

# Healthcare and Wellbeing

International Orientation

International Student Office  
Student Information Service



# Disclaimer

All content in this presentation has been prepared for the 2025/26 academic year and is subject to future updates or modifications.

# The National Health Service

- An institution at the heart of British culture
- Public, government-sponsored universal healthcare system
- Free access to all services for UK residents



# Healthcare essentials

**GP**

**GP Surgery**

General  
Practitioner

Where a GP works  
(medical centre or  
medical practice)

**Important numbers**

**111**

**999**

Non-emergencies

Emergencies

# NHS 111

## NHS 111

Call this number if you're unsure about what to do, it's after 5pm or it's a weekend.

**111 online** [Check your symptoms online](#)

**Call 111** No need for a country code – simply call 111 from your phone.

Available 24h and 7 days of the week.

## When you call 111:

- You'll speak to an operator
- The operator will ask you questions on how you feel – some might feel like strange questions, but they are all important.
- You can ask for an interpreter.

# NHS 111

## NHS 111

Call this number if you're unsure about what to do, it's after 5pm or it's a weekend.

Depending on your symptoms, 111 might tell you to:

- call 999 or go to A&E in an emergency
- see an evening and weekend (out-of-hours) GP
- book a callback from a nurse
- get urgent specialist support, for dental or mental health problems
- contact your own GP surgery
- see a pharmacist for help with a minor illness
- look after yourself at home

# Pharmacy

## Pharmacy First

Skin  
conditions, ear  
and throat  
aches,  
stomach pain,  
sprains and  
strains.

**Pharmacists can prescribe antibiotics and treat these symptoms:**

- Ear infections
- Infected insect bites
- Shingles
- Sinusitis
- Sore/infected throat
- Uncomplicated urinary tract infections

# Leeds Student Medical Practice

## GP (Doctor)

You're still  
unwell,  
make an  
appointment  
with a GP.

**Leeds Student Medical Practice works with the University of Leeds to support our students' needs.**

They offer:

- Medical help
- Support for LGBTQ+ students
- Support with your mental health



[Leeds Student Medical Practice  
website](http://www.leeds student medical practice .co.uk)

4 Blenheim Court,  
Blenheim Walk, Leeds,  
LS2 9AE



# How to register with Leeds Student Medical Practice

## GP (Doctor)

You're still  
unwell,  
make an  
appointment  
with a GP.

### [Register for the Leeds Student Medical practice online](#)

- You need a long-term address to complete your registration.
- If you don't have a long-term address but need medical advice, call 111.

After completing the online registration form:

- It can take 2 days for your registration to appear on the medical practice patience record.



Scan the QR code to  
register as a patient



# After you've registered

- **Your registration is finalised within 2 days.**  
If you've submitted your registration but your record is still being processed, the practice can still see you.
- **Sometimes the medical practice offer a health check.**  
This is a brief appointment with a nurse or healthcare assistant to do some health checks and discuss your medical history, medications, and any ongoing conditions.
- **If you have a long-term condition and take ongoing medication,** a nurse or healthcare assistant will discuss how to get your medication.



Scan the QR code to  
register as a patient




# How to book a doctor's appointment

- **By phone**

Call the reception during opening hours (+44) 113 2954 488.

- **In person**

Visit the reception desk.

 Leeds Student Medical Practice, 4 Blenheim Court, Blenheim Walk, Leeds, LS2 9AE

You can also request an appointment via the practice's online booking system - [Patches](#).

Speak to the practice on how to register for their online services.

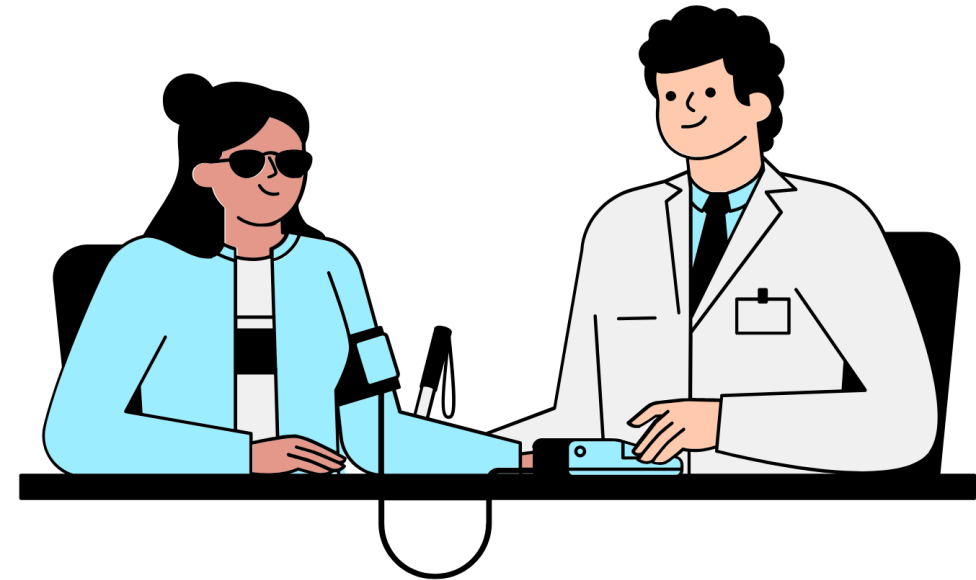


Scan the QR code to register as a patient



# During the appointment

- **Time**  
Appointment time 15 minutes, so try to be clear and focused.
- **Discussion**  
The GP will ask about your symptoms, lifestyle, medical history, and any medicines you take.
- **Examination**  
If needed, your GP might check things like your blood pressure, heart, throat, or joints. They'll always explain first and ask permission.
- **Language help**  
If English isn't your first language and you find it difficult, ask for a free NHS interpreter.



# After the appointment

**Depending on your situation, the General Practitioner could:**

- Give you advice or things you can do to stay healthy
- Give you medication (you'll collect it from a local pharmacy, usually paying a standard fee)
- Arrange tests (blood, urine, scans, etc.)
- Arrange an appointment to check on how you feel
- Refer you to a specialist doctor or hospital

## **Specialist hospital appointments**

- Are not always free. They depend on your visa type.
- Might have longer waiting times and your GP cannot help speed your referral.



# Registering with other practices

**We recommend registering with the Leeds Student Medical Practice, especially when you arrive.**

However, if you prefer to register with a different medical centre, research your options independently.

[Find a local GP surgery](#) and ask about:

- How to register and any documents they need to complete your registration (if any).
- How long it will take for you to register.
- How to book appointments with a doctor.



# NHS walk-in services

## **NHS Walk-in services**

If you cannot get to the GP and it's not getting better, call 111.

NHS walk-in services are medical centres you can go to:

- Out of hours (after 5pm)
- At weekends

These are centres that you can visit if you haven't registered with a doctor.

There are several walk-in services in Leeds – call 111, they will tell you where to go.

# Accident and Emergency (A&E)

## A&E 999

If your life is in  
danger.

Losing blood,  
broken bones,  
difficulty  
breathing.

Unlike in some other countries, emergency services in the UK should only be used in a life-threatening situation:

- You're losing blood
- You've broken a bone
- You've had a serious accident
- You're struggling to breath

**Call 111, do not go to A&E** if you're not in immediate danger.

**Call 999** if you do need to access emergencies services.



# What to do if you're ill

## **NHS 111**

Call this number if you're unsure about what to do, it's after 5pm or it's a weekend.

## **Pharmacy**

Skin conditions, ear and throat aches, stomach pain, sprains and strains.

## **GP (Doctor)**

You're still unwell, make an appointment with a GP.

## **NHS Walk-in services**

If you cannot get to the GP and it's not getting better, call 111.

## **A&E 999**

If your life is in danger.

Losing blood, broken bones, difficulty breathing.

# Healthcare and your visa



# If you'll be in the UK for 6 months or less

## Covered

- General Practitioner's visits
- A&E treatment

## To be paid for

- Specialist appointments, hospital stays
- Dental treatment
- All medications bought in the UK

It is important to have medical insurance to cover you for any treatment that you need to pay for. If you're a student from the EU, you can still use a valid EHIC to access healthcare.

# If you'll be in the UK for more than 6 months

## Covered

- The Immigration Health Surcharge entitles you to receive health services under the NHS.

## To be paid for

- Your medications and dental treatment
- Any private appointments you decide to have (if not advised by your doctor)

# Dental care



# NHS Dental care

- You can apply for NHS dental care only if you have paid the Immigration Health Surcharge as part of your visa application.
- NHS dental care is not free. Prices vary depending on the treatment you need (£27~£320)  
[check NHS fixed dental care costs.](#)
- The NHS offers visits for necessary treatment needed to keep your mouth, teeth, and gums healthy. This includes regular check-ups, fillings and tooth extractions.

[Register with a doctor and a dentist](#)



# NHS Dental care

- **Registering with a Dentist**  
You must register with a practice.  
[Search for an NHS dentist and register](#)
- **Availability**  
Only some dentists are accepting new NHS patients so start looking for a dentist now.
- **Special exemptions**  
Dental care is free for children and pregnant women.

[Register with a doctor and a dentist](#)



# Private dental care

- Available to everyone.
- Normally more expensive than NHS dental care and not free for children.
- Costs set by individual dentists and can change from practice to practice.
- Shorter waiting times for appointments.
- All treatments, including cosmetic.

[Register with a doctor and a dentist](#)





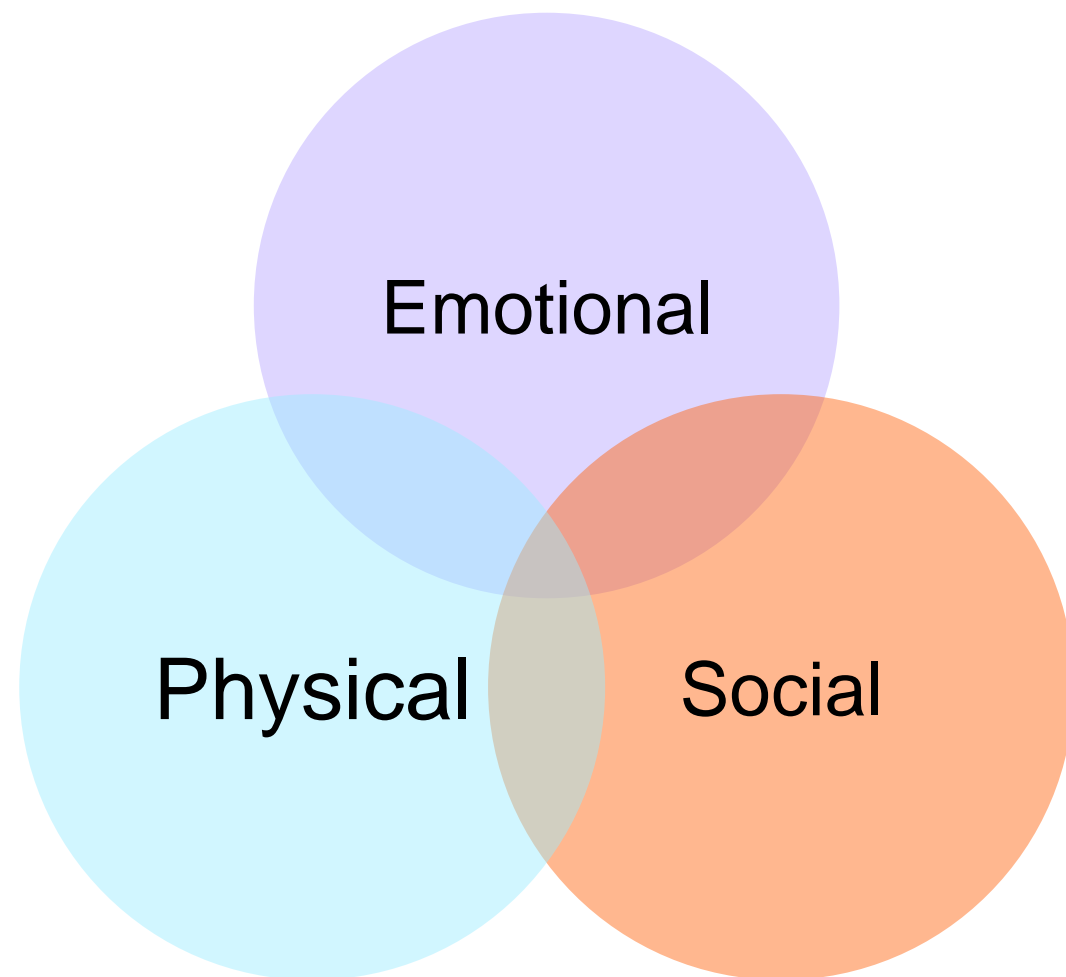
# Understanding wellbeing



# Taking care of yourself

## 5 steps to wellbeing:

1. Connect with other people
2. Be physically active
3. Learn new skills
4. Give to others
5. Take notice



# Connect with people

## Things you can do:

- Apply for the [Buddy Scheme](#)
- Come to [Global Café](#)
- Join a [Leeds University Union society](#)
- Come along to [Leeds and You events](#)

## [Ways to meet people](#)



# Be physically active

## Things you can do:

- Check what's on offer our sports centre [The Edge](#)
- Join events offered by [Get Out and Get Active](#)
- Explore Leeds and the beautiful countryside (Hike in the Yorkshire Dales or Ilkley Moor)



# Learn something new

## Things you can do:

- Check the [Give it a Go](#) programme
- Visit the [LUU Welcome Fair](#) to check what societies are on offer (22-29 September)
- [Take a tour of HELIX](#), the University's learning space for students, staff, and the local community,



# Give to others

## Things you can do:

- Apply for the [Intercultural Ambassadors Programme](#)
- Find out more about [Volunteering opportunities](#)  
Volunteering Fair:  
**Thursday 16 October, Riley Smith Theatre**



**Intercultural  
Ambassadors**



# Take notice

Take time to stop and be aware of your surroundings and pay attention to your thoughts and feelings.

## Things you can do:

- Record your thoughts and feelings
- Download our [University mindfulness MP3 recordings](#)
- Attend a [Student Counselling and Wellbeing workshop](#)



# Getting help





# Student Counselling and Wellbeing

Free, confidential, specialist support from an experienced team of counsellors, mental health advisers and wellbeing practitioners in addition to online resources for you to access in your own time.

- Stress
- Homesickness
- Academic problems
- Culture shock
- Life events



# Disability support

**The Leeds Student Medical practice also works closely with the University of Leeds to support our disabled students.**

In the UK, the term "disability" covers conditions, illnesses and impairments that can affect your academic success. These can be:

- Visible or invisible
- Physical or related to mental health

Our Disability Services team ensures you have a successful academic experience in Leeds.

[Disabled Student Support](#)



**Disabled  
international  
students**



# Disability Services

- Advising your academic School on the support you may need in your learning.
- Recommending academic adjustments for your course.
- Giving you advice on a range of matters, from funding to assistive technology.
- Providing you with ongoing support throughout your time at Leeds.

[Contact the Disability Team at  
Disability@leeds.ac.uk](mailto:Disability@leeds.ac.uk)



[Disabled Student Support](#)

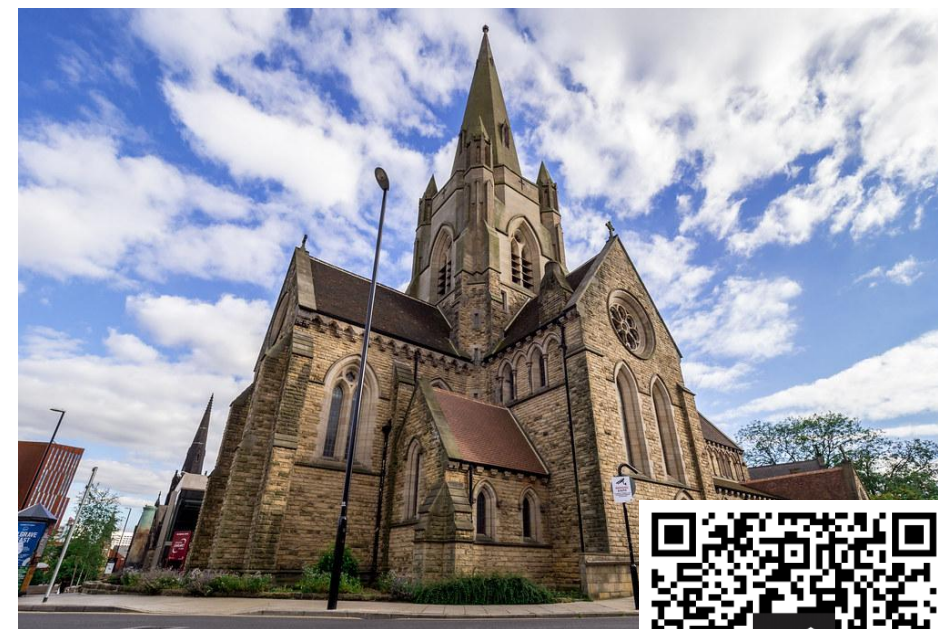
# Faith-based support

Our Chaplaincy supports students of all faiths, and none.

- Join faith-based societies in Leeds University Union
- [Join a faith-based campus tour](#) as part of International orientation
- International Student Chaplain – Reverend Foluso Enwerem

## [International Student Fellowship](#)

Every Wednesday (5-6pm) - Chaplaincy, Emmanuel Centre.



Prayer and  
Contemplation



[Chaplaincy website](#)



# Harassment and Misconduct

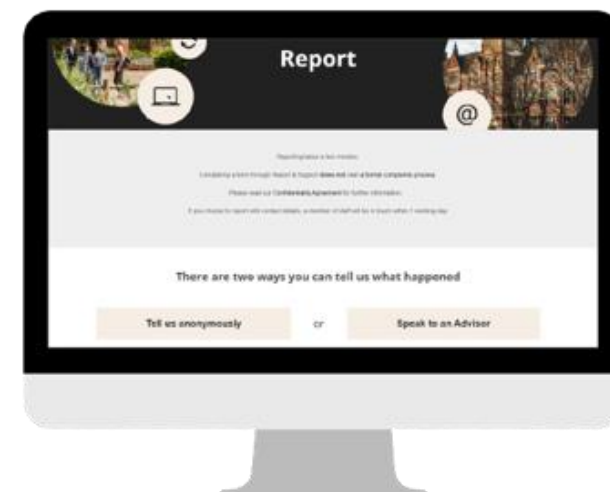
**Whatever you're going through, you're not alone. Violence, abuse, bullying, harassment, sexual misconduct, and discrimination are never okay.**

If it happens to you or someone you know, the Harassment and Misconduct team can help however feels right to you, whether you want to explore support options, make a formal report, or just talk to someone.

We're here for you every step of the way.

[Complete the disclosure form](#) to talk to a specialist advisor.

- Email: [reportandsupport@leeds.ac.uk](mailto:reportandsupport@leeds.ac.uk)



“  
**You are  
not alone.**”

# Safety and support

## **Safety and support online webinars**

Friday, 12 September 12-12.45pm.

Wednesday, 17 September 10am - 10.45pm.

## **Support Services meet-and-greet**

Thursday, 18 September

2.30–4.30pm Michael Sadler LG10

Meet some of the services who can support you to feel safe in Leeds.

## **Safety and support in-person session**

Thursday, 18 September 2.00pm - 2.45pm

Rupert Beckett Lecture Theatre.

Sign up on our  
International orientation  
page



[International orientation](#)

# LUU Help & Support

Leeds University Union Help & Support Advisers can help with:

- Wellbeing and your mental health
- Budgeting and your finances
- Living in Leeds, private-sector accommodation and staying safe
- Exam support, appeal procedures and studying in Leeds
- Student life

**Meet in person** Foyer of the Students' Union building

**Email** [advice@luu.leeds.ac.uk](mailto:advice@luu.leeds.ac.uk)

**Phone** +44 (0)113 3801 400



# Student Information Service

Get help with questions relating to registration, identity checks, and a range of other matters related to university life, your studies and more throughout your time at Leeds.

- Available Monday to Friday 9am – 5pm.
- In person at their Student Information Points on campus.
- [Email the Student Information Service at studentinfo@leeds.ac.uk](mailto:studentinfo@leeds.ac.uk)
- Phone:  
0800 9150402 (Inside the UK)  
+44 (0)113 3437000 (Outside the UK)





# Thank you

[Contact the Student Information Service](#) with any questions,  
the team can help at any point of the year.

## GIVE US FEEDBACK

**Please tell us what you think of this talk.**

Give feedback on this session for a chance to win one of three £30 shopping vouchers.

[Leave your feedback](#) or scan the QR code to fill in a short form.

