

A Guide for Students

Welcome to Bournemouth University Medical Service. We are an NHS GP Practice based in Talbot House on Talbot Campus at Bournemouth University. If you are a university student you can register with our practice by completing a registration form. The medical centre is open from 8.45am to 5pm, term time only. Outside of these times you can access GP services from our main surgery at Talbot Medical Centre, 63 Kinson Road, Wallisdown, Bournemouth, BH10 4BX. Tel: 01202 636400.

How to get an appointment at Bournemouth University Medical Centre

1. Make sure you have registered with us. Registration forms are available from the reception team. It is highly recommended that you register as soon as possible so that we can obtain your medical notes from your previous doctor's surgery including details of any medications you take. We can only see you if you are a registered patient.

2. You can book an appointment in advance:

- **ONLINE:** Our patients are able to book appointments up to four weeks in advance and order repeat prescriptions via our SystmOnline Booking service. If you would like access to this, please register and visit the Surgery with photo ID; one of our receptionists will then help you sign up to this convenient online service
- **BY PHONE:** Please call 01202 965378. Our phone lines open at **8.45am**. We are always very busy taking calls early in the morning and therefore you might find it difficult to get through. If you have an urgent problem please keep trying and we will answer your call as soon as possible. Alternatively, call back later in the day or use the online service.
- **IN PERSON:** Our reception desk is open from 8.45 am until 5.00 pm.

3. If you are unable to keep your appointment please let us know as soon as possible. These appointments can be offered to another patient who may need urgent medical treatment.

Emergency Appointments

If you feel that you need to see a doctor as an emergency please let our receptionist know as early in the day as possible. They will ask you for a brief outline of your problem in order to book you in with the appropriate clinic and to help the clinician who will treat you. On occasion, you may be required to attend our main surgery however please contact the University Medical Centre first.

Length of Appointments

Doctors' appointments will last for 10 minutes. You should only discuss 1 problem per appointment. If you wish to discuss more than one problem you will require a double appointment of 20 minutes. Nurse's appointments vary in length and our receptionists will advise you of this when you book an appointment.

Pharmacy Treatment

Pharmacists are now often able to treat minor ailments and therefore you may find it useful to seek advice from a local chemist before organizing a doctor's appointment. If it is something they cannot deal with, the pharmacist will advise you how to seek further treatment.

Out of Hours Treatment

You can contact Bournemouth University Medical Centre between 8.45am and 5pm, Monday to Friday, term time only. Outside of these times you can contact our main site at Talbot Medical Centre between 8am and 6.30pm, Monday to Friday.

If you need to see or speak to a doctor after 6.30pm on a weekday or over the weekend for urgent treatment or advice then:

- Call 'NHS 111' on 111 for medical advice and treatment.
- Visit a local chemist and speak to a pharmacist.
- Attend a walk in centre. This is situated at the Boscombe & Springbourne Health Centre at 66-68 Palmerston Road, Boscombe, BH1 4HT. You cannot telephone this centre but if you attend in person, you will be allocated an appointment to see a GP. The clinic is open from 8.00 am to 8.00 pm Saturdays and Sundays.
- In an emergency, attend the Accident and Emergency department at Bournemouth or Poole Hospitals.

Travel Vaccinations

If you require an appointment for travel vaccinations you must book this well in advance. Some vaccinations have to be given over a course of many months. You will need to complete the pre-travel questionnaire and bring this to the medical centre prior to booking your appointment. You will also need to look online so you have an idea of which vaccinations you would like to receive prior to your appointment. Not all vaccinations are paid for by the NHS as travel is a non NHS service. Prices vary from practice to practice. For further details please ask our reception team or visit our website www.talbotmedicalcentre.co.uk.

Non NHS Services

Some services such as doctors' letters, medicals and the completion of forms are not paid for by the NHS. Therefore, to cover the administrative costs, a private fee may be charged for the service. For further details please ask our reception team or visit our website www.talbotmedicalcentre.co.uk. Please note that different surgeries may charge different prices.