

# Scenario 1 -

## A filling has fallen out of your tooth & you are in pain

**Option 1** - If you are already registered with a dentist in Liverpool, ring them & ask for an emergency appointment.

**Option 2** - If you do not have a dentist, call the emergency dental helpline on 0161 476 9651 to see if they can provide an emergency appointment (open 9am - 9:30pm 365 days of the year). Once you have hopefully got an appointment, you should look to register with a regular dentist for ongoing treatment & check-ups to avoid the situation happening again.

Details of city centre dentists can be found on the Healthwatch Liverpool website ([www.healthwatchliverpool.co.uk/students](http://www.healthwatchliverpool.co.uk/students)). All Liverpool NHS dentists are listed on the LiveWell Directory ([www.thelivewelldirectory.com](http://www.thelivewelldirectory.com)) and NHS Choices ([www.nhs.uk/service-search](http://www.nhs.uk/service-search)).

If you need help finding a dentist or want information about waiting times, you can call the Healthwatch Liverpool team on 0300 7777 007 or email [enquiries@healthwatchliverpool.co.uk](mailto:enquiries@healthwatchliverpool.co.uk).

You may be entitled to help paying for treatment therefore it is advised you complete a HC1 form for help with health costs as soon as possible (we can provide a copy).

**Option 3** - If you do not qualify for an emergency appointment, you could go to any pharmacy or supermarket to buy a temporary filling which may tide you over until you have registered with a new dentist.

**Option 4** - If you are still struggling, call Healthwatch Liverpool!

## Scenario 2 -

# You've got an abscess on your gum and you can't sleep

**Option 1** - In the first instance, you could take over the counter pain killers to help with pain & swelling (please follow the instructions on the packet).

**If you have any swelling which travels up towards the eye, this could be a sign of a serious infection meaning you should therefore visit your local A&E department (most likely, The Royal Liverpool Hospital).**

**Option 2** - If you are already registered with a dentist in Liverpool, ring them & ask for an emergency appointment.

**Option 3** - If you do not have a dentist, call the emergency dental helpline on 0161 476 9651 to see if they can provide an emergency appointment (open 9am - 9:30pm 365 days of the year). Once you have hopefully got an appointment, you should look to register with a regular dentist for ongoing treatment & check-ups to avoid the situation happening again.

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**Option 4** - If you are still struggling, call Healthwatch Liverpool!

## Scenario 3 - You contract Gastroenteritis the day before your exams start

**Option 1** - If you are registered with a GP in Liverpool, call your GP surgery at the earliest point you can to ask for advice. As you possibly have a contagious infection, the surgery may arrange a telephone consultation for you rather than suggesting you go into the surgery to avoid passing the infection on to others. They will be able to give you general advice on how to stay well.

If your symptoms are severe, your GP may ask for a stool sample so that they can check for a specific bacterium or parasite. In some cases, blood tests may be used to rule out other health conditions. You should ask for a sick note from the GP if they are happy to provide this as you may need this as a proof for the university.

You should also notify the university at the earliest opportunity that you are unwell & may miss your examination. The university will most likely be able to defer the exam.

**You should not return to university until the symptoms have cleared completely or at least 48 hours have passed.**

**Option 2** - If you are still struggling, call Healthwatch Liverpool!

## Scenario 4 - Your friend gets ill & cannot go to university for a month

In this instance it will be really important that your friend gets a doctor's note from their GP as proof that they will not be able to attend university. The doctor's note will have an explanation as to why they cannot go in for a month & provide an estimated return date.

They should follow the university's authorised absence procedure. This may involve calling the student services department or contacting their personal tutor or academic advisor.

Your friend should keep the university up to date with their progress if they are going to need to stay off any longer & should look to gain an additional sickness note before it runs out.

More information about specific illnesses and conditions can be found at [www.nhs.uk/Conditions](http://www.nhs.uk/Conditions)

If they are still struggling, tell them to call Healthwatch Liverpool!

## Scenario5 - Your best friend had unprotected sex last night

There are two concerns here - pregnancy & sexually transmitted infections (STIs). The most important thing is for your friend not to panic, there are a number of options open to them.

**Option 1** - Firstly, if they are concerned about pregnancy, they may want to consider taking the emergency contraceptive pill which is effective up to 72 hours (three days) after unprotected sex. You can get the morning after pill for free at most pharmacies. More about emergency contraception at: [tinyurl.com/EmergCont](https://tinyurl.com/EmergCont)

- If they feel uncomfortable going to a pharmacy, or there is any chance of STIs, they can visit the **Abacus Clinic** based at the **The Beat Walk In Centre** on David Lewis Street (near the big Tesco, L1). They also provide free condoms, pregnancy testing, referrals for abortion, asymptomatic (no symptoms) testing for chlamydia, gonorrhoea, HIV & syphilis. If they need support in the longer term, the service can also offer counselling, advice & information. Visit [tinyurl.com/Abacus-GUM](https://tinyurl.com/Abacus-GUM) or ring 0151 247 6500.
- The **Armistead Centre**, also at the Beat Walk In Centre specialises in LGBT sexual health promotion and support. Visit [tinyurl.com/Armistead-Liv](https://tinyurl.com/Armistead-Liv) or call 0151 227 1931.
- Your friend could also visit the **Royal Liverpool Hospital's centre for sexual health** on a walk in basis. They are open Monday to Friday with late openings until 6:30pm on Monday & Thursday. Visit [tinyurl.com/RLUBHT-GUM](https://tinyurl.com/RLUBHT-GUM) or ring 0151 706 2620.
- If they are under 25, they can also visit **The Brook Advisory Centre** based on London Road, L3. Visit [tinyurl.com/Brook-GUM](https://tinyurl.com/Brook-GUM) or ring 0151 207 4000.

**Option 2** - Your friend's GP can also provide support, however the above clinics may be quicker.

**Option 3** - If your friend is still struggling, tell them to call Healthwatch Liverpool!

## Scenario 6

# You are feeling depressed but don't know what to do or who to talk to.

This can understandably be a very upsetting time for some people & you may need somebody to talk to about how you're feeling. If you (or someone you know) feel regularly unhappy or are struggling to cope, it's important not to keep it a secret. Talking about our feelings with somebody we trust, whether it's a friend, counsellor or doctor, may bring an immediate sense of relief. Many mild mental health problems can be resolved this way; many will also resolve themselves and many can be helped by seeing someone who is professionally trained.

**Option 1:** All Liverpool universities have a free and confidential in-house counselling service, with professionally qualified counsellors. Look on your university's website or search for your university on [www.thelivewelldirectory.com](http://www.thelivewelldirectory.com) for details.

**Option 2:** Your GP can also refer you to talking therapies in Liverpool such as Talk Liverpool. You can self-refer to this service if you prefer by calling 0151 228 2300 or via their website [www.talkliverpool.nhs.uk](http://www.talkliverpool.nhs.uk)

**Option 3:** If you want somebody to talk to, who will listen, you could contact The Samaritans of Liverpool & Merseyside on 0151 708 8888 or email [jo@samaritans.org](mailto:jo@samaritans.org). This is a 24hr listening ear service & all calls are confidential.

**Option 4:** Contact one of these talking therapy services in Liverpool such as COMPASS (0151 237 3993), Young Persons Advisory Service or 'YPAS' on 0151 707 1025 or email [support@ypas.org.uk](mailto:support@ypas.org.uk), The Rotunda (0151 207 2176) & Reach Christian Counselling (0151 737 2121).

**Option 5:** If you prefer, you can also look online for support. Useful services include MIND [www.mind.org.uk](http://www.mind.org.uk), The Depression Alliance [www.depressionalliance.org](http://www.depressionalliance.org), Young Minds [www.youngminds.org.uk](http://www.youngminds.org.uk), Time to Change [www.time-to-change.org.uk](http://www.time-to-change.org.uk) & rethink [www.rethink.org](http://www.rethink.org). To find out a list of other free counsellors or talking therapies nearby, visit the LiveWell website ([www.thelivewelldirectory.com](http://www.thelivewelldirectory.com)).

**Option 6:** If you or someone you know is still struggling, call Healthwatch Liverpool!

## Scenario 7 - You have a panic attack on your way into a lecture

**Option 1** - Panic Attacks can be frightening & unpredictable but did you know, 1 in 10 people have experienced panic attacks at some point in their life? If you have a panic attack in university, you should take yourself off into a quiet space as soon as you can. If this is not possible, sit down on the floor with your head between your legs and concentrate on your breathing - breathe in through your nose to the count of 5 & then breathe out through your mouth to the count of 5.

You could also concentrate on relaxing your muscles. Start off by closing your eyes & concentrating on your toes, curl them up tightly for a count of 5 & then relax. Work through all the muscles in your body in this way.

Physical exercise is also a good way to help work through panic attack so you could go for a gentle walk.

If you can ask a friend to stay with you this may help you to feel calmer.

**Option 2** - If your panic attacks happen more than once, you may wish to speak to somebody for help & support. This could be your GP, the Student Services Department at your university or your personal tutor.

**Option 3** - If you would prefer to manage your panic attacks yourself, there are tips available online on the MIND website ([www.mind.org.uk](http://www.mind.org.uk)) & the No Panic website ([www.nopanic.org.uk](http://www.nopanic.org.uk)) which also offers a dedicated youth panic helpline open to those up to the age of 20 years of age on 01753 840 393.

**Option 4** - If you do not feel you can manage any of the above, you may want to think about taking part in activities which help you to manage your anxiety & stress levels. For a list of possible options available to you locally, visit the LiveWell Liverpool Directory [www.thelivewelldirectory.com](http://www.thelivewelldirectory.com). Your university may have their own activities or support groups which you can access via student services or the students union.

**Option 5** - If you are still struggling, call Healthwatch Liverpool!

## Scenario 8 - A friend passes out after drinking too much.

If your friend needs urgent medical help, consider calling an ambulance (999).

Other options include minor injuries units, walk-in centres, NHS 111, chemists, or you can make your own way to hospital. Be aware you won't be seen any faster if you arrive at a hospital in an ambulance with a friend who has drunk too much.

- When you call 999, the call taker will talk through what to do for your friend (such as placing them in the recovery position) and stay on the phone before an ambulance arrives
- Advice about what you should do is different depending on how your friend is doing. But your friend should be lying on their side, kept warm, perhaps with a jacket over them. You should also stay with them to monitor them.
- DO NOT leave your friend alone, move them from where they are, nor pour water into their mouth or over them to try and wake them up.



## Scenario 9 -

# A friend has been drinking too much recently & you are concerned.

You can let your friend know you are concerned and offer support, but it's their choice whether they choose to make changes. That might mean having the same conversation with them on different occasions before they accept that they do have a problem.

Advice on how to have 'the conversation': [www.drinkaware.co.uk/advice/worried-about-someone-elses-drinking/](http://www.drinkaware.co.uk/advice/worried-about-someone-elses-drinking/)

If you're worried about your own or someone else's drinking, you can contact **Drinkline** on 0300 123 1110 for a free, confidential conversation (weekdays 9am - 8pm, weekends 11am - 4pm) or email [contact@alcoholconcern.org.uk](mailto:contact@alcoholconcern.org.uk)

You could also try talking to your student services health team about the problem for reassurance & guidance.

There are a number of drug and alcohol support services in Liverpool, including Addaction ([tinyurl.com/Addaction-Liv](http://tinyurl.com/Addaction-Liv)), Young Addaction for people aged 10-19 ([tinyurl.com/Young-Addaction](http://tinyurl.com/Young-Addaction)) and The Brink ([tinyurl.com/The-Brink-Support](http://tinyurl.com/The-Brink-Support)).

You are welcome to call Healthwatch to talk through which service might be most suitable for the situation.

## Scenario 10 - You need advice on suitable contraception methods

The type of contraception you need or would prefer is very much down to personal preference. The most common methods tend to be condoms (male & female) & the contraceptive pill.

There are a number of different places you can get advice in Liverpool regarding the right contraception methods for you. These include;

**Abacus** - Advice, counselling and information; contraception (including pills, IUD/ coil, IUS, injection, implant); free condoms; pregnancy testing; emergency contraception; chlamydia testing and treatment; and referral for abortion. Ring 0151 247 6500. [tinyurl.com/Abacus-GUM](http://tinyurl.com/Abacus-GUM)

**Brook** - Free, confidential service for under-25s, including under-16 year olds. No appointment needed. Provides: advice, information, contraception, condoms, pregnancy testing, emergency contraception, Chlamydia / Gonorrhoea screening, counselling, & full STI testing during GUM clinics. They provide a number of drop in sessions every day or you can call them on 0151 207 4000. [tinyurl.com/Brook-GUM](http://tinyurl.com/Brook-GUM)

**The Student Health Centre at Brownlow Health** - The student health centre is run by Brownlow Health and they run a drop-in service providing contraception, emergency contraception, free condoms, testing and treatment for most STIs.

It is for students of Liverpool Uni who live in the following postcode areas: L1, L2, L3, L6, L7, L8, L15, L17, L18 (includes all halls, Smithdown Rd/ Wavertree Rd areas)

Students of JMU or Hope (or in fact any patient) can also register, but ONLY if they live in the Brownlow Health catchment area: L1, L2, L3, parts of L6/7/8 . Ring 0151 285 4578 for more info. [tinyurl.com/Brownlow-Student](http://tinyurl.com/Brownlow-Student)

**Your own GP** - If you are registered with a GP, they may also be able to provide you with free contraception (mainly the contraceptive pill).

## Scenario 11 - You haven't had the MenACWY jab

The MenACWY jab protects against four strains of meningococcal disease which cause meningitis and septicaemia.

Meningitis can be a devastating disease, killing one in ten and leaving a third of survivors with lifelong after-effects such as hearing loss, epilepsy, limb loss or learning difficulties.

Meningitis is usually caught from people who carry these viruses or bacteria in their nose or throat but aren't ill themselves. Being in confined environments with close contact, such as university halls and lecture theatres increase the chances of infection if you aren't vaccinated.

If everyone who is eligible gets it, this will not only protect them, but will also help protect others by stopping the bacteria from spreading.

### Who is entitled to a free vaccine?

- Anyone aged 17-18 (born between 1 September 1998 and 31 August 1999)
- Any new entrants to higher education (university freshers)
- Anyone who was eligible for the vaccine (introduced in 2015) in previous years but missed vaccination (up to their 25<sup>th</sup> birthday).

### How do I get the vaccine?

Make an appointment with your GP practice.

There are also usually drop-in sessions at Carnatic Hall and Liverpool Guild of Students for patients who are registered with Brownlow Health.

If you have any difficulties, call Healthwatch Liverpool!

### I'm scared of needles!

There is advice from NHS Fife about techniques for overcoming your fear of injections available here: <http://www.moodcafe.co.uk/media/8418/NeedlePhobia.pdf>

## Scenario 12 - You have a sore throat

A sore throat can mean lots of different things which are usually easily treated by receiving some basic medical advice from a doctor or pharmacist.

Most sore throats are not serious and usually pass without the need for medical treatment. Over-the-counter painkillers, such as paracetamol or ibuprofen, and self-care tips can usually help to relieve the symptoms of a sore throat without the need to see a GP.

Antibiotics are not usually prescribed for a sore throat, unless it is particularly severe or you are considered at risk of a more serious infection.

Make an appointment to see your GP if:

- you have a persistent high temperature above 38C (100.4F), which does not go down after taking medication
- your symptoms do not improve within a week

Contact your GP, local out-of-hours service or NHS 111 as soon as possible if you have a sore throat and you:

- are in severe pain
- have difficulty breathing
- are making a high-pitched sound as you breathe (stridor)
- start drooling
- have a muffled voice
- have difficulty swallowing or are not able to swallow enough fluids

It is important NOT to attend accident & emergency services with a sore throat.