

Routine Medicals and **Military Immunisations** will be carried out by a visiting team at the Dr. Nikolaus Praxis and the records administration carried out in SHAPE. Consultations from the GP or hospitals will be incorporated in to your medical record.

Please be aware all recommendations for hospital care for serving personnel are reviewed in line with MOD Occupational Health Policy. Please call the Clinical Referrals Team on 0521 77277892 for further information.

Women's Health (Cervical Cytology, Breast Screening, Bowel Screening and Contraceptive Services) is provided by Dr. Mader and Dr. Oender at the Nardini Klinik in Landstuhl. Please contact the Ramstein MAO to arrange an initial appointment – you do not need to see a GP first.

Midwifery: A full midwifery and obstetric service is provided by the Nardini Klinik in Landstuhl.

A **Health Visiting** service is provided in Ramstein every 8 weeks. Your Health Visitor is always available for telephone support and works closely with Dr. Schmitt to deliver care/screening for your child (ren).

A Community Psychiatric Nurse from the Community **Mental Health Team** will visit Ramstein as required, utilising Dr. Nikolaus' Praxis to conduct clinics. Please call the MAO for further details on:

06371 401435/436

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.

We hope any problems can be resolved locally and informally straight away. However, a Complaints leaflet is available from the staff in the MAO.

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



Important Telephone Numbers

TAS Medical Helpline (24 Hours)

0521 305 3961

Hospital Hotline (24 Hours)

0800 588 9936

In an Emergency

112

Ramstein Medical
Administration Centre
(MAO)

06371 401 435/436

Fax: **06371 401438**

Dr Nikolaus
06371 598480

www.patient-wise.de

SSAFA GSTT CARE LLP

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Ramstein

Patient Information Leaflet

Information about Access to Your Health Services

Version 1 March 2015



This leaflet will give you some general guidance to services available in Ramstein, but if you are unsure please call us and we will give you specific advice.

You can access TAS Medical Helpline 24 hours a day

0521 305 3961

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 make appointments for you with the most appropriate person, at any time of day or night.

You can call our Medical Administration Office (MAO), where our experienced bilingual Administrators will assist you during routine office hours on:

06371 401 435/436

Our local German GP is Dr. Nikolaus. He and his Practice Manager, Frau Silke Schirra are English speaking. Routine appointments are offered within 5 working days and urgent appointments will usually be available within 24 hours. You can make appointments directly with the practice on:

06371 598480

This leaflet provides some information about how to access healthcare for service personnel, entitled civilians and their dependants. Additional information is available on our website:

www.patient-wise.de

GP: Dr. Hans Peter Nikolaus

0800 – 1800 hrs on Monday/Tuesday and Thursday

0800 – 1200 hrs on Wednesday and Friday Phone

Number for Doctor and Nurse Appointments: **06371 598480**

In an emergency call 112

We also work with the American Urgent Care and Rehabilitation Centre in Landstuhl. They will see our patients at any time. Please call TAS before attending the Urgent Care Centre.

If your GP suggests you should be routinely referred to a specialist, they will update us and we will review the referral to ensure it complies with normal UK standards. Please allow 2 weeks for this process – the Medical Administration Office is your Point of Contact.

Urgent referrals do not go through this approval process and you should be given an immediate appointment with a waiting time of no more than 2 weeks. Please tell us if this happens, so we can support you and ensure the process runs smoothly.

If you are admitted to Hospital, you should call the Hospital Hotline number on:

0800 588 9936

This 24hour service is staffed by Patient Support Officers (PSO), who will be able to help you. The PSOs operate as an interface between patients, the hospital, other healthcare professionals and Ramstein MAO. They can interpret medical information and provide access to a 24hour translation service.

If your child needs immunisations or routine health screening please call the MAO, who will assist with making an appointment at the Children's Clinic (Kinderarzt), Drs. Schmitt & Seipenbusch. If your child is under 5 and needs to see a GP, you may either attend Dr. Nikolaus or Dr. Schmitt's clinic.

Your Pharmacy is: **St. Hubertus Apotheke**, Landstuhler Strasse 2, 66877 Ramstein-Miesenbach, Tel: 06371 50708.

This Apotheke is English-speaking and will dispense NHS medications without upfront charges to customers. Please sign the prescription to indicate that you have received the medication. We will pay the pharmacy bill for you. We strongly recommend you use this pharmacy if you are based in Ramstein. If you collect medication from a different pharmacy, you will have to pay and reclaim the costs. A form can be obtained from the Ramstein MAO.

You may receive bills for tests, consultations or treatment carried out by local providers. Please forward these bills **immediately** to the Ramstein MAO or ramstein@shcac.de

Please visit www.patient-wise.de for more information about TAS, local GP/hospital services.