

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. 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.

Please visit www.patient-wise.de for comprehensive information. 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.

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

If you are admitted to a 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.

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-PracMgr@mod.uk

or call the Practice Manager on 065 44 5825.

Telephone Numbers

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

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

August 2016

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. The GP will have access to your records and if you need face to face time with a GP, this is the best way to arrange it. (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. We offer health surveillance, occupational medicine, child health clinics, smoking cessation advice, travel advice, minor surgery, well man/woman clinics and full family planning service.

Option 3:

Telephone Consultation:

The UK Medical Centre can arrange telephone consultations, which may allow quicker access to the GP via phone/email.

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. We will contact you after your visit to ensure that your care has been satisfactory.

This leaflet provides some information about how to access healthcare for service personnel, entitled civilians and their dependants.

On arrival in Brussels **all patients** should register with the UK MC SHAPE and 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 - 1500hrs.
Reception: 065 44 5824.

You can access the **Telephone Assessment Service** (TAS) on 0049 521 305 3961. 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.

The British Trained TAS nurses have access to the information about your local medical services and can assist you in receiving the most appropriate and closest healthcare at any time of day or night. They have access to advice from a GP and will also contact your own GP the next working day so that your on-going treatment can be arranged.

For Midwifery or Health Visitor Services please contact the SHAPE MC reception for details.

Child Immunisations

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

The following link can be used to compare Belgium and UK immunisation programmes. <http://vaccine-schedule.ecdc.europa.eu/Pages/Scheduler.aspx>

Data Protection

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

Prescriptions may be collected in any of the following ways:

- 1). From SHAPE Pharmacy.
- 2). From Apr. E Geukens, Central Pharmacy, NATO Staff Centre, Bvd Leopold III, 1110 Brussels. Tel: 027 265300.
- 3). From Pharmacie Anne Lecroart, Avenue de Cortenbergh 77, 1000 Brussels. Tel 027330817.
- 4). Via a local pharmacy. If you speak to us first, we can make a safe arrangement with the pharmacist. If you pay for prescribed medication from a local pharmacy, you can reclaim the costs by completing a claim form, obtained at the UK MC SHAPE.
- 4) 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.