

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 info.

Out of hours care

For medical advice out of hours please call the Telephone Assessment Service (TAS) 24/7 who will, if necessary, direct you to the out of hours service. Call the TAS on 0521 305 3961.

Complaints/Incidents

Written complaints should be addressed to with the SHAPE Medical Centre. The Group Practice Manager will then be in contact with regards investigation and resolution in accordance with the LLP Complaints policy.

Data Protection & 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 is available in our Privacy Statements via:
www.patient-wise.de/About-us/Publications

Feedback

We value your feedback! Please log on to www.patient-wise.de and complete our patient survey. And or leave any comments you may have.

Telephone Numbers

In an Emergency call

112

SHAPE Medical Centre

Tel: 0032 6544 5824

Fax: 0032 6544 5016

Dr Peter Hartmann (Praxis Plus)

Tel: 0251 295 888

Telephone Assessment Service
(TAS/24 Hours)

for medical advice call:

0521 305 3961

Hospital Hotline (24 Hours)

call if you attend A&E,
outpatients or are admitted
to a hospital anywhere in Germany
0800 588 9936

For more information go to

www.patient-wise.de

www.facebook.com/gstgermany

SSAFA GSTT CARE LLP

August 2018

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Münster

Patient Information
Leaflet

Registering:

As a member of serving personnel or entitled family member based at Münster, you are required to register as a patient at the SHAPE Medical Centre (MC) in Belgium. Registration forms can be obtained by emailing:

LLPHealthCare-SHAPE-GPM@mod.uk or LLPHealthcare-SHAPE-Reception1@mod.uk

SHAPE MC will be responsible for all your medical administration and ensuring that medical bills are processed.

Please inform SHAPE MC by email or phone 003265445824 if you attend a Host Nation service so that they can obtain a copy of the report.

GP Services:

Dr Peter Hartmann and colleagues
PraxisPlus Münster
Steinfurter Strasse 56
48149 Münster
Tel: 0251 295 888
Fax: 0251 296 799
www.praxisplus.net

Parking:

Parking can be found at the back of the practice and in the underground garage.

Clinic times:

Monday	0800-1200 and 1500-1800
Tuesday	0800-1200 and 1500-1800
Wednesday	0800-1200
Thursday	0800-1200 and 1500-1800
Friday	0800-1600

Appointments:

Routine appointments are available within 5 days. Urgent appointments are available daily. Same day appointments are available for acute episodes of illness or injury for adults and children. All staff speak English.

Non- urgent referrals:

Referral for non-urgent, specialist care in hospital can only be carried out following clinical discussion with the LLP representative – normally the Lead GP, Dr Andrew Ure, or in his absence the Local Clinical Director, Dr Jeff MacLeod. No routine referrals will be funded without prior agreement from the Lead GP or nominated alternate in his/her absence.

Emergency Care

PraxisPlus will arrange hospitalisation or emergency attendance at an appropriate hospital without delay.

Investigations:

Cervical cytology should be provided either by PraxisPlus or a local Gynaecologist. Routine mammography will be ordered and administered by SHAPE Medical Centre. Bowel cancer screening will be administered by SHAPE Medical Centre. Routine hearing tests/Audiological screening for serving personnel will be coordinated by SHAPE Medical Centre.

Obstetric and midwifery services

You can attend PraxisPlus for confirmation of pregnancy. Obstetric and midwifery services are provided from the LLP's Children's Services Team based in Paderborn, who can

be contacted through the SHAPE Medical Centre on 00 32 65 44 58 24.

Prescriptions:

If you receive a prescription you can take it to the nearest Apotheke. There are two near PraxisPlus. You will have to pay for your medication and reclaim. Please remember to keep your receipt.

Prescription Charges

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

Bills:

You may receive bills for tests, consultations or treatment carried out by local providers. Please forward these **bills immediately** to the Medical Administrator at:

UK MC SHAPE
Building 401
SHAPE
BFPO 26
Or email to: shape@shcac.de

Occupational Health

For Service Personnel only, the LLP Clinical Referrals Managers liaise directly with the Defence Consultant Advisors to obtain occupational health input to assess the impact on long-term career interests before undergoing surgery.

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