

WHAT IF I AM ILL?

If you feel unwell at any time during your semester please follow the below steps.

This document is emailed to every student and can also be found online here:

http://fie.org.uk/content/upload/documents/Medical_Information.pdf

STEP 1

STEP 1: Assess whether the situation is an emergency (i.e. if you were in the states you would call 911 in this situation). If it is an emergency do not hesitate to **call 999 to access the emergency services** (ambulance, police + fire departments). Emergency ambulances are free in the UK. If it is not an emergency situation read through the following steps.

STEP 2

STEP 2: Do you suspect your symptoms may be caused by the H1N1 virus (Swine Flu)? The UK has a dedicated service to assess, prescribe and limit the spread of this virus. You should contact the [The National Pandemic Flu Service](#) online or, if you do not have access to a computer, phone on 0800 1513 100. These services will assess whether you may have contracted the virus and if so prescribe you with a code with which you can collect anti viral medication. Please follow the instructions given to you via this service carefully in order to receive the proper treatment. If you are too ill, a friend may carry out these steps for you (including collect your medication). You should **not** contact a doctor or go to the hospital as they will just refer you to the above. Additional information on the H1N1 virus can be found on the above website.

STEP 3

STEP 3: Do you need professional medical guidance on what to do? The UK has a service called the NHS Direct which can offer advice on your illness, including whether you should seek medical assistance in person or what you can do at home to alleviate your symptoms. To access them please dial **0845 4647**. Alternatively you can also find lots of information at the [NHS Direct online](#). Please note this is an advice service only.

STEP 4

STEP 4: Do you need medication for a minor ailment, such as cough, cold, rash, etc? You should seek advice at a local pharmacy (please see list below). A pharmacist can give you over the counter remedies that are stronger than 'off the shelf' remedies and may cure your illness, without having to visit a doctor.

*Boots The Chemists Ltd
Units 30-31, Gloucester Arcade,
128 Gloucester Road, London,
SW7 4SF
Tel: 020 78351215*

*Dajani Pharmacy
92 Old Brompton Road, London,
SW7 3LQ
Tel: 020 75898263*

*Sainsbury's
158a Cromwell Road, Kensington,
London, SW7 4EJ
Tel: 020 7244 8638*

*Boots The Chemists Ltd
127a Kensington High St, London,
W8 5SF
Tel: 020 79379533*

STEP 5: Is your illness too severe to be treatable with over the counter medication OR have you been taking over the counter remedies and you are still unwell? You should make an appointment with a doctor, please see the following options:

STEP 5

Step 5a: Do you need to make an appointment with a doctor in the next day or couple of days?

Your first port of call should be an appointment with Scarsdale Villas Doctor Surgery:

2 Scarsdale Villas, Kensington, W8 6PR. 020 7937 3343 [Click here for a map](#).

They will fit you in as soon as possible, but there may be a wait of up to 48 hours. Should you need a sooner appointment please follow subsequent steps.

Scarsdale Villas have a relationship with FIE whereby if you are a student with FIE insurance they will only charge you the deductible on your insurance (£50) and will claim the excess directly from your insurance provider. You will need to take £50 in cash to your appointment along with your insurance policy. If you have misplaced your policy please contact [Pauline McKerrall](#). If you do not hold FIE medical insurance your appointment will cost £60.

...continued overleaf

Step 5b: Do you need to see a doctor sooner than you can get an appointment at Scarsdale Villas?

You can visit a walk-in medical centre (see list below) who treat patients on a first-come-first-served basis. Please note the opening hours and that there are none within walking distance so you will have to travel to them. The charge is roughly £50 per consultation.

Parsons Green NHS Walk-In Centre

5-7 Parsons Green, London, SW6 4UL

Open Monday to Friday 08.00am to 20:00


 Parsons Green

Charing Cross NHS Walk-In Centre

Charing Cross Hospital, Fulham Palace Road,
London, W6 8RF

Open Mon – Fri 8am - 10pm;

Weekends/Bank Holidays 9am - 10pm.

 Hammersmith


Soho NHS Walk-In Centre

1 Frith Street, London, W1D 3HZ

Open Mon - Fri 8am - 8pm;

Weekends/Bank Holidays 10am - 8pm.

NOTE: If you wish to attend after 6pm, you are advised to telephone the Walk-in Centre to check that they are still open for registrations, as on occasion the service has to stop registration prior to 8pm due to excessive demand.

 Leicester Square

Step 5c: Do you need immediate medical assistance out of regular office hours? (See opening hours of the services above?) We would recommend that unless you have an emergency you wait until the morning to seek medical assistance. If, however, you do need urgent medical assistance you may access a doctor at:

Chelsea and Westminster Hospital

369 Fulham Road, SW10 9NH

Telephone:

020-8746 8080

[Click here to see a map](#)

Please note that you may incur a long wait at the hospital if your condition is not urgent – you will be referred to the Accident & Emergency ward (equivalent of ER) where patients are attended to in order of severity of condition.

Please ensure that after seeking the appropriate medical help for your illness you inform the following people:

[The Student Life Team](#). They will ensure that you have all the subsequent and additional support you need to help you recover from your illness as soon as possible.

Your Professor(s) if you are missing class due to illness.

[The Internship Team](#) if you will be missing your internship due to illness. It is also expected you will contact your site supervisor individually to notify them of your absence.

If you have any queries regarding medical information please contact [The Student Life Team](#) or your Residence Life Supervisor (RLS). Out of office hours please contact the 24 hour reception desk at Metrogate 020 7808 0131.