

Serving Personnel:

With regard to Serving Personnel, the LLP Clinical Referrals Managers (CRMs) liaise directly with Defence Consultant Advisors (DCAs) to obtain occupational health input to assess the impact on long term career interests before undergoing surgery. Speak to your GP for further details.

We protect your personal information under the **Data Protection Act** (1998). We may use your information to audit medical care, accounts or services.

Please remember to deregister when you are posted so that your notes can be sent on with the minimum delay. The head of household will need to deregister, as well as each family member.

Complaints and Comments:

The Regional Group Practice Manager is the named person for dealing with complaints. A complaints leaflet is available from reception. We would also welcome any positive comments you may wish to make.

European Health Insurance Card (EHIC)

All Service personnel and their dependants are strongly advised to carry their EHIC at all times and especially if crossing any international borders. Though the EHIC will provide you with emergency health care whilst travelling within other EU member countries it does not include the country of residence. The EHIC is **not** an alternative to travel insurance. Visit www.ehic.org.uk for further information.

We value your feedback! Please visit www.patient-wise.de

and complete our patient survey and/or leave any comments you may have.

Telephone Numbers

In an Emergency call
112

Telephone Assessment Service (TAS/24 Hours)

for medical advice out of hours
or for urgent appointments call

0521 305 3961

Hospital Hotline (24 Hours)

anytime you attend A&E or
are admitted to a hospital
anywhere in Germany call for support

0800 588 9936

Bielefeld Medical Centre

Tel: 0521 9254 3131 (Mil 81 3131)

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For more information go to
www.patient-wise.de

SSAFA GSTT CARE LLP

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Medical Centre
BIELEFELD

Patient Information
Leaflet

Information about Access to
Your Health Services

Medical Centre (MC) Opening Hours

Monday to Friday: 08:00-17:00.

To contact the Bielefeld MC call:
Civ. 0521 9254 3131 (Mil 81 3131).

Routine Clinic timings: (by appointment)

Monday, Tuesday and Thursday:
08:15 - 12:15 and 14:00 - 16:15

Wednesday and Friday: 08:15 - 12:15.

The Medical Centre offers the following clinics

- Antenatal/Postnatal
- Family Planning
- Well Woman
- Asthma
- Health promotion
- Travel Immunisations
- Child Health Surveillance
- Minor Surgery
- New Patient Health Checks

Other Primary Care Services

- Health Visitors
- School Health Nurse
- Midwives
- Community Psychiatric Nurse
- Pharmacist
- Physiotherapist
- Dietician
- Speech and Language Therapist
- Community Paediatrician.

Appointments To save you time and inconvenience, we advise all patients to make an appointment by telephoning the medical centre directly. Patients will be seen by a practitioner within 5 working days. Should a request be made to see a specifically named practitioner, the time frame may be longer depending on their availability at the time. If you feel the problem is urgent and wish to see a practitioner within 24 hours then you will

be redirected to the Telephone Assessment Service (TAS) to ensure you receive the most appropriate care. Tel: **0521 3053961**

The TAS is staffed by a number of call handlers who will take your initial call and ask you a few important questions so they can prioritise your call back.

You will be called back by an experienced English speaking nurse who is trained to assess the information provided and who will be able to advise you on the most appropriate care.

Hospital treatment:

You may be referred to the local contracted Designated German Provider (DGP); Evangelisches Klinikum Bethel, Burgsteig 13, 33617 Bielefeld.

SSAFA GSTT Care LLP employs bilingual Patient Support Officers (PSOs) formerly known as Hospital Liaison Officers (HLOs) who can support you throughout your hospital outpatient appointments, A&E attendance or admission. Please ask the hospital staff to contact the PSO if you need support or call: **0521 772 772 82**

The PSOs work as the interface between patients, hospital, all clinical staff and other healthcare professionals to interpret medical information and provide support. They are available Monday to Friday from 08:00- 16:30.

For out of hours support 24/7 call the Hospital Hotline on **0800 588 99 36**

SSAFA GSTT CARE LLP

Dispensary timings:

Monday to Friday 08:30-13:00 & 14:00-17:00 except Wednesday afternoon when the dispensary reopens from 16:30-17:00 and Friday afternoon from 15:30-17:00. The dispensary is also closed the first Tuesday of the month from 14:00-16:00 for controlled drug checks.

Repeat prescriptions:

Repeat prescriptions must be initiated by a doctor or nurse practitioner usually during a routine appointment. Thereafter, you may order your repeat prescription by contacting the dispensary staff during normal working hours. Please allow 5 working days for your prescription to be processed.

The Pharmacy will be pleased to dispose of any unwanted medicines which you may have in your home or accommodation.

Prescription Charges:

If you are not entitled to free prescriptions you will be sent an invoice to make payment for the prescription charges.

Home Visits:

It is in the interest of all patients to be seen in the Medical Centre whenever possible so that necessary examinations and investigations can be done and dispensary facilities are available. Home visits may be offered in exceptional circumstances but this will be assessed on a case by case basis by the Duty GP.

Visitors: Relatives visits must be sponsored by your Unit; your Families Office will provide details. This entitles them to emergency GP care only at the MC. Medication for existing conditions must be obtained in the UK before coming to Germany.