

Contact us

You can contact us by post, telephone, fax or email. Or fill in our feedback form below.

We are happy to take your comments or questions about our information. But as part of Consumer Focus Scotland, **we are not able to advise on individual circumstances.**

By post:

Health Rights Information Scotland
Consumer Focus Scotland
Royal Exchange House
100 Queen Street
Glasgow
G1 3DN

By telephone, fax or email:

Telephone: **0141 226 5261**

Fax: **0141 221 9695**

Email: hris@consumerfocus.org.uk

You can find contact details for project staff in our staff section.

Other factsheets in this series

- Health care for people coming to Scotland to work.
- Health care for asylum seekers and refugees in Scotland
- Health care in Scotland for former UK residents now working abroad
- Health care in Scotland for UK passport holders living abroad
- Health care for UK pensioners visiting Scotland
- Health care in Scotland for holidaymakers from overseas

You can get these factsheets in another language or format from:

- anywhere you get NHS care
- the NHS helpline on **0800 22 44 88** (textphone **18001 0800 22 44 88**)
- www.hris.org.uk
- www.nhs24.com

We have tried our best to make sure that the information in this factsheet is correct. However, the factsheet is for guidance only so you should not rely on it as a complete statement of the law. If you are thinking about taking legal action, you should contact a solicitor, a citizens advice bureau or any other advice agency.

Email: ask@hris.org.uk to ask for this information in another language or format.

Feeling unwell?

- **Go to a pharmacy** and ask for advice. To find your nearest pharmacy, phone the NHS helpline on **0800 22 44 88** or look on the internet (www.nhs24.com)
 - **Visit the NHS 24 website** at www.nhs24.com for health information and advice.
 - **Contact the GP surgery** where you are registered. If you need an interpreter, ask the GP surgery to arrange this for you.
 - **Phone NHS 24 on 08454 24 24 24** or look on the internet (www.nhs23.com) if the GP surgery where you are registered is closed, or if you are not yet registered as an NHS patient. NHS 24 can provide an interpreting service.
- In an emergency (if your condition is very serious), phone 999 and ask for an ambulance.**

For further information please contact:

Health and Safety Services
University of the West of Scotland
Paisley PA1 2BE
Scotland

tel: 0141 848 3000
direct tel: 0141 848 3926
fax: 0141 848 3143
email: health@safetyservices@uws.ac.uk

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Health & Safety Services NHS Health Care for people coming to Scotland to study



In Scotland, most health care is provided by the National Health Service (NHS).

If you are coming to Scotland to study, and you live in Scotland legally, this factsheet tells you how you can get health care from the NHS while you are here.

www.uws.ac.uk



Feedback form

We welcome any comments you may have about our site or our information. We aim to respond to comments or questions within three working days. Unfortunately, we are not able to advise on individual circumstances.

Name:

Email:

Comments:

I am an overseas student. Can I get health care from the NHS in Scotland?

- If you are coming to Scotland to study on a full-time course, you can get health care from the NHS from the day you arrive until one month after your course finishes.
- You may also get health care from the NHS if:
 - You are a part-time student and you are also working in Scotland, or
 - You stay in Scotland after your course finishes – for example, if you are taking part in the 'Fresh Talent: Working in Scotland Scheme', the 'UK International Graduates Scheme' or Tier 1 (Post-Study Work).

UK Council for International Student Affairs (UKCISA) can give you more information about this. See page 4 for how to contact UKCISA.

What do I need to do?

- You need to find a family doctor as soon as possible after you arrive in Scotland, and ask them to register you as an NHS patient. You won't have to pay for this.

In Scotland, family doctors are often called General Practitioners or GPs. They work in GP surgeries, medical practices or health centres.

The GP will help you look after all your health needs. They will decide if you need to see another health professional – for example, a hospital doctor or someone in mental health or maternity services. If you do, the GP will make the appointment for you.

- Your University or college may be able to help you find a GP. You can also phone the NHS helpline on **0800 22 44 88** or look on the internet (www.nhs24.com). The NHS helpline can provide an interpreting service.
- When you have found a GP surgery, contact them and make an appointment to register as an NHS patient.
- If you need an interpreter, ask the GP surgery to arrange this for you. When you make an appointment, tell them what language you prefer to use.

What happens when I register as an NHS patient?

- When you go to the GP surgery, the staff will ask you for some personal information – for example, your name, address and date of birth.
- They will ask to see some documents to help them decide if you can register as an NHS patient. If you need hospital care, staff at the hospital will also ask to see these documents.
 - **If you are from the European Economic Area (EEA) or Switzerland**, NHS staff will ask to see your European Health Insurance Card (EHIC).
They will also ask to see a letter from your university or college which confirms that you have a place on a course. The letter should say when your course starts and how long it lasts for.
 - **If you are not from the EEA or Switzerland**, they will ask for documents that prove you have a place on a university or college course. For example: - your student visa, and - a letter from your university or college. The letter should confirm that you have a place on a course and say when your course starts and how long it lasts for.

EEA countries

Austria	France	Liechtenstein	Romania
Belgium	Germany	Lithuania	Slovakia
Bulgaria	Greece	Luxembourg	Slovenia
Cyprus	Hungary	Malta	Spain
Czech Republic	Iceland	The Netherlands	Sweden
Denmark	Ireland	Norway	United Kingdom
Estonia	Italy	Poland	
Finland	Latvia	Portugal	

The United Kingdom has special health care arrangements with some countries outside the EEA. If you are from one of those countries, you can get some health care from the NHS in Scotland. UKCISA can give you more information about this.

- If you don't have the documents they ask for, staff at the GP surgery may not be able to register you as an NHS patient
- If you receive health care from the NHS before you are registered as an NHS patient, you may be asked to pay for this. This may happen, for example, if you are waiting to get the documents you need for registering as an NHS patient. After you are registered, any money you have paid will be returned to you.

When I am registered as an NHS patient, is all health care free?

- No. When you are registered as an NHS patient, a lot of your health care will be free. But you will still need to pay for some things – for example, some medicines and dental treatment.
- The leaflet 'A quick guide to help with health costs' tells you if you can get free treatment or help with health costs. It is available from citizens advice bureaux and Jobcentre Plus offices. You can also phone the NHS helpline on **0800 22 44 88** and ask for a copy, or look on the internet (www.scotland.gov.uk/healthcosts).

Can my family get health care from the NHS?

- **If you are registered as an NHS patient, your husband, wife or civil partner, and any of your children who live in Scotland with you, can also get health care from the NHS.** The children must be aged under 16, or under 19 and in full-time education.
Staff at the GP surgery will ask you to fill in a form for your husband, wife or civil partner, and any children. You may need to show your marriage or civil partnership certificate, and birth certificates for your children.
- **What about other members of my family?**
 - **If you are from the EEA or Switzerland, other members of your family who are not from the EEA can get health care from the NHS if they have been allowed to join you in Scotland.** They will need to show a document proving that the UK Government has allowed them to do this – for example, an EEA family permit. UKCISA can tell you more about this permit.
 - **Other members of your family who are not from the EEA or Switzerland may have their own right to health care from the NHS in Scotland** – for example, if they have been allowed to come here to work or to study.
 - **Other members of your family who are from the EEA or Switzerland can get health care from the NHS.** They must have an EHIC and they should register with a GP.

What happens if I am not registered as an NHS patient?

- If you are not registered as an NHS patient, you can still get some health care from the NHS.

Services that are free for everyone include:

- emergency care in a hospital (in the accident and emergency department or in the casualty department)
- emergency care at a GP surgery
- emergency transport in an ambulance
- sexual health services
- treatment for some infectious diseases and sexually transmitted infections.

- If you need any other health care, and you are not registered as an NHS patient, you will need to pay for it. Staff at the GP surgery or hospital will be able to give you more information on this.

You can get medical insurance to help you with the costs of your care. To find out more about medical insurance, phone the Association of British Insurers on **020 7600 3333** or look on the internet (www.abi.org.uk) and follow the links to the Information for Consumers section.

How can I find out more?

- Contact your university or college for information.
- Phone UK Council for International Student Affairs (UKCISA) advice line for students on **020 7107 9922** or look on the internet (www.ukcisa.org.uk).
- Phone the NHS helpline on **0800 22 44 88** (textphone **18001 0800 22 44 88**) for information on health conditions and services. The helpline can provide an interpreting service.
- Contact your local citizens advice bureau for free confidential and independent advice about many things, including NHS services and your rights. To find your nearest branch, look in your phone book or on Citizens Advice Scotland's website (www.cas.org.uk)