



**A-Z guide  
to healthy living**



Royal Holloway  
University of London



# A-Z guide to healthy living

Support & Advisory Services are keen to help students maintain a healthy lifestyle. The College has a Health Centre on campus, and offers support services including student counselling, an educational support office, and welfare support for both resident and non-resident students. This guide looks at some of the areas of healthy living that students commonly seek support or advice about. It is not intended to be a medical guide; if you have questions about your health and well-being, you should speak to a medical professional for assistance and diagnosis.

## Campus Health Centre

The Health Centre is situated in Founder's Building and is a branch surgery of Clarence Medical Centre, Windsor. The Health Centre offers all aspects of health care to students registered with the General Practitioners of the surgery and also First Aid to all students, staff and visitors to the College. Doctors' surgeries are held daily by appointment from Monday to Friday and the qualified nursing team are available for advice and treatment without appointment.

In addition to these routine services, the Health Centre also offers advice or treatment for asthma, cervical smears (24+ years), contraception, diabetes, foreign travel, health education, medicals (pre-employment/sports), minor surgery, pregnancy and maternity care, routine immunisation, and sexual health. Doctors at the surgery may also make referral to one of the following visiting specialists: Clinical Psychologists, Physiotherapists, Psychiatrist or Community Psychiatric Nurse.

## Registration

All students who live in the catchment area for the Health Centre are encouraged to register as soon as possible. The catchment area includes all Halls of Residence, Englefield Green, Old Windsor, Windsor and parts of Egham. The Health Centre reception can provide information for students who live outside this boundary. You will get details of where to register during the first week of term in September and the Health Centre team are available during Fresher's Week to complete registration. To register with the Health Centre you will need:

- Your completed questionnaire
- Your National Health Service (NHS) card or NHS number
- An up-to-date passport photograph
- Your passport and a visa which is valid for at least six months if you are an international student

Students will be given the opportunity to discuss health matters with a member of nursing staff.

Please note there will be a delay following registration before your NHS records are received by the Health Centre so initially the only information they have on your health is the questionnaire you complete. If you are taking regular medication (including oral contraceptives) you should ensure you have sufficient supplies to last for at least a month. International students should bring full details of all prescribed medication so an equivalent can be prescribed.

## International students (from outside the EU)

The NHS (National Health Service) is the UK's state health service which provides treatment and care for UK residents through a wide range of health care services. Most services are free but some you will need to pay for. The following is free for everyone within the UK: (i) some emergency treatment – but not follow-up treatment, (ii) family planning services, (iii) treatment of certain communicable diseases, (iv) compulsory psychiatric treatment.

International students who come to study in the UK must meet certain criteria to qualify for additional NHS treatment. If registered on a course which lasts more than six months, they and their dependants can register with the NHS, have routine treatment, be prescribed medication and be referred on for specialist treatment. Students who are in the UK for less than six months have access to see the Health Centre Sister and can see GPs as a private patient. The Health Centre can provide receipts to enable students to claim on their health insurance. They are not at liberty to give an NHS prescription. If you do not qualify for NHS care in the UK you should have private medical insurance in place before you arrive in the UK. The International Student Support Office can provide further help: **InternationalAdvice@rhul.ac.uk**

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## Alcohol and drugs awareness

Alcohol and other drugs have the potential to cause harm and users can be easily tempted to over-indulge. We always encourage students to avoid taking any risks which may be regretted later. The College aims to raise awareness about the potential dangers associated with the use of alcohol and illegal drugs and provide easy access to medical advice for those wishing to seek further help. There can be a number of consequences to the use of alcohol and drugs including psychological, social and physical effects both in the short and long term. The College discourages drug misuse and is mindful of its obligations to take action necessary to protect its members from risk or danger. Students who breach the College Regulations in this area can be subject to the College's disciplinary procedures.

Most students are very aware of the possible health implications of alcohol and drugs but are not so aware of the legal ramifications and impact on their future. Possession of drugs, whatever class they are, can lead to imprisonment. A conviction for a drugs offence can risk your degree, your career (Criminal Records Bureau checks are increasingly standard as part of job application and recruitment processes) and even your freedom to travel. Some countries including the USA and Australia will refuse entry to someone with a drugs conviction.

Drink spiking is fortunately a rare occurrence but you should always be alert to the possibility of this happening and never leave your drink unattended. If you think your drink has been spiked find someone you trust and let them know that you feel ill. If you can't find a friend, find a member of staff in the venue you are in. Don't leave on your own and never consider leaving with a stranger. The symptoms of drink spiking will depend on whether a drug has been used and

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how much you have already had to drink. To confirm that your drink has been spiked you need to have your blood or urine tested. The drugs don't stay in your system for long so you should get medical attention immediately. Drink spiking is illegal, even if an assault has not been carried out, and can result in a maximum of ten years in prison; if an assault, rape or theft take place the sentence can be even longer.

The website **[www.talktofrank.com](http://www.talktofrank.com)** has useful information about illegal drugs. For more information on safe drinking visit **[www.drinkaware.co.uk](http://www.drinkaware.co.uk)**

## Bereavement

The loss of a loved one can leave you feeling lonely and dealing with very intense emotions. It is one of the most difficult experiences you are likely to have in your life and can take a long time to move on from. You should not try to suppress your grief, and recognise the fact that the feelings you are experiencing will not go away quickly; birthdays and anniversaries of your loved one are difficult and you have to find your own way of dealing with these in subsequent years. It is not unusual to feel angry about your loss, sad about not having said goodbye, and unable to accept the death. You may also find other people's reactions to the loss difficult to cope with. Accept help; you might want to seek help from family and friends, a counsellor or a religious minister – you must do whatever you feel best. The College offers general counselling and faith support. Outside of College, Cruse Bereavement Care is a specialist agency that exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. Services are free and they can be contacted on 0844 477 9400 or by email at [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk). Their website offers further advice: **[www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)**

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## Colds / flu

At the beginning of the Autumn Term a large number of students and staff may be affected by colds, sore throats and coughs. Doctors suggest it is typical for adults to suffer three to four colds in a year; these tend to be viral and therefore do not respond to antibiotics. Generally only if you have other conditions, such as asthma or diabetes, are antibiotics considered to prevent further complications or if you develop a secondary infection. Winter often brings an outbreak of flu which is different from a cold; the symptoms of flu are high fever, aches and pains in the joints, headache, loss of appetite and general weakness necessitating enforced bed rest. Many people think they have flu when in fact they are suffering a bad cold with which they are able to carry on with everyday life. The initial treatment consists of three aspirin or two paracetamol every six hours, plenty of fluids and rest. You can do your best to avoid colds and flu by following basic rules of hygiene including regularly washing your hands with soap and water, throwing away tissues after use and having some bacterial hand gel in your room / bag. Flu vaccines are offered to patients with underlying medical problems in October, but it is not recommended for otherwise healthy people. A factsheet with all the information you need about colds and flu is available at The Health Centre. Occasionally there can be a pandemic of a particular flu strain – the College will provide additional information in these cases where appropriate.

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## Depression

Depression has become an increasingly common issue; it is estimated that a significant proportion of the population will suffer from depression at some point in their lives. It may be affecting you in some way even if you are not certain you are depressed. It is not unusual to have periods of feeling down or disheartened and most people go through 'bad patches' like this – perhaps when you are very busy with your studies or are having some relationship difficulties. However, when people find their life so much of a struggle they are in complete despair, they are usually depressed. Depression is a wide-ranging illness and affects people in different ways. If you are feeling moderately depressed you may be able to manage by keeping yourself occupied with things you enjoy, such as sport or dancing, or by asking people you trust for help. If you are unable to function normally and/or are actively considering suicide you may be suffering from severe depression and need to consider getting specialist help. If you are feeling suicidal, please make use of the College Health Centre or the Student Counselling Service; alternatively you can call the Samaritans who are available 24 hours a day on 08457 90 90 90 or go to the nearest hospital for urgent help. A student oriented website looking at issues surrounding depression is **[www.studentdepression.org](http://www.studentdepression.org)**.

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## Eating disorders

An eating disorder is a serious mental illness estimated to affect over one million people in the UK. The main disorders are Anorexia Nervosa (self-starvation), Bulimia Nervosa (alternate eating and purging) and Compulsive or Binge Eating, and affect both women and men. Many eating disorders are symptomatic of an underlying emotional or psychological issue – often common problems that have built up over time such as low self-esteem, relationship problems, lack of confidence as well as more specific ones like being the victim of abuse. Society often presents an unrealistic image of how you should look, and this pressure can add to concerns about body image.

Food is an important part of our lives and is essential for our physical and mental wellbeing but some people feel that controlling their food, by way of an eating disorder, is the only way they can remain in control of their life. This becomes an issue when food control is used to help cope with the ups and downs of daily life. If you have an eating disorder it is important to seek medical help. You could speak to a counsellor, or consider attending an eating disorder group to share your feelings with people in the same situation. The UK-based charity 'beat' provides information, help and support for people affected by eating disorders: [www.b-eat.co.uk](http://www.b-eat.co.uk)

## First aid

It is suggested that all students bring with them a small personal first aid kit to include plasters, antiseptic wipes and painkillers in case of minor injury. All departments have a list of qualified first aiders and notices are displayed throughout campus with their telephone and room numbers and the location of first aid boxes. If in doubt ask at the Health Centre, a Customer Service point or at the Security Control Centre in Founder's East.

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## Food poisoning

If you become ill after consuming food or drink it is possible you are suffering from food poisoning. The most common symptoms are nausea, vomiting and diarrhoea as a result of food or drink contaminated by bacteria, viruses, parasites or toxins and chemicals. In most cases food poisoning will pass within a week without any requirement for medical treatment although people who have a weakened immune system are particularly vulnerable. It is important to keep hydrated by drinking water to replenish fluids. Hygiene is the key to preventing food poisoning; ensure that you wash your hands after going to the toilet and before and after handling food, and always cook food (particularly meat) at the correct temperature. If you develop these symptoms after eating out at a restaurant or a take-away it is important to report it to the Environmental Health department of the local Council (01932 838383).

## Glandular fever

Glandular fever is a viral infection with symptoms such as a sore throat, swollen glands, fever and extreme tiredness and is often caused by the common Epstein-Barr virus. The majority of cases of glandular fever occur in people aged between 15–25 years although it affects people of all ages. It is a contagious illness and can be spread through saliva contact with an infected person (hence it often being known as the kissing disease), exposure to coughs and sneezes and the sharing of eating and drinking utensils. Glandular fever can't be cured but in almost all cases most symptoms pass within 4-6 weeks without treatment although feelings of tiredness can remain for up to six months. Symptoms can be controlled by taking plenty of rest for four weeks after your symptoms begin and taking gradual exercise once your symptoms lessen, keeping your fluid intakes up by drinking plenty of water to prevent dehydration and avoiding alcohol. Over the counter painkillers such as paracetamol will help relieve fever and pain. It is not effective to treat glandular fever with antibiotics unless you have a secondary bacterial infection in your throat.

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## Homesickness

For most students, university is the first time they have been away from home, family and friends for a long period of time and it can initially be an overwhelming experience. If you feel homesick you are not alone and for most people these feelings will disappear as you become involved in university life socially and academically. Make an effort to meet new friends; it can be unsettling coming from school where you most probably had a defined group of friends to a situation where they are not around. The Students' Union offers an excellent way to meet people through their events, clubs and societies or volunteering opportunities. The Counselling Service run workshops on homesickness in the first term. Events run in the Halls of Residence provide a great opportunity to meet other students in a relaxed environment.

Help with health costs – If you find it difficult to pay for health costs such as NHS prescriptions, NHS dental treatment, travel to receive NHS treatment, or sight tests, you may be entitled to help through the NHS Low Income scheme. Ask for an HC1 form at the Health Centre; they will be able to advise you on whether you qualify.

## Insomnia

A number of students suffer with insomnia whilst at university. Insomnia should not be confused with occasional sleepless nights; it is the chronic disturbance of a normal sleep pattern and in the longer term can lead to other problems such as depression, misuse of alcohol or other medicines in order to gain sleep. You can overcome insomnia by getting help from others, changing your night time routine, preparing for sleep and behaving in a way conducive to sleep. Stress about your work or personal issues can lead to disturbance in your sleep patterns so you may want to consider talking to a counsellor. You should also check with your Doctor to assess whether you

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have a disordered pattern of sleep so can then be referred to a sleep clinic if appropriate. When you go to bed remember to make yourself as comfortable as possible, ensure you are neither too hot nor too cold, and reduce your caffeine and alcohol intake before you try to sleep. For more advice go to: [www.nhs.uk/conditions/insomnia](http://www.nhs.uk/conditions/insomnia)

## Join in

When you arrive at College try to join in with the all events taking place on campus as much as you can – there will be something to suit everyone! Events such as slumber parties, international food nights, fashion shows, and sports events are organised by various sections of the College and Students' Union. You might also want to consider joining an SU club or societies – there are a number to choose from and Fresher's Fayre is the perfect opportunity to see what is on offer. You're bound to meet other people with similar interests and form friendships. Details of the SU Student Activities office can be found at: [www.surhul.co.uk/sa](http://www.surhul.co.uk/sa)

## Keep fit

A healthy lifestyle should include some form of exercise. Sport is an integral part of most people's lives and the College encourages all staff, students and the local community to get involved with RHULSPORT. There are a number of sports clubs to join and facilities for badminton, basketball, football, netball, tennis, squash and other sports on campus. Boosting your levels of general daily activity will improve your health and energy levels and this will have a positive impact on your ability to study. It is recommended that adults should do a minimum of 30 minutes moderate-intensity physical activity, five days a week to maintain good health and fitness. Find out more about the campus sports facilities at: [www.rhul.ac.uk/sports](http://www.rhul.ac.uk/sports)

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## Love/relationship difficulties

Relationships, whether with family, a partner or a friend, can be a great source of love and support but also a source of upset and anguish if things go wrong. This is often made more relevant for students by the fact that most people at university are in a period of personal change which can make them feel less sure of what they want or how they can expect other people to react. Relationships tend to be successful when those involved have an acceptance of their differences, have a capacity for boundaries, respect each other and their choices, and share positivity. Difficulties in relationships often occur when people become over-anxious and lose touch with their instinctive good sense. Relationships difficulties can be overcome by trying to look at the situation objectively, reflecting and analysing the situation and discussing it; the Counselling Service will be able to offer advice on how to do this.

## Meningitis

In 1999 the Government launched a programme to vaccinate all young people under the age of 25 against Group C Meningococcal infection as it was at the time responsible for around 40% of cases of meningitis and meningococcal septicaemia in the UK. Whilst this is still a rare illness it is contagious and dangerous so universities are keen to protect their students against it. You should bring evidence of vaccination when you register with the Health Centre; if you have not been immunised you are strongly advised to have the vaccine before you start at university. International students are advised to request Meningitis C, A+C or ACWY vaccine from their Doctor before leaving home and to bring evidence of this vaccination with them. However around 60% cases of bacterial Meningococcal Disease are caused by the 'B' strain for which there is no available vaccine so everyone must be vigilant for this. The Meningitis Trust website provides excellent information:

**[www.meningitis-trust.org](http://www.meningitis-trust.org)**

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## Nutrition and healthy eating

Eating a balanced diet is one of the best ways to healthy living. The key to this is to consume a variety of foods from each food group in the right proportions to obtain all the essential nutrients for a healthy body. Eating too little or too much can be bad for your health and that we all have different requirements depending on how active we are and on our body's shape and size. A healthy weight is determined by different factors so it is impossible to set an exact ideal weight that will apply to everyone – you should not aspire to be a specific weight. By eating a nutritionally balanced diet and taking regular exercise you can maintain a healthy weight whilst reducing your risk of developing certain illnesses. A healthy breakfast is undoubtedly the best way to start the day; it will boost your energy for the day ahead and help prevent snacking.

## Out of hours cover/emergencies

The College Health Centre is open during term time from 9am – 5pm, Monday – Friday and they can be contacted on 01784 443131 for appointments. Out of surgery hours a Doctor is on call for urgent matters and you ring 01753 865773 for contact instructions. You will need to give your surgery details e.g. Royal Holloway Health Centre; GP – Dr Alan Mills. After 6.30pm and at weekends you will automatically be re-directed to the Berkshire out of hours service (0118 936 5390). In case of an emergency which requires an ambulance, the Fire Service or the Police ring 999 and also inform Security on campus (01784 443063) who will assist the emergency services to get to the right location. Please remember ambulances should only be called in the event of emergencies, not for minor medical issues.

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## Panic attacks/stress

Some students find studying at university stressful and it is important to try to keep your stress levels under control as part of maintaining a healthy lifestyle. One way to do this is through using self-soothing techniques which help to calm yourself and relax when you are upset or stressed. Self-soothing is essentially being comforting and kind to yourself and many experts suggest you think of ways to do this by soothing each of your five senses. For example (i) Sight: visualize yourself in a beautiful place, (ii) Hearing: listen to soothing music, (iii) Smell: Light a scented candle, (iv) Taste: Cook a favourite tasty meal or drink a herbal tea and (v) Touch: Have a bubble bath or wear your most comfortable clothes. The Counselling Service and Health Centre at the College have lots of advice to help you keep your stress levels down so do call in and talk to them.

Some people have panic attacks when their body experiences a rush of intense physical and psychological symptoms; for students they tend to be more common at times of high anxiety – such as the exam term. These can include an overwhelming sense of fear and anxiety, nausea, sweating, and palpitations and they can be very frightening but panic attacks are not dangerous and will not cause you any harm physically. There are a number of ways of dealing with panic attacks including self-soothing, as detailed above, Cognitive Behavioural Therapy (CBT), visualisation, relaxation and exercise. It is also helpful for you to get some fresh air and take long deep breaths to relax. It is often helpful to let other people know if you suffer from panic attacks so they are able to help you effectively when one occurs.

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## Personal safety

We take the safety and security of our students very seriously. Despite living in a relatively safe area, we encourage students to take every precaution to keep safe both on and off campus. You can find tips and advice online at:

**[www.rhul.ac.uk/For-Students/safety.html](http://www.rhul.ac.uk/For-Students/safety.html)**.

If you have any concerns about safety or have seen something suspicious please report it to the College Security team on 01784 443063 or contact Support & Advisory Services on [SupportandAdvisory@rhul.ac.uk](mailto:SupportandAdvisory@rhul.ac.uk) or on 01784 443394/443955. If you would like a personal alarm, they are available from Support and Advisory Services and the Students' Union.

## Queries about special arrangements

The Educational Support Office, part of Support & Advisory Services, provide advice and guidance for all students and staff on matters relating to disability or special educational needs. They offer a wide range of services to help students who may require additional support in order to complete their studies at university. This includes organising special examination arrangements, assessing requests for priority to accommodation and requests for campus parking permits all on medical grounds. All of these requests will require specific documentary evidence from your Doctor or Consultant when you apply and will then be considered against the College's criteria for the specific request. If you have any questions about this please contact the ESO by email at [educational-support@rhul.ac.uk](mailto:educational-support@rhul.ac.uk).

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## Rape

Although a rare occurrence, sexual assault or rape is an extremely distressing experience which may have a long lasting effect on the victim and can be difficult to talk about. Victims of this type of crime are likely to react in very different ways and many are unable to report the crime or seek help immediately after it takes place. Medical help should be sought at the earliest opportunity – hospitals and GPs must treat patients confidentially and only report the assault to the Police if requested to. Victims should be tested for pregnancy and STD's at a Genito-Urinary Clinic or at the local hospital. Sexual assault is a criminal offence and therefore can be reported to the Police. It is best to report this at an early stage as forensic evidence can then be gathered by a Police Doctor and the scene of the crime searched for evidence; victims should keep any clothing they were wearing and avoid showering or washing until they have been examined by a Doctor. All Police forces have specially trained officers who deal with this type of crime and they will explain all procedures and ensure the victim has all the advice and information they need. The College has an excellent working relationship with the Police and will support any student in making a report of crime to them. Apart from counsellors or medical officers who are able to offer confidential support within their Codes of Practice, all other members of College staff have a duty to report any crime to the Police. Rape Crisis Centres provide a range of specialist services for people who have been raped or experienced another form of sexual violence – **[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)** or locally the Havens, **[www.thehavens.co.uk](http://www.thehavens.co.uk)** – help victims recover physically and emotionally from their ordeal.

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## Sexual health and contraception

Everyone involved in a sexual relationship should take responsibility for their sexual health. One of the most important things to ensure is that contraception is used to prevent pregnancy and sexually transmitted diseases. Information on contraception can be found within the Health Centre or in the SU Student Advice Centre. Condoms are widely available from shops and machines in toilets around campus, as well as free of charge from the Welfare Office – don't be too afraid to ask. Should you have any symptoms of a STD it is important to seek prompt medical advice either at the Health Centre or a G-U Clinic. However some STD's don't have obvious symptoms so if you consider you may be at risk do consult a Doctor or clinic for further help. Emergency contraception – the morning after pill – is available from Family Planning Clinics, Doctors and Pharmacists and must be taken within 72 hours of sexual intercourse; the earlier the better. If you think you may be pregnant you should take a test as soon as possible; if the test is positive you should seek professional medical advice at the earliest opportunity and discuss your options. The College will support any student who becomes pregnant whilst studying. The Family Planning Association – **[www.fpa.org.uk](http://www.fpa.org.uk)** – is the UK's leading sexual health charity and seek to enable people to make informed choices about sex and to enjoy sexual health.

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## Self-certification

The College Regulations state that students must inform their academic departments of all absences through illness. If this illness lasts for more than three days, students must fill in a self-certification form that is available from their department or the Health Centre; however this certification will only cover absences of up to seven days. Illnesses resulting in an absence of more than seven days require the student to consult their Doctor or the Health Centre to obtain a medical certificate. Self-certification will not be deemed as admissible evidence in academic appeals and requests for special consideration by exam boards. Absence from College on other grounds – such as bereavement – should be discussed with your Personal Advisor at the earliest opportunity.

## Tenancy safety

When you rent a room or a house in the private sector your landlord is legally responsible for maintaining your health and safety. A useful checklist for checking accommodation standards can be found online at:

**[www.accommodationforstudents.com/info/housing\\_standards.asp](http://www.accommodationforstudents.com/info/housing_standards.asp)**. Ask your landlord to provide a copy of the latest Gas Safety Certificate as they are obliged to keep records of safety checks. Consider buying a carbon monoxide detector if the house doesn't have one; alternatively ask your landlord to buy one or contribute towards the cost. Make sure smoke alarms or fire detectors are working. There are specific fire regulations for a House in Multiple Occupation (HMO) so ensure these are met.

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## Use of the internet

It is likely that you use a computer and the internet on a regular basis for research, online shopping and social networking. Students tend to use the internet more than the average person although there is no specified idea of 'normal internet use.' However, some students see the internet and online gaming as a refuge from student life at a point where they are feeling homesick or anxious and use the internet more than would be considered healthy. There is some evidence to suggest that students who excessively use the internet often suffer academically as it interferes with everyday life. Most people will realise when they are spending too much time in front of their laptop or PC and will modify their behaviour but you can also get support from a counsellor.

## Vaccinations

It is strongly recommended that all people up to the age of 25 should received two doses of the MMR (Mumps, Measles, Rubella) vaccine in order to have adequate protection against the diseases. If you have only had one dose of the vaccine or have never been immunised you should ask your Doctor to do so before coming to College. Students are also advised to have been vaccinated against Diphtheria, Tetanus and Polio – all are routinely given to children the UK so most Home students will have had these – and Meningitis C. All these vaccines will greatly reduce the chances of contracting an infectious disease and are available on the NHS for NHS patients although some international students will have to pay for vaccinations in their home country. Do not put yourself at risk by delaying these until you arrive at university in the UK. Some vaccinations take several weeks to work which is why it is recommended you have these done before arrival at university as you could be at an increased risk of infection at the start of the academic year otherwise. The NHS offer advice on vaccinations and immunisation at **[www.immunisation.nhs.uk](http://www.immunisation.nhs.uk)**.

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## Welfare advice

Royal Holloway has a reputation as a friendly and caring community with dedicated support and advisory services to help you get the most out of your time here. The College Support & Advisory Services team comprise of the Careers Service, Chaplaincy and Faith Support, Community Liaison and Non-resident Support, Educational Support, Funding and Financial Advice, Health Centre, International Student Support, Residential Support and Student Counselling. The main office is based in Founder's West and our staff can point you in the right direction if you're unsure where to go. You may also choose to go to the Students' Union for support; the Advice & Support Centre (just ASC) also operates an open door policy for students.

## Xmas, Easter and Summer break

The College Health Centre runs a reduced service during the Christmas, Easter and Summer break. You can find details of the opening hours at:

**[www.rhul.ac.uk/health-centre/services.html](http://www.rhul.ac.uk/health-centre/services.html)**

Outside of these times you should use the Out of Hours Service (see O), call NHS Direct on 0845 46 47 for 24-hour telephone health advice, or consult the website:

**[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

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## Your emotional well-being

The College's Counselling Service run a number of workshops throughout the academic year covering a wide variety of subjects related to your emotional well-being. These include exam anxiety, homesickness, procrastination, and relaxation techniques. For further information contact the Student Counselling Service on 01784 443128 or [counselling@rhul.ac.uk](mailto:counselling@rhul.ac.uk)

## Zzzz – getting enough sleep!

Adults need, on average, between seven and nine hours sleep a night and sometimes students lifestyles mean this is not achieved! Lack of sleep can lead to stress and anxiety and an increase in emotional vulnerability; sleep is essential for maintaining mood and memory. Keep to a realistic and consistent sleep pattern. Go to bed when you are tired and try to get up at the same time each day – including weekends. If you have a sleep during the day try to restrict it to around an hour, and try to avoid working through the night. Burning the candle at both ends during the week and sleeping in at the weekend is not a sensible idea – your sleep needs to be balanced through the week to maintain a healthy lifestyle.

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## Where to go when the Health Centre is closed

**NHS Direct** 0845 46 47  
[www.nhsdirect.com](http://www.nhsdirect.com)  
NHS Direct offers 24-hour health advice

**St Peter's Hospital, Chertsey**  
01932 872000  
[www.ashfordstpeters.nhs.uk/](http://www.ashfordstpeters.nhs.uk/)  
The nearest Accident & Emergency Centre is open 24 hours a day.

In addition to St Peter's there are a number of walk-in treatment centres and minor injuries units in the local area:

**Ashford Hospital, Ashford**  
01784 884488  
Open daily from 7am – 10pm

**Heatherwood Hospital, London Road, Ascot**  
01344 620246  
Minor Injuries Unit: Open daily from 8am – 10pm

**Upton Hospital, Albert Street, Slough**  
01753 821441  
Open weekdays from 7am – 10pm and weekends from 9am – 5pm

**Weybridge Hospital, Church Street, Weybridge**  
01932 826013  
Open weekdays from 7am – 10pm and weekends from 9am – 10pm

**Woking Community Hospital, Heatherside Road, Woking**  
01483 715911  
Open weekdays from 7am – 10pm and weekends from 9am – 10pm

**Transport to off-campus facilities**  
Gemini Cars Ltd, Egham  
01784 471111

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## Useful College contacts

**Health Centre** 01784 443131  
[www.rhul.ac.uk/health-centre/](http://www.rhul.ac.uk/health-centre/)

**Support & Advisory Services**  
01784 443394 / 443955  
[SupportAndAdvisory@rhul.ac.uk](mailto:SupportAndAdvisory@rhul.ac.uk)

**Students' Union Advice & Support Centre – just ASC**  
01784 486300  
[vpedwelfare@su.rhul.ac.uk](mailto:vpedwelfare@su.rhul.ac.uk)

**Residential Support** 01784 443955  
[residentialsupport@rhul.ac.uk](mailto:residentialsupport@rhul.ac.uk)

**Non-resident support & Community Liaison**  
01784 443394  
[dclo@rhul.ac.uk](mailto:dclo@rhul.ac.uk)

**Student Counselling** 01784 443128  
[counselling@rhul.ac.uk](mailto:counselling@rhul.ac.uk)

**Educational Support** 01784 443966  
[educational-support@rhul.ac.uk](mailto:educational-support@rhul.ac.uk)

**Financial & Funding** 01784 276109  
[financialadvice@rhul.ac.uk](mailto:financialadvice@rhul.ac.uk)

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