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Dear Student,

We appreciate this is a challenging time so wanted to write to you with updated information about how you can access NHS healthcare while you are in Oxford. We are the NHS GP surgery to which your college is linked.

Firstly, if you have not already done so we would urge you to register with us as soon as possible using [Campus Doctor](#). Registration is free for all students on a course of study at the University and allows you to access NHS healthcare. It is very difficult for us to offer you medical advice if you are not registered with us. It is particularly important that you are registered with an Oxford GP because Public Health England are using the location of the registered GP to identify your location if you have a COVID-19 test, to enable them to monitor local COVID-19 levels.

At present nearly all our consultations are initially by phone, and we are often able to give full advice by telephone or video. Please be assured that whenever necessary we will arrange face to face consultations. You must have a UK mobile phone number for us to contact you on – our NHS text messaging and video software does not work with overseas numbers.

The [NHS website](#) is an excellent resource for medical advice, as is your college nurse (if your college has one), or the local pharmacy. 111 can provide telephone advice for minor illness. If you need assistance or advice from us for your medical needs, you should either phone our reception team during working hours (Monday-Friday 0800-1830) or get in touch via our [website](#). If you need urgent medical advice outside of usual working contact the 111 service. If it is an emergency at any time dial 999.

We hope you are already aware of the University [Covid Early Alert Service](#) (EAS). Any student with any symptoms of COVID-19, however mild, should contact EAS at the earliest opportunity to arrange COVID-19 testing. Symptoms of COVID-19 are:

- A fever of 37.8C or higher
- A persistent cough (his means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours)
- Lost or altered sense of taste or smell

For most students, COVID-19 will be a mild illness without the need for further medical attention after testing. Students with an underlying medical condition that makes them more [vulnerable](#) to COVID-19 may however be more likely to develop complications. If you fall into this group you should take extra precautions to minimise your risk of coming into contact with the virus and you should seek prompt medical advice if you become unwell.

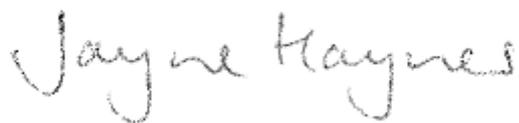
If you are unwell with confirmed or suspected COVID-19 and need medical advice you should contact us in the usual way (see above). For reasons of infection control we are trying to minimise the number of people with possible COVID-19 coming into the surgery. Therefore, if you have confirmed or suspected COVID-19 and need a face to face consultation, we will arrange for you to be seen in the dedicated COVID-19 clinic set up for the city, and you will only be seen at 19 Beaumont Street in exceptional circumstances. This reflects a county wide approach to keep GP surgeries as safe as possible for patients without COVID-19, especially the vulnerable and elderly.

We cannot emphasise enough how important it is for your own health, that of your friends and family, and the wider health of the local population, that you follow very carefully the [UK Government](#), [Oxford University](#), and college/department specific guidance on control of coronavirus. At the first possible symptoms of COVID-19 you should get a test via the EAS and self-isolate in line with [UK Government guidance](#). We strongly encourage you to get the [NHS COVID App](#).

Finally, a note on vaccinations. If you have an underlying medical condition that makes you eligible for an [NHS flu vaccine](#) please contact us as soon as possible to book this, alternatively you can have one at most pharmacies. If this is your first time in UK higher education and you have not yet had a meningitis C vaccine please contact the surgery to arrange one.

We hope that despite the challenges and restrictions that the pandemic brings you are able to have an enjoyable and productive time this academic year, and that you remain healthy throughout. We encourage you to make full use of the measures your college welfare teams have put in place to support you during this unprecedented situation.

Best wishes

A handwritten signature in cursive script that reads "Jayne Haynes". The ink is dark and the handwriting is fluid and legible.

Dr Jayne Haynes
On behalf of 19 Beaumont Street Surgery.