, contact your GP or pharmacy the next day instead.

**Urgent Care Cambridge**

Overnight and at weekends, Herts Urgent Care Cambridge (HUC) provide the out of hours GP service. They are based at Addenbrooke’s Hospital.  Please remember that this service is for conditions which **cannot** wait until your GP practice is open. This service is accessed by ‘phoning **NHS 111.** If you need to go to Urgent Care out of hours – let the Porters know and they can help book a taxi.

**Accident & Emergency**

**Call 999 if someone is seriously ill or injured and their life is at risk** and let the Porters know so that they can direct the Ambulance Crew. The nearest Accident & Emergency Department is at Addenbrooke’s Hospital. 999 should only be called in an emergency such as a suspected broken bone, a road traffic accident, a severe wound, suspected heart attack or any life-threatening condition.

**What to do in a mental health crisis**

If you don't know where to turn, here are a number of options:

* Could you talk to a **friend or family member?**
* **Tutors** are hereto help you and can always be contacted by email
* **The Porters' Lodge** is staffed 24 hours a day.
* **The College Nurse** holds clinics 5 days a week for confidential advice and support: [nurse@newn.cam.ac.uk](mailto:nurse@newn.cam.ac.uk).
* **Self-help information** is available on Cambridge University Counselling Service website.
* You can self-refer to the **University Counselling Service**: [www.counselling.cam.ac.uk/studentcouns](http://www.counselling.cam.ac.uk/studentcouns). Tel: 01223 332865 (during office hours).

[**First Response Service**](http://www.cpft.nhs.uk/First%20Response%20A5%20Leaflet.pdf)



If you feel that you are having a mental health crisis you can contact the First Response Service by ‘phoning **111, select option 2** to speak to a mental health professional 24/7.

**This NHS service can offer urgent support for people in mental health or emotional crisis and is for anyone who is registered with a GP in Cambridgeshire.**

A specialist healthcare professional, 'First Responder' will talk to you and assess your needs.  Someone may come out to see you or arrange for you to go to **The Sanctuary** (open 6pm-1am, 7 days a week) which is a safe place providing support for people in crisis.

Please note that all medical emergencies still need to attend A&E at Addenbrooke's Hospital.

**SARC - Sexual Assault Referral Centre**

The Elms, Hinchingbrooke Hospital, Hinchingbrooke Park, Huntingdon, Cambridgeshire, PE29 6NT

Tel: 0800193 5434     [http://www.theelmssarc.org](http://www.theelmssarc.org/)

**Nightline (formerly Linkline)**

17 St Edwards Passage, Cambridge CB2 3PJ.  
**Tel: 01223 744444   7pm-7am nightly**  
[**Nightline**](http://linkline.org.uk/)

A helpline run by students for students during full term only.

**Samaritans - Freephone Helpline - 116 123**

4 Emmanuel Road, Cambridge CB1 1JW.  
24-hour helpline: **01223 364455**   
Email: [**jo@samaritans.org**](mailto:jo@samaritans.org)  
[**Samaritans**](http://www.samaritans.org.uk/)

Befriending helpline for those in crisis or despair. Open 24 hours and 365 days.

**Student Support Guide:** [www.findsupportcam.com/](file:///C:\Users\hmt24\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\1B0LYK7I\www.findsupportcam.com\)

**Cambridge University well-being webpages:** <https://www.studentwellbeing.admin.cam.ac.uk/>