**How to Access Medical Services in Oxford**

If you’re new to the British National Health Service (the **NHS**), this is what you need to know.

For many routine ailments, it’s worth talking to a pharmacist first. Both Boot’s and Boswell’s in town have qualified pharmacists on duty at all times and they will advise you on minor problems and medicines.

Medical services are generally accessed via a General Practitioner (GP) surgery. The College GP practice is Dr Kenyon and Partners at 19 Beaumont Street (tel. 01865 240501, 8am-6.30pm, Monday to Friday (Tuesday and Thursday till 7.30pm) and Saturday 8.30am-noon; outside of these times, the number diverts to an out-of-hours service). All members of College can register with them – or you can register with any other GP surgery in Oxford.

19 Beaumont Street have a number of male and female doctors, as well as nurses. You can ask for the same doctor (or nurse) each time you go, or you can see the first available doctor. If you just want a bit of advice, you can phone and ask to speak to a nurse or doctor. The practice will get the duty person to phone you back.

There is a 24-hour national central telephone helpline for non-emergency medical problems: phone **111**. They will listen, advise you, get a doctor to call, or phone paramedics. During the daytime, however, it’s still better to phone the GP practice and ask them for advice, for a phone call, or for an appointment.

For serious Accidents and Emergencies you will need to go to the A&E department at the John Radcliffe (JR) Hospital in Headington. You can just turn up at A&E, but there is often a long wait and, during the day, if they think your illness is best dealt with by your GP, they will just send you back to them. The government target is for hospitals to see everyone within 4 hours of them arriving – but that can mean you wait for at least 4 hours before being treated – so avoid A&E if you can, especially on busy periods like Saturday night.

For medical emergencies, when you are sure an ambulance is needed to take you (or someone else) to hospital, phone **999**.

Some students may incur charges. Please enquire when seeking the above services or check the terms of your visa