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Looking after your health and wellbeing at university



# This is yourUWE.

A look at the top things you need to know before you start your course.

Each week until you join us, we'll send you information on a different topic to help you get ready to start your course.

This week, we're talking about your **health and wellbeing**.

## Look after your health

### Register with a doctor

Register with a local doctor so that you can receive medical care when you need it – like when Freshers' Flu hits!

Frenchay Campus has its very own [Health Centre](#), open to all students. You don't have to live on or near the campus, and it's easy to [register online](#).

You can search for other local GP practices through the [NHS website](#).

### Save money on health costs

As a student, you may be eligible for free or reduced cost health care treatment, such as NHS prescriptions, dental treatment, 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 check whether you qualify and if you do, they'll send you an exemption certificate in the post.

Most students living away from home are eligible on the basis of low income, so it's worth spending a few minutes completing the form.

We'll be giving out HC1 forms at September's [registration sessions](#), as part of the Student Support Information Pack, or you can pick one up at any [Information Point](#).

### Urgent medical care

111 is the NHS non-emergency phone number. You should call it if you urgently need medical help or advice, but it's not an emergency.

It's free to call and they'll be able to give you advice on what to do next.

If the situation is not urgent, contact your doctor's surgery or visit a local pharmacist.

## Emergencies

If you are on campus and find yourself in an emergency situation, you are strongly advised to call the University's emergency phone number: **0117 32 89999**. Please add this number to your phone.

This number is staffed 24/7, 365 days a year and will connect you to UWE's Operations and Security team. They will immediately call the emergency services for you without question, and make sure the emergency services can find you without delay.

If you are off campus and find yourself in an emergency situation, call 999.

## Settling in

### Meeting new people

University is the perfect opportunity to meet new friends. If you're moving into accommodation you'll have new flatmates to get to know, but don't worry if you're living at home - there's loads of other ways to get to know people.

You could meet people on your course or through [Students' Union](#) events, societies, networks and sports clubs. There's lots to choose from, but if you can't find what you're looking for you can set a new one up yourself!

Find people with similar interests to you through [volunteering](#), get involved with in [fundraising or charity work](#), attend [faith meetings](#), or try a new activity at the [Centre for Performing Arts](#).

### Homesick?

Coming to university is a time of lots of change – it's exciting, but can also be a bit daunting. Homesickness and taking time to settle in is completely normal, and lots of students feel the same – even if they're not showing it!

If you're finding things difficult, talk to someone. This could be your family, a friend or someone new that you've met.

The University also has a [Wellbeing Service](#), here to support and listen to you. They can talk through your worries with you, and help you to develop techniques to manage. Register for an appointment online, or call **0117 32 86268**.

### 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. Take a look at Accommodation's guide to [accommodating each other](#) for some tips.

If you're really finding things difficult, consider speaking to a student warden or your Accommodation Manager. They can offer you support and advice on how to improve things, or talk to you about next steps you could take.

### Having doubts?

Many students experience doubts whilst they're settling into university study. If you're thinking about [changing direction](#), such as changing course or leaving UWE, we recommend that you make an appointment with a [Student Support Adviser](#). They will be able to discuss your options and talk you through any next steps you wish to take.

## Services to support your health and wellbeing

### Disability support

If you have a disability or a long term health condition, the [Disability Service](#) can arrange [different types of support](#), such as note-takers, support workers or exam adjustments.

If you disclosed your disability or long term health condition on your application, we've probably already been in touch to discuss your needs and put support in place for when you arrive.

If you didn't disclose when you applied to UWE, we advise you to do so now. A range of support is available and you may be eligible for funding through [Disabled Students' Allowances](#).

Staff from the Disability Service are here to help - make an appointment with them via any [Information Point](#).

### Dyslexia and specific learning difficulties

If you have a specific learning difficulty (SpLD) such as dyslexia, UWE's [Dyslexia and SpLD Service](#) can help you access appropriate support for your studies.

If you think you might have a specific learning difficulty but it hasn't been diagnosed, consider booking in for a free screening. You'll be able to discuss your concerns with a specialist and it will help you decide whether or not to arrange a full diagnostic assessment.

Find out more about [what's involved in a SpLD diagnosis](#), or contact the [Dyslexia and SpLD Service](#) to have a chat about your options.

### Mental health support

The [Wellbeing Service](#) provides support services to help you with your mental health and personal development needs, including counselling, mental health support and specialist mentoring.

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.

### Faith and spirituality

UWE has a range of opportunities for you to explore and practise [faith and spirituality](#).

There are weekly events, activities and prayer meetings in the Community Hub (Frenchay Campus), faith and cultural networks run through the Students' Union, and a dedicated Faith and Spirituality team to support you pastorally and help you with spiritual growth.

[Prayer rooms and reflective spaces](#) are available on every campus.

## What else?

## 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.

UWE Security are on campus 24/7, 365 days a year. If for any reason you feel unsafe or you see any suspicious activity, call **0117 32 86404** and they will provide an immediate response.

If you see or experience unacceptable behaviour please report it to an [Information Point](#) or Accommodation Reception and play your part in creating a safer university environment that you and all other students can enjoy.

## Who can help?

### Information Points

There are [Information Points](#) on every campus. If you have any questions that we don't cover - just ask. You can visit them, ring them on **0117 32 85678**, email [infopoint@uwe.ac.uk](mailto:infopoint@uwe.ac.uk) or even tweet [@UWEBristol](https://twitter.com/UWEBristol).

## Follow us



[Information Points can help answer your questions >>](#)

## Talk to us

These emails come from the Student Communications Team. If you have any feedback on our current communication channels or how you think they could be improved, please [contact us](#).

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## **Dynamic content**

### **Glenside students:**

#### **Register with a doctor**

Register with a local doctor so that you can receive medical care when you need it – like when Freshers' Flu hits!

[The Old School Surgery](#) is less than a mile away from Glenside, and works in partnership with [UWE Health Centre](#) (based on Frenchay Campus). It's easy to [register for both surgeries](#) online.

You can search for other local GP practices through the [NHS website](#).

### **Bower Ashton students:**

#### **Register with a doctor**

Register with a local doctor so that you can receive medical care when you need it – like when Freshers' Flu hits!

There are a number of local surgeries close to Bower Ashton, in nearby Hotwells, Bedminster, Clifton or the city centre. You can search for local GP practices through the [NHS website](#).

Alternatively, the [UWE Health Centre](#) on Frenchay Campus is open to all students. You don't have to live on or study at the campus, and it's easy to [register online](#).