

# Welfare at Hughes Hall

There are a wide range of sources of support in Cambridge. Sometimes this can be confusing, so if in doubt consult:

College Tutor: <https://www.hughes.cam.ac.uk/student-centre/welfare/tutors/>

College Nurse ([nurse@hughes.cam.ac.uk](mailto:nurse@hughes.cam.ac.uk)), or the

MCR Welfare Officers:

[mcr.welfare.female@hughes.cam.ac.uk](mailto:mcr.welfare.female@hughes.cam.ac.uk)

[mcr.welfare.male@hughes.cam.ac.uk](mailto:mcr.welfare.male@hughes.cam.ac.uk)

## Out of hours' emergencies and assistance

If there is a real emergency, you should contact police/fire/ambulance directly on 999, and then contact the Porter to inform someone in college.

Porter: 07917 535806

For urgent, but non-emergency, out of hours' health care advice, including mental health, please call 111. It can be difficult to decide which health service to access when you feel unwell. The local health authority has produced a helpful guide to assist you in choosing which service is most appropriate, which includes a useful symptom checker to direct you to the best source of help: <https://www.cuh.nhs.uk/choose-well>

**Remember, if life is at risk, such as: suspected heart attack, stroke, anaphylaxis, severe bleeding, difficulty breathing: please call 999 or 112.**

There is advice for those who have suffered rape or sexual assault at:

- <https://www.theelmssarc.org/>

- <https://www.breakingthesilence.cam.ac.uk/if-you-have-been-affected-harassment-or-sexual-misconduct>
- [https://www.studentwellbeing.admin.cam.ac.uk/files/sexual\\_assault\\_disclosure\\_students\\_2017.pdf](https://www.studentwellbeing.admin.cam.ac.uk/files/sexual_assault_disclosure_students_2017.pdf)

You can ask the Porters to get you a taxi to take you to the Sexual Assault Referral Centre – College will pay for this.

## **General health**

In the UK the General Practitioner (GP) acts as a gatekeeper to specialist medical care. It is not possible to refer yourself directly to a specialist doctor such as a gynaecologist or orthopaedic surgeon. If you suspect that you need to see a specialist it is necessary to make an appointment with your GP who will assess your medical condition and refer you on as necessary.

It is essential that all students register with a doctor. When you do this, you are eligible to be treated under the National Health Service (NHS) (full-time courses over 6 months), as are any dependants who have accompanied you on the same visa. Please find more information here:

<https://www.hughes.cam.ac.uk/student-centre/welfare/college-nurse/>

The two GP practices most commonly used by Hughes Hall students are:

**Lensfield Medical Practice:** 01223 651020 [www.lensfieldpractice.org](http://www.lensfieldpractice.org). This GP surgery is on Lensfield Road opposite the Department of Chemistry and close to the University Counselling service. This practice is popular with students who may prefer to have a GP nearer to their department.

**Petersfield Medical Practice:** 01223 350647  
[www.petersfieldmedicalpractice.co.uk](http://www.petersfieldmedicalpractice.co.uk) This is located on Mill Road, approximately 2-3 minutes' walk from College.

For students living out a list of local GPs can be found here  
<http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

You should also consult the university's Health Guidelines  
<https://www.studentwellbeing.admin.cam.ac.uk/> and NHS guidance for students in Cambridge <http://www.camstudenthealth.nhs.uk/>

**First Aid** *First aid is not administered out of hours.*

In a sudden emergency during office hours you should immediately contact the Porters who will take appropriate action.

## College Nurse

The College Nurse, Maria Gloag is available to offer confidential advice and support to students and staff of Hughes Hall. Maria is available to help with a wide variety of health and welfare needs, ranging from help and advice with minor illnesses and injuries to support for emotional issues. If more specialised help or treatment is required, she will help refer you or point you in the right direction whether via your GP, the University Counselling Service or other local services. She can also dispense from a range of over-the-counter medicines.

The College nurse is based in Chancellor's Court A Room1 and is available:

- Monday 8am-12pm
- Wednesday 1pm – 5pm

- Friday 10am – 2pm

You can book an appointment with Maria through the online booking system available through the Moodle site:

<https://www.vle.cam.ac.uk/login/index.php>

Further information, including Maria's confidentiality statement, can be found here (<https://www.hughes.cam.ac.uk/current-students/tutors-and-welfare/college-nurse/> )

## **Tutors**

Each student is allocated a personal tutor who is concerned with your welfare and progress. You will get an opportunity to meet your tutor at Induction Day, but if you have already registered then you do not have to wait until Induction Day to contact your tutor.

Tutors are experienced academics who are dedicated to student interests. They are available to help you to navigate through the regulations and pressures of university life. You may consult your tutor over any matter concerning your studies, or in any personal, disciplinary or financial matter on which you need advice or help. However, your personal tutor is unlikely to be a specialist in your area of academic study – for specific academic advice you should contact your Director of Studies (Undergraduates) or Supervisor/Course Director (Graduates).

Your tutors can act as intermediary for you in relation to the college, department or the university: e.g. examination arrangements; adjustments for students with disabilities; discipline and grievances.

Within College, your tutor's approval is required for various applications, e.g. Travel and Conference Grants, College Hardship Funding, and many other student loans, grants and scholarships. (Your tutor may also remind you to settle your bills with college if needed.)

You are also likely to ask your tutor for references and letters of support during and indeed after, your time in Cambridge, since they take a particular interest in your personal and scholarly development and future.

Your tutor may want to see you at regular intervals, e.g. undergraduates at the start and end of each term; MPhil students midway through Michaelmas Term. However, all students may contact their tutor as needed. To meet your tutor, contact them directly by email and arrange a time. Normally students do not change tutor. If you feel you have good reasons to do so, then contact the Senior Tutor.

In addition to your personal tutor, some of the tutors have particular responsibilities:

- Senior Tutor: Dr Philip Johnston ([senior.tutor@cam.ac.uk](mailto:senior.tutor@cam.ac.uk)) .
- Support for students who have experienced harassment and/or sexual assault: Dr Othman Cole ([oc219@hughes.cam.ac.uk](mailto:oc219@hughes.cam.ac.uk)) and Dr Corinne Roughley ([equality.officer@hughes.cam.ac.uk](mailto:equality.officer@hughes.cam.ac.uk))
- Disability Equality Officer: Dr Corinne Roughley ([equality.officer@hughes.cam.ac.uk](mailto:equality.officer@hughes.cam.ac.uk))
- Finance Tutor: Dr Corinne Roughley ([equality.officer@hughes.cam.ac.uk](mailto:equality.officer@hughes.cam.ac.uk))

**University Counselling Service.** <http://www.counselling.cam.ac.uk/>

Studying at Cambridge is an amazing, exciting and life-changing experience but it can also be isolating and overwhelming. Studies show that at any time 1 in 4 people are experiencing difficulties with their mental health, with depression and anxiety being amongst the most commonly diagnosed conditions.

If you are feeling low or overwhelmed and would like someone to talk to in strict confidence, the University Counselling Service (UCS) may be able to help.

UCS provides both individual and group counselling, Cognitive Behavioural Therapy (CBT) and a range of self-help information. Many students (and staff) are seen by the Counselling Service, indeed over 1300 students were seen by the Service last year.

A wide range of problems can be helped by seeing a counsellor including anxiety, stress and depression as well as personal, identity, sexual and relationship difficulties. It is much better to seek help soon rather than delaying. Also, waiting times do increase towards Easter Term so you will most likely be seen sooner if you request an appointment nearer the beginning of the year.

The UCS operate a self-referral policy and can be contacted via email at [counsellingreception@admin.cam.ac.uk](mailto:counsellingreception@admin.cam.ac.uk) or telephone 01223 332865

## **Contraception and Sexual Health**

- There is a contraceptive vending machine near the Club Room toilets at the west end of the Margaret Wileman Building.
- Confidential contraceptive and sexual health advice is available from iCash, which runs drop in clinics most weekdays:  
<http://www.icash.nhs.uk/>
- Student health advice: <http://www.camstudenthealth.nhs.uk/>

## **Alcohol and drugs**

Many students enjoy alcohol responsibly, whilst others will not drink at all. Please be sensitive to the diversity of attitudes to alcohol in our community. If your drinking habits, or those of someone you know, are affecting your life and work then please do seek help from the College nurse, your GP, the [University Counselling Service](#) or Cambridgeshire free and confidential drug and alcohol service: Change Grow Live (0300 555 0101)  
<https://www.changegrowlive.org/content/change-grow-live-cambridgeshire-cambridge>

## Students with Children

There are events throughout the year for students, staff and fellows with children.

The University Childcare Office provides support to students with children: <http://www.childcare.admin.cam.ac.uk/>

Further information is also available on their facebook page: [www.facebook.com/childcareuniversityofcambridge/](http://www.facebook.com/childcareuniversityofcambridge/)

EU and overseas students with children may also be eligible for support from the Central Bursary Scheme to provide assistance with childcare or nursery costs (<http://www.childcare.admin.cam.ac.uk/parents> )

## Disabilities

It is really important that students disclose any disabilities so that we can provide appropriate support. Students with questions should contact their tutor and the university's Disability Resources Centre [disability@admin.cam.ac.uk](mailto:disability@admin.cam.ac.uk) as soon as possible. Further advice can also be sought from the College's Disability Equality Officer Dr Corinne Roughley ([equality.officer@hughes.cam.ac.uk](mailto:equality.officer@hughes.cam.ac.uk) ).

Your tutor should be told immediately of colour blindness, dyslexia, dyspraxia or other specific learning difficulty so that appropriate examination arrangements can be made. It is really helpful if you bring relevant letters or certificates from your doctor/specialist if your disability requires special exam arrangements.

**Disability Resource Centre (DRC)** <http://www.disability.admin.cam.ac.uk/>

The Disability Resource Centre (DRC) provides a confidential, professional and accessible service for disabled students and those staff supporting them. The DRC supports individuals with any impairment/disability, medical matter or injury, including those with:

- Specific learning difficulties (including dyslexia, dyspraxia)
- Physical/mobility impairments and injuries (including wheelchair users, Upper Limb Disorder - also known as RSI)
- Sensory impairments (including hearing impairment, visual impairment)
- Mental health difficulties (including depression, schizophrenia, anxiety disorder)
- Long standing illnesses/health conditions (including cancer, chronic fatigue syndrome, HIV, diabetes, epilepsy)
- Asperger syndrome and autism

Please contact the DRC directly (email [disability@admin.cam.ac.uk](mailto:disability@admin.cam.ac.uk) or call 01223 332301) for further information, a confidential chat, or to arrange an appointment with an adviser.