

Contact numbers:

In an emergency call **112**.

In Germany call the TAS on **0521 305 3961**.

In Holland or Belgium call **0049 521 305 3961**.

Medical Centres:

Paderborn region:

Sennelager MRS 05254 982 2414 Mil: 79 2414

Gütersloh region:

Bielefeld 0521 9254 3131 Mil: 81 3131

For all the information you need about BFG and EJSU healthcare

<http://www.patient-wise.de>

www.facebook.com/gstgermany

SSAFA GSTT CARE 

TAS

Telephone Assessment Service (TAS)

British Forces Health Service
(Covering British Forces in Europe)

What is the Telephone Assessment Service and what can it offer me?

Patient Information Leaflet

SSAFA GSTT CARE 

TAS is the point of contact for:

- * Soldiers accessing sick parade
- * Post hospital discharge care
- * General medical advice out of hours

The TAS is available 24/7, 365 days a year.

If - during medical centre opening hours you feel unwell and believe you need an appointment with a doctor or a nurse that same day

Or - out of medical centre working hours, you feel it is necessary to seek help from a medical professional

then contact us using any BFG medical centre telephone number (details on the back) or call direct on 0521 305 3961.

Remember in an Emergency ALWAYS dial **112**

Who are we?

We are the Telephone Assessment Service. Call handlers will take your call and ask you a few questions so we can prioritise your needs.

Out of hours you will be assessed by an experienced, English speaking Registered Nurse, who is trained to assess the information provided and will be able to advise on how to ensure you receive the most appropriate care.

Out of Hours duty dentists and midwives are available.

Why do you need to be assessed?

Assessment of the symptoms allows us to give the appropriate appointment/ advice and allows us to prioritise urgent appointments at hospital or with GPs, Nurse Practitioners and other health care professionals.

What can you do to help us to help you?

Before calling it is helpful if you have your telephone number at hand as we need this to call you back. Please ensure you have credit on any mobile especially a UK mobile.

Sick children:

If your child is ill then they need to be awake and with you when we call back. It is not possible to assess a sleeping child or a child that is not with you.

It is helpful if the person who has been caring for the child is able to talk. Three way conversations and questions being relayed to another person can cause confusion.

It is helpful to have a recent recording of temperature and information on any medication taken and when.

If it is an adult who is ill, then it is preferable to talk directly to the person who is ill as they are able to tell us exactly how they feel.

Experience tells us between 20 - 25% of the calls we receive recommend "Self care" so to help you with this, below is a list of items you may wish to have in your medicine cupboard at home or in your kit bag:

Paracetamol

Ibuprofen

Antihistamine

Oral rehydration salts

Anti Diarrhoea tablets

Indigestion treatment

Cool/Warm pack

Sunscreen

Please ensure sun screen is only used for one season as it becomes less effective the older it is.

Thermometer

Many types of thermometer are available. An ear thermometer is the most commonly used.

First Aid kit

Ideally First Aid Kits include dressings, bandages, antiseptic and plasters.