

Health and Wellbeing

We actively promote good health and wellbeing at AUB; there is a wide range of support available both within AUB and in the wider community.

Doctors

You are strongly recommended to register with a local doctor's surgery.

You can sign up to the Village Surgery near Campus Halls by clicking the following link: [Register for The Village Surgery](#)

You will need to register at least 24 hours before you are able to make an appointment. Appointments can be booked with the Village Surgery by filling out their online appointment form here.

Medical Treatment

- **Emergency only:** telephone 999 and request an ambulance. *Please inform halls staff or security guards immediately so that someone can direct the ambulance upon arrival.*
- **If you need immediate medical attention but it is not an emergency:** Take a taxi to the Accident and Emergency department of Royal Bournemouth Hospital. Address: *Royal Bournemouth Hospital, Castle Lane, Bournemouth BH7 7DW*. Telephone: 01202 704167 or main switchboard 012020 303626
- **If you are unwell in the evening, overnight or at the weekend, or require medical advice:** Telephone NHS Advice: **111**. You can also find advice and guidance online here: [NHS 111](#)
- **For minor illnesses** such as coughs, colds and upset stomach, visit any pharmacist for advice and over the-counter medicine.

Infectious Diseases

If you fall ill with an infectious disease, please inform Student Services so that any potential risk to fellow residents can be assessed. If you become ill during the holidays whilst you are away from halls, please do not return to halls until your doctor confirms that others are not at risk of infection. Please ensure you report all absence to your Academic Office

AUB Student Services

No matter how big or small the problem, we are here to help.

Coming to university doesn't just involve learning about your degree, it involves learning about yourself. Whilst your lecturers are here to help you with academic studies, Student Services are here to take care of all those life aspects that you will continue to learn about during your time at AUB.

We offer extra help to anyone who needs it. We provide a range of specialist services to make managing your studies easier. Whatever your needs, speak to us and we'll try to help.

Full details of support services available from AUB Student Services can be found online at [AUB Support](#)

Accommodation and Advice Support

Information and support with funding, bursaries and hardship funds available for students at AUB, as well as help with all your enquiries in relation to living in the community, e.g.: local travel and transport, local amenities and general information.

Careers and Enterprise

Through a varied programme of one-to-one coaching, events, workshops and talks, students gain insight from AUB alumni, creative professionals and enterprise experts. These opportunities help them build the skills, confidence and knowledge needed to succeed in the creative industries.

Conflict Resolution Service

A non-judgemental, confidential and voluntary service which can help you resolve any conflict with people you study or live with.

Counselling

Therapeutic Support with managing any emotional or personal issues in a safe and confidential setting.

Disability and Neurodiversity

Support and guidance with any disability, health condition or specific learning difficulty including disabled students' allowances; accessibility issues and reasonable adjustments.

Study Skills and English Language Support

A range of support with academic work, personal organisation and study skills.

Wellbeing

Same day mental health support for any concern about their own or others' wellbeing. Focusing on confidential guidance with practical strategies for self-management.

Wellbeing Commitment:

AUB is dedicated to promoting positive mental health among staff and students, aligning with our values, and enhancing the sense of belonging and connection within our creative community.

This commitment, developed collaboratively by staff, students, and AUBSU, includes the perspectives of individuals with lived experience of mental health challenges. It outlines AUB's pledge to creating a supportive and inclusive environment for all.

[AUB Wellbeing Commitment](#)

Joint services with Bournemouth University

Faith and Reflection, Talbot House BU campus

The centre for both staff and students and is an inclusive space welcoming people of all faiths and none. It offers a quiet space, an Islamic Prayer room and the Chaplains can put students in touch with advisors from different religions and faiths.

University Front Room

University Front Room offers a welcoming, safe space for any student who needs face-to-face support. If you feel like you are struggling with your mental health and potentially approaching a point of crisis, then this service is here to support you. No appointment is needed.

External Services and Out of Hours Support

We understand that if you're experiencing particular challenges, you may want to talk to someone but might not be ready to meet with one of our team. There are lots of organisations and charities available that can offer you a range of options to make sure that you can still find the help you want.

Connections

24/7 Dorset HealthCare helpline for anyone experiencing a crisis with their mental health. You can contact them via 111 or 08006520190

Dorset HealthCare University - Access Mental Health

If you're struggling to cope or feel yourself nearing a breakdown, Access Mental Health is here to provide help. If your emergency is urgent but not life-threatening, you can:

- Dial 999
- Request an urgent appointment at your GP surgery. You can still call your GP outside working hours as they usually have an out-of-hours number to call.

HOPELINEUK

A confidential helpline for young people dealing with suicide, depression and emotional distress. If you are having thoughts of suicide or are concerned for a young person who might be, you can contact them for confidential support and practical advice. Tel [0800 068 4141](tel:08000684141) / Text: 07786 209697

SHOUT

Crisis Text Line offers free text support 24/7 across the UK. If you are experiencing a mental health crisis and need support, you can text CAM to 8528.

STUDENT SPACE

Support through the uncertainty of student life