

Please note: This is a copy of the e-mail. There will be minor spacing/layout issues that have arisen from the content being copied into Word. These aren't in the final newsletter – this is intended as a guide for your information.

Supporting your health and wellbeing

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Looking after your wellbeing

We're sure that your time with us will be positive, productive and stress-free, but there may be times when you feel that you need some help.

That's why we offer a wide range of support services to ensure that you stay healthy and happy during your studies.

The good news is that you don't have to remember who to go to for what. All you need to do is contact our [Information Points](#) and they'll put you in touch with the right person. Ring them on 0117 32 85678, [email](#) or tweet [@UWEBristol](#).

And remember, all the information you'll need to [get ready for the new academic year](#) is available online.

Quick links

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Meeting new people

University is the perfect opportunity to meet new friends, whether it's through your accommodation, your course, a [welcome event](#) or one of the many activities and societies you can get involved in during your time here.

We've got a huge student community, so you're bound to meet people with the same passions and interests as you - it just might take some time.

Getting on with your flatmates

Living with other people at university is an important part of student life, but it can take a bit of time to adjust. Our Residents' Guide has some advice on what to do if you're not getting on.

If you're really finding things difficult, consider speaking to a Resident Assistant for support to improve things.

[Residents' Guide](#)

Helping you settle in

If you're finding it hard to settle in or feel a bit homesick don't worry - lots of students feel the same, even if they're not showing it! Talking to someone can really help, whether it's family, friends or someone new that you've met.

We've also got specialist advisers who are here to listen to you and help make things better - no matter what the problem. Contact our Information Points and they'll put you in touch with the right person.

[Contact an Information Point](#)

Register with a local doctor

It's really important to register with a doctor so you can receive medical care when you need it. Our [University Health Centre](#) on Frenchay Campus is open to all students, no matter where you're studying.

If you'd prefer you can register at a local doctor's surgery. Find one near you through the [NHS website](#).

Register with our Health Centre

Save money on health costs

As a student you may be eligible for free or reduced cost NHS prescriptions, dental work, sight tests, glasses and contact lenses.

All you need to do is complete a HC1 form and provide evidence of your funding - the NHS will then check if you're eligible. We'll give you a HC1 form at your registration session in your Welcome Pack.

Getting treatment on the NHS

What to do if you need urgent medical care

111 is the NHS non-emergency phone number (available 24/7). You should call it if you urgently need medical help or advice, but it's not an emergency. Advisers will then tell you what to do next.

If it's not urgent, contact your doctor's surgery, visit a pharmacist or go to an NHS walk-in centre.

What to do in an emergency

If there's an emergency on campus please call **0117 32 89999** (available 24/7, every day of the year).

We'll send staff to help and call the emergency services for you so that they can find you quickly.

If you're off campus, call 999.



Disabilities and long term medical conditions

If you disclosed a disability, specific learning difficulty (e.g. dyslexia) or long-term medical condition on your application, we've probably already been in touch to arrange your support.

If you didn't disclose when you applied, contact our Disability Service now. There's lots we can do to support you.

We can also help you arrange a free screening if you think you might have a specific learning difficulty but it hasn't been diagnosed.

[Disability Service](#)

Wellbeing and mental health support

Our Wellbeing Service provides confidential support to help you with your mental health and personal development needs, including counselling, mental health support and specialist mentoring. They're here to listen to you and help you through difficult times.

They offer flexible support that is tailored to you, and you can book appointments to suit your timetable.

You can register for an appointment online, or call 0117 32 86268 if you need urgent support.

[Wellbeing Service](#)

Faith and spirituality

We've got lots of opportunities for you to explore and practise faith and spirituality. You can find places for prayer and worship, space for private reflection, opportunities to meet others and advice on spiritual and ethical concerns.

[Find out more about faith and spirituality support](#)

Remember to get your meningitis vaccination

Remember to ask your GP for the Men ACWY vaccination before you leave home. It will protect you against four different causes of meningitis and septicaemia.

Our [University Health Centre](#) can still vaccinate you when you arrive, but please try to see your home GP first as we will have limited vaccines available.

You will need to [register with the University Health Centre](#) to be given the vaccination there.

More information about the Men ACWY vaccine

Safe spaces

We're committed to providing an inclusive and supportive environment, and don't tolerate language or behaviour that leaves others feeling embarrassed, unsafe, bullied or discriminated against.

If you see or experience unacceptable behaviour please report it to an [Information Point](#) or any member of staff.

If feel unsafe, call **0117 32 86404** and our Security team will come to you immediately. They're on campus 24/7, 365 days a year.

Quick links

- » [myUWE](#)
- » [Academic advice](#)
- » [Study support](#)
- » [Term dates](#)

Contact us

Information Points

Email: infopoint@uwe.ac.uk

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[More contact options](#)

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