

A scenic view of a pond with a bridge, trees, and yellow daffodils in the foreground. The text "Welfare and Wellbeing at Wolfson" is overlaid in large yellow font.

Welfare and Wellbeing at Wolfson

Welcome to the welfare and wellbeing induction!

This presentation will cover:

- Support services within the University
- Local medical services
- The Welfare Team at Wolfson

We will also cover **useful advice and guidance** as you settle into Oxford and Wolfson, and we will make sure you know **where to go for help**.

University Services

- ▶ [Counselling Service](#) - free, remote counselling (one-to-one and group therapies) to all Oxford students
- ▶ [Disability Advisory Service](#) - supports students who have registered a disability
- ▶ [Sexual Violence & Harassment Support Service](#) - supports students who have experienced stalking, sexual harassment, or sexual violence regardless of when or where it occurred
- ▶ [Harassment Support Service](#) - supports those experiencing bullying and harassment

See even more services at <https://www.ox.ac.uk/students/welfare/>!



University Counselling Service

Support (all free of charge!) includes:

- Short-term, targeted 1-1 sessions
- Group counselling
- Workshops
- Self-directed help such as podcasts and reading

Website:

<https://www.ox.ac.uk/students/welfare/counselling>

Enquiries:

counselling@admin.ox.ac.uk

Disability Advisory Service (DAS)

Provides support for students with:

- **Mental health disabilities** (ongoing clinical mood and anxiety disorders)
- **Social or communication difficulties** (e.g. autism spectrum conditions)
- **Sensory or mobility impairments** (e.g. vision or hearing impairments)
- **Long-term illness or physical health conditions** (e.g. diabetes, multiple sclerosis)
- **Specific learning difficulties, known as SpLDs** (e.g. dyslexia, dyspraxia, or ADHD)

The DAS can provide lots of support, but it's important to access this as soon as possible!

See <https://www.ox.ac.uk/students/welfare/disability> or email the Academic Registrar for more information.

College Nurse: Kerry Minton

For advice, appointments, and guidance, email
pml.wolfsonnurse@nhs.net

Kerry is our wonderful College Nurse. She can offer face-to-face or online appointments. Please note Kerry works part-time and term time only and is currently working from LMH (Lady Margaret Hall) whilst her clinical room at Wolfson is being refurbished.



What does a College Nurse do?

- Helps you to look after your **healthcare needs**
- **Physical health** - sports injuries; sexual health; minor injuries and illness
- **Triage** - Refer onto GP when necessary; send to A&E (ED); other services
- **Mental health** - initial help, referral onto counselling services, disability service, GP
- Liaise with Academic Office to help with **medical notes for illness**
- Help you to navigate the **NHS!**

What is the **NHS** ?

The **NHS** stands for the **National Health Service**. It refers to the Government-funded medical and health care services that everyone resident in the UK can use without being asked to pay the full cost of the service.



New to the UK?

If you are new to the UK, we strongly suggest that you familiarise yourself with the information listed the UKCISA page [here](#).

Banbury Road Medical Centre

All Oxford colleges are linked with one of the doctors' surgeries/GP practices in central Oxford.

The **Banbury Road Medical Centre** is the link GP practice for Wolfson. It is approximately 10 minutes' walk from College.

www.banburyroadmc.nhs.uk



Banbury Road Medical Centre



The NHS (National Health Service) funds this GP practice, which means that most medical treatments will be free or heavily subsidised for those resident in the UK.

Why register with our college-linked GP surgery?

- If you need **medical documentation** for any academic-related reason, such as exam adjustments or extension requests, it is often faster (and free!) for you to obtain it from the college doctors than an external surgery.
- Our college nurse is linked to the college doctors so can liaise with them on your behalf, which can make it **easier to get appointments** and resolve medical matters.

*We strongly suggest that unless you have a particular reason to stay registered with your current UK GP, you register with the Banbury Road Medical Centre.
Trust us, it might well make your life a lot easier!*

How to register with the GP

www.banburyroadmc.nhs.uk

The screenshot shows the homepage of the Banbury Road Medical Centre. The header includes the practice name and address. A navigation menu at the top contains links for Home, Opening Times, Appointments, Prescriptions, Clinics & Services, Tests & Results, **New Patients**, Practice Staff, and Contact Details. The **New Patients** link is circled in yellow. Below the navigation is a Noticeboard section with links for Online Patient Access, **Registration Forms For New Patients and Information** (circled in yellow), Travel Information and Questionnaire, and Privacy Notice. A purple arrow points from the circled 'New Patients' link to the next screenshot.

The screenshot shows the 'New Patients' page on the website. It features a blue banner for 'e consult' with the text: 'Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results?)'. A sidebar on the left lists services like Lab, Sea, Tira, Ha, Pat, and Ful. The main content area is titled 'Registration with the practice' and contains the following text: 'If you wish to register click on the link below to open the form. When you have completed all of the details, click on the "Send" button to mail your form to us. When you visit the surgery for the first time you will be asked to sign the form to confirm that the details are correct.' Below this text are two links: **Registration Form** (circled in purple) and **Online medical questionnaire for new patients** (circled in purple). A 'Quick Links' sidebar on the right includes links for Latest News, Search, Translate Page, Have your say, Patient Participation Group, and Further Information.

- ▶ General Practitioner (GP) = family doctor, physician
- ▶ Doctor's or GP surgery = doctor's office

Who do I contact for help?

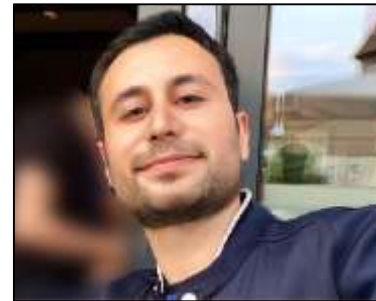
Issue	Service	Contact
Non-urgent matters; minor illnesses and injuries; enquiries and assistance	College Nurse	pml.wolfsonnurse@nhs.net
General healthcare	GP	01865 515731
Mental health (non urgent)	University Counselling Service	counselling@admin.ox.ac.uk
Sexual health	Sexual health clinic (or college nurse/GP)	See website
Urgent and/or out-of-hours care	NHS 111	111
Severe injury (e.g. broken bone) or life-threatening condition	Emergency Department (ED) / Accident & Emergency (A&E)	999 (ask for ambulance; if calling from Wolfson inform Lodge)

College Support Services

<https://www.wolfson.ox.ac.uk/talk>

- ▶ College Nurse
- ▶ Student Welfare Officers & Peer Supporters
- ▶ Student Support & Engagement Officer
- ▶ Academic Registrar/Disability Coordinator
- ▶ College Advisors
- ▶ Lodge
- ▶ Harassment Advisors
- ▶ Senior Tutor/Dean of Welfare

Our support team will be happy to help you but please remember to treat them with the same dignity and respect you expect to be treated with. Our students are important but so are our staff.





CONSENT MATTERS

OXFORD AGAINST SEXUAL VIOLENCE

<https://www.ox.ac.uk/students/welfare/supportservice/consent-matters>

Consent Matters is an online, interactive consent programme for all students at the University of Oxford. The programme offers initial training helping to build understanding of consent, respect, boundaries and positive intervention.

Boundaries are important in all parts of our lives - work, studies, friendships, relationships, family, and more!

<https://www.helpguide.org/articles/relationships-communication/setting-healthy-boundaries-in-relationships.htm>

External Services

- ▶ [Samaritans](#): confidential listening service with phone lines open 24 hrs, every day of the year, with particular emphasis on suicide prevention. Dial 116 123 or email jo@samaritans.org (email response time 24 hrs)
- ▶ [Papyrus](#): suicide prevention service with an emphasis on supporting young people
- ▶ [Mind](#): mental health charity (also see [Oxfordshire Mind](#))
- ▶ [NHS Self-Help Booklets](#): free and comprehensive booklets for common mental and emotional difficulties such as bereavement, stress, low mood, anger, and sleeping problems

Things to remember...

The 8-8-8 rule: aim for 8 hours of sleep (yes!), 8 hours of work, and 8 hours for everything else

Treat your work as a full-time job - Aim to work 40 hours per week with time to rest and recover

Eat your five-a-day of fruit and veg, plus wholegrains, pulses, and proteins

Tackle concerns early, whether academic, medical, financial, or anything else

Spend time with friends

Do not suffer in silence - please get in touch if you think you might need help!

Spend time in nature - try the University Parks, Port Meadow, Magdalen Deer Park, or Christ Church Meadows!



Imposter Syndrome

(Trust us, everyone gets it - us included!)



Trust the academics who assessed your application - you have every right to be here and you know more than you think you do. If self-doubt starts to eat at you, talk to your supervisor or get in touch with the Counselling Service.

And one more time...

Look after yourself and each other,
and do not suffer in silence.
Everybody has problems at some point and
we are here to help. 😊



Best wishes for a
great year!