

of call during office hours is via the UK SHAPE Medical Centre liaison staff on 065 44 2071 or 065 44 5824. If you are admitted to any European Hospital, you should call the Hospital Hotline number on 0049 521 305 3960. This 24hour service is staffed by Patient Support Officers (PSOs), who will be able to help you. The PSOs operate as an interface between patients, the hospital, other healthcare professionals and the UK MC SHAPE. They can provide access to a 24hour translation service.

Data Protection and Confidentiality:

All staff have a duty to record and share your personal information in accordance with the Data Protection Act 2018 and the Common Law Duty of Confidentiality. Further information about how SSAFA and Guy's and St. Thomas' NHS Trust look after your personal information is available in our Privacy Statements: www.patient-wise.de/About-us/Publications

Billing and admin

You may receive bills for tests, consultations or treatment carried out by local providers. Please forward these bills **immediately** to the Medical Administrator at the UK MC SHAPE, or email to shape@shcac.de

We value your feedback!

Please visit our website: www.patient-wise.de and complete our patient survey and/or leave any comments you may have.

Comments or complaints can be made via email to:

LLPHealthcare-SHAPE-GPM@mod.gov.uk

or call the Practice Manager on 065 44 5825.

In an Emergency call **112**

Telephone Assessment Service
for medical advice call (24/7)

0049 521 305 3961

Hospital Hotline (24/7)
if you attend A&E, or are admitted
to hospital unexpectedly call

0049 521 305 3960

SHAPE Medical Centre

Tel: 065 44 5824

SHAPE Patient Support

During office hours:

Tel: 065 44 2071

SHAPE Pharmacy

Tel: 065 44 5999

For up to date information on your health care during your posting to Brussels please access our website:

www.patient-wise.de

www.facebook.com/gstgermany

SSAFA GSTT CARE LLP



BRUSSELS

Patient Information
Leaflet

Information about Access to
Your Health Services

SSAFA GSTT CARE LLP

Our patients in Brussels work and live in a variety of locations around the city. We recognise that they need flexible access to healthcare provision. We therefore have made a number of options available to you:

Option 1:

See a GP at the visiting clinic in Sterrebeek:

A GP from SHAPE will visit at least every 2 weeks. Please call the Medical Centre to book an appointment. (You will require an installation pass for the Sterrebeek facility).

Option 2:

See a GP at the UK Medical Centre SHAPE:

Routine appointments are normally offered within 5 working days.

Option 3:

Telephone Consultation:

The UK Medical Centre can arrange telephone consultations.

Option 4:

Attend the US Army Clinic in Sterrebeek:

If we advise this option, you will see a civilian GP from the US clinic (Installation pass required).

Option 5:

Attend another GP surgery in Brussels:

If you call us we will direct you to a known provider with whom we have regular communication.

On arrival

in Brussels **all patients** should register with the UK MC SHAPE & US Healthcare Facility at Sterrebeek:

US Healthcare Facility
J.F. Kennedylaan 12
1933 Sterrebeek.

Opening hours:

Monday to Thursday 0730 - 1630 hrs
Friday 0730 - 1500 hrs.
Reception: 0268 61515.

The UK Medical Centre (MC) SHAPE is situated in:
Building 401, Avenue d'Oslo, SHAPE, Mons.

(Once in the building follow signs for LONDON)

Opening hours:

Monday to Thursday 0800 - 1700hrs
Friday from 0800 - 1530hrs
Reception: 065 44 5824.

Telephone Assessment Service (TAS)

You can access the TAS on 0049 521 305 3961 for medical advice 24/7. The TAS staff will offer to ring you back to reduce call charges. Your call will be triaged and you will be directed to the most appropriate service.

Midwifery or Health Visitor Services

For Midwifery or Health Visitor services please contact the SHAPE MC reception for details. The UK Medical Centre can arrange telephone consultations for the health visitor.

Child Immunisations

The NHS immunisation programme for children is offered via SHAPE Medical Centre. Immunisations to the Belgian schedule are available via the host nation service, should this be your choice, please contact the SHAPE Medical Centre patient liaison service to arrange.

The following link can be used to compare Belgium and UK immunisation programme:

<http://vaccine-schedule.ecdc.europa.eu/Pages/Scheduler.aspx>

Prescriptions may be collected in any of the following ways:

- 1). From SHAPE Pharmacy.
- 2). Collection at the US Army Pharmacy in Sterrebeek by the patient or a nominated representative. If you use a nominated person to collect your prescription, first contact the pharmacy on 02686 9508. The person will need ID and a copy of your ID.

Repeat prescription requests can be made in the

same way. Please give 5 working day's notice of the requirement to the UK Pharmacy in SHAPE on 065 44 5999.

Prescription Entitlement Card

SSAFA GSTT Care LLP has made an arrangement with the Apotheek Spruyt in Everberg (Brussels), for you to collect your **hospital** prescription medication at **no cost**. All entitled personnel in Brussels will receive an entitlement card. We will pay the bill on your behalf, but please be prepared to show your ID card and sign to confirm receipt of your medication.

Apotheek Spruyt Everberg
Annonciadenstraat 38
3078 Everberg
Telephone: 02 7598759
<http://www.apotheekspruyt.be>

Opening hours:

Monday to Friday 0830 - 1230 & 1330 - 1830
Saturday 0900 - 1230.

Prescription Charges

Please note that, if applicable, the UK Prescription Charge will be deducted from all patients receiving prescriptions, regardless of which pharmacy is used.

Hospital Appointments

All hospital appointments must be by referral from the UK MC SHAPE. The only exception is for those admitted as an EMERGENCY via A&E or ambulance. Brussels is served by excellent hospitals and university clinics. If you need to visit a hospital in Brussels or Leuven, the UK MC SHAPE will discuss the options available to you. If you prefer, the doctor can telephone you to discuss the referral.

Hospital Patient Support

If you have any issues or questions, your first point