



UNIVERSITY OF  
WESTMINSTER

# Health and Safety

## Introduction

- You may be new to the UK or have visited before.
- These tips are designed to support you during your studies.
- We will cover:
  - **Healthcare in the UK**
  - **Personal Safety**

## Look After Your Health - Things You can Do

- Familiarise yourself with the [National Health Service \(NHS\)](#)
- Register with your local General Practitioner ([GP](#)).
- Register with a dentist. Find a dental practice on the [NHS website](#).
- Make sure you are up to date with [vaccinations](#).
  - **MenACWY** – protects against 4 common strains causing meningitis and septicaemia
  - **MMR** – protects against measles, mumps, rubella
  - **HPV** (for female students) – protects against cervical and other cancers caused by the human papillomavirus (HPV)

## **You must register with a local Doctor (GP)**

- GPs are the first point of contact for medical treatment.
- You need to register with a GP surgery near to where you live.
- The University has [links with GPs](#) near to the University Halls of Residences.
- To find local GPs go to the NHS website:  
(<https://www.nhs.uk/service-search/find-a-gp>)



# You can find out more about registering with a doctor on the University website

<https://www.westminster.ac.uk/current-students/support-and-services/student-wellbeing/registering-with-a-doctor>

## Find a Doctor

If you are new to London, it is important that you register with a General Practitioner (GP) doctor as soon as possible, so that you have easy access to healthcare when you need it.

The University has taken the time to find the best GP practices for our students, taking into account location, patient satisfaction and CQC ratings (Care Quality Commission).

To register with one of the below GPs, select the surgery nearest to your accommodation, and find the registration instructions on the website. GP surgeries generally only accept new patients who live in a specified "catchment area", so do check this before trying to register.

Marylebone and Westend



Harrow



Wembley



Alexander Fleming, Hoxton



## **Eligibility for NHS care in the UK only**

- You will be eligible to access the NHS in the same way as a UK resident if you have paid the [Immigration Health Surcharge](#).
- Students from the EU, Norway, Iceland, Lichtenstein studying in the UK can [apply for a reimbursement](#) – ask for advice first!
- If you did not pay the Immigration Health Surcharge as part of a visa application, you must check your eligibility for free NHS treatment. Contact the [Student Centre](#) for advice.

## Accidents and Emergencies

- Serious accidents and emergencies, dial [999](#) or **112** for an ambulance.
- You can also make your own way to [accident and emergency](#).
- For urgent medical problems which are not life-threatening emergencies, dial [111](#). You will speak to a trained medical adviser.
- First aid in the University: dial **5555** from an internal phone or **0203 506 4558** from your mobile (save this number) or visit a Campus Reception Desk
- See the University [Emergencies website](#) for further information.

## Personal Safety

- **Top Tips** - to help you stay safe in everyday situations.
- **Living in London:** You are part of a vibrant, exciting city full of opportunity, culture, and life.
- **London and Safety:** Be aware of your surroundings, use common sense, take some simple precautions.



## Valuables and Theft

- **Secure** – Keep your valuables out of sight.
- **Distractions** – Earphones, chatting on your phone, playing your music too loud. Be aware of who is around you and what's going on.
- **Cash Machines** – Cover your PIN number. Put your card and cash away.
- **Pickpocketing** – Most common form of theft in London. Increase in criminals using bikes and mopeds to snatch valuables & mobile phones. [Look Up. Look Out.](#)
- [Immobilise.com](#) is partnered with the police, which means if a stolen item is retrieved, it can be traced back to you.
- **IMEI number** – *International Mobile Equipment Identity*. 15-digit serial number to identify a device. To find it, dial **\*#06#** on your keypad.

## Frauds and Scams

- **Types** – phishing emails, fake websites, and scam callers.
- **Impersonation** – Some criminals target International students by pretending to be from the UK Home Office or an education agent.
- **Personal Information** – Don't give out personal or financial information or confirm that your information is correct, do not pay over any money, hang up.
- **Report** – If you think you have been targeted in this way, contact the [Student Centre](#) or report it to [Action Fraud](#). (National Fraud & Cyber Crime Reporting)
- **Further Guidance** – [UKCISA website](#), the [Government website](#) and the **Met Police Little Book of Big Scams**
- **Tip** – If something seems to be good to be true – it probably is.

## Getting Around Safely and Socialising – Slide 1

- **Route** – Plan your route in advance.
- **Mobile Phone** – Fully charge your mobile and take it with you.
- **Inform Others** – Let friends know where you are going and when you'll be back. Share your live location on your phone using Google Maps or WhatsApp.
- **Safety in Numbers** – Go out in groups. Share each other's mobile numbers. Always have a back-up plan if you get separated.

## Getting Around Safely and Socialising – Slide 2

- **Alcohol** – Lowers your inhibitions. Look out for your friends.
- **Spiking** – When someone puts drugs or alcohol into another person's drink or body without permission. See the [Government Factsheet](#).
- **Respect and Consent** – Never pressure someone to drink or touch them without their consent. Be respectful.
- **Hate crime** is a criminal offence that is motivated by prejudice or hostility to a person's actual or perceived disability, race, religion/faith, sexual orientation or transgender identity. [Reporting a hate crime](#).

## Getting Around Public Transport – Slide 3

- **Plan a journey** – Use the [Transport for London website](#).
- **Getting home** – Check the time of the last train, bus, [night tube](#) or tram home.
- **If you feel uncomfortable** – get off if it's safe to do so or ask another passenger for assistance. Contact the [British Transport Police](#).
- **Public Transport** – [Transport for London](#), [Black cabs](#) or [minicabs](#). Do not use unlicensed minicabs.

## **If you feel unsafe**

- **Trust your instincts** – If something doesn't feel right, ask someone for help.
- **Remove yourself from the situation if you can** – Cross the street, (more than once if necessary), and if you are still unhappy, move to a public area, such as a restaurant or bar, and telephone for help.
- **Ask for Angela:** In case you are in a situation where you feel unsafe you can notify a member of the venue staff or [Ask for Angela](#) if they are signed up to the scheme. Anyone can use this service.
- **British Transport Police** – If you are lost or need assistance, find a member of staff or telephone the [British Transport Police](#) for free +44 (0)800 40 50 40 or you can text [61016](#) to tell them about non-emergency incidents.
- **Dial [999](#)** – emergency number.



# The Police

The police in the UK are friendly and helpful.

They have a duty to protect everyone.

<https://www.met.police.uk/>

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# How to Identify a Police Officer

**A real police officer will:**

- Always produce their official warrant card with photograph, name and identity number (shoulder number).
- Always tell you why you've been stopped.
- Never ask you for PIN numbers or cash.
- Provide a [Crime Reference Number](#) when you report a crime.

## How to Check an Officer's Identity

- You can [call the police on 101](#) stating the officer's name and warrant number for an identity check.
- **Safe Connection** is a visual check for lone women to confirm the identity of a plain clothed officer.

## Who to Contact

- **999** – emergency number for any service (Free of charge)
- **101** – non-emergency police number (Free of charge)
- **111** – non-emergency medical number (Free of charge)
- [\*\*Online Crime report\*\*](#) – non-emergency quick reporting tool
- [\*\*British Transport Police\*\*](#) – on freephone +44 (0)800 40 50 40 or text [\*\*61016\*\*](#) to tell them about non-emergency incidents
- **University** – Campus Receptions, the [\*\*Student Centre\*\*](#) and the [\*\*Report and Support\*\*](#) tool.
- University [\*\*Emergencies website\*\*](#) for further information.