

BFG Rebasing Bulletin

Healthcare



In this edition of the Rebasing and Drawdown Bulletin we focus on how you can access dental and healthcare during the drawdown of facilities across BFG. It will also help you understand how the NHS will deliver healthcare to those moving to the UK.

Please familiarise yourself with the drawdown of healthcare in BFG plan and note what this means for you when accessing medical and dental services up to September 2019 - I remain grateful to the team from SSAFA GSTT LLP for providing us with a gold standard service of healthcare for those living in BFG.

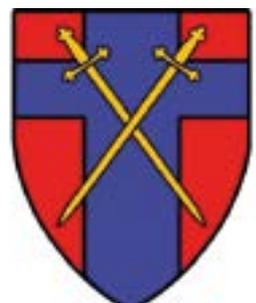
For those moving to the UK or Cyprus, the standards there will be different and I encourage you to research these differences, and to identify and apply for a UK GP and dentist before you leave Germany. This will ensure that the appropriate services are available to you and your family immediately on your arrival. Finally, for those returning to the UK, there are excellent government online resources, which provide a wealth of information – please use them!



BFGnet.de



@BFGnet





AFF have provided some valuable answers to your questions relating to healthcare provision. Read on for more information.

(1) I have been living in Germany for a long time and I am concerned about how I will find a suitable GP for my family in the UK. How can I prepare for this?

There are a number of tips to help you find a GP in the UK:

1. Your local HIVE should have information on the local GP practices available in your area and whether you can register with a Defense Primary Healthcare (DPHC) medical centre.
2. Speak to friends and other people who live locally to see which practice they recommend
3. To find a GP practice near you in England visit NHS Choices at www.nhs.uk/service-search/GP/LocationSearch/4. To find information on registering with a GP in NI visit www.nidirect.gov.uk/services/gp-practices, for Scotland visit NHS Scotland at www.mygov.scot/register-with-doctor/ or NHS 24 at www.nhs24.scot/ and Wales visit NHS Direct Wales at www.nhsdirect.wales.nhs.uk/LocalServices/Default.aspx?s=GPSurgeries

(2) There are rumours that accessing NHS dental care can be very difficult and there are often long waiting lists for new NHS patients. Is this true?

Some families do experience problems with accessing NHS dental care, especially orthodontic treatment which can involve long waiting lists and is subject to local area variations. This can result in disrupted care provision due to frequent moves.

Some reoccurring issues are:

- Boarding school children's access to NHS dentists & orthodontists – if your child attends boarding school, it is expected that they will be registered with a dentist close to school or near their legal guardian's home.
- Waiting list times for orthodontic treatment – some families have experienced long waiting list times for orthodontic treatment. There have also been issues with transferring waiting list times on moving.
- Continuity of orthodontic treatment – some families

have experienced problems with continuing the orthodontic treatment their child is having when they move to another area.

If you experience any of these problems then AFF have a healthcare specialist who will be able to offer advice to ensure that you and your family receive the best possible care.

(3) I am currently being assessed for surgery for an existing condition. If I do not receive this in BFG, how will my treatment plan be passed over to the NHS?

Three months before you are due to move no new elective treatment / surgery will begin.

All elective surgery and treatment for personnel in BFG is delivered in an excellent timeframe. Once diagnosed, patients are treated as early as practically possible.

If you are a Service family and are moved whilst on the waiting list in the UK, you will be added to the new NHS trusts waiting list at the same point that you left your old trusts waiting list.

(4) How are those with existing long term conditions receiving secondary care going to be transferred to the NHS?

A review is taking place of all complex cases across BFG. All individuals that fall into this category will have a supportability plan put in place before being transferred to the NHS for continuation of care.

(5) What should I do with the service that the NHS provide?

If you are not happy about the service there are processes in place to ensure that your voice can be heard. You can raise a complaint following these steps:

1. Try local resolution by talking to your GP or practice manager
2. If you are not happy with the outcome, or prefer not to raise the issue locally, then you can raise it with your Clinical

Commissioning Groups (CCG). If you are in England, contact NHS England at england.contactus@nhs.net making sure you put 'For the attention of the complaints manager' in the subject line.

3. For hospital or other NHS service complaints, you should write to NHS England.

Details of the other national NHS websites and complaints procedures can be found in the 'Find Out More' section of this bulletin



(6) I have children in boarding school, what happens if they need to see a GP whilst they are at home?

Most children who attend boarding school should be registered with a GP practice local to their school, but this will usually only cover them in term time.

If your child requires medical treatment while they are at home in the holidays, they can be registered as a temporary resident at your local GP practice. You are able to see a GP for up to three months. The GP will pass on any treatment details to your child's permanent GP to add to their medical records. For more information on GP registration visit NHS Choices.

DRAWDOWN OF HEALTHCARE IN BFG



The outline plan for drawdown of healthcare and Dental services across BFG can be found below:



TRANSPORT FROM GÜTERSLOH TO CATTERICK BARRACKS BIELEFELD

As of 2nd January and the closure of Gütersloh Med Centre, the Admin Transport Services (ATS) will take patients from the Gütersloh community to Bielefeld Medical Centre. If you require transport from Gütersloh for a medical appointment at Bielefeld Medical Centre, you should book transport via the ATS booking desk in Bielefeld on 0521 9254 3219 or BI Mil 3219. Services will run Mon-Fri.

You must book the transport service before 1500 hrs the day prior to your routine appointment to allow time to organise the shuttle bus route and accommodate you as near to your requested times as possible. If you have an urgent appointment it will also be supported.

You will be allocated a collection at one of the pick-up locations below. You will need to provide a contact telephone number in case timings change after the booking is taken.

COLLECTION POINTS

Mansergh Barracks (Guard Room)
Gerhart-Hauptmann Str.
Luisen Str.
Schottische Str.
Francke Str.
Grenzweg
Töpfer Str.
Alsen Str.
Hoch Str.
Harzweg/Wiehenweg
Newtonweg



RETURN COLLECTION TIMINGS

Return transport will depart the Medical Centre in Catterick Bks, Bielefeld every hour between 0900 – 1700hrs, Mon – Fri. Return transport will follow the collection point route in reverse order stopping only where required.

Look out for the transport plans for the closure of Barker and Sennelager Medical Centres.

IMPORTANT!

1. Transport must be booked by 1500hrs the day before for a routine appointment.
2. You MUST tell the transport clerk how many people are travelling.
3. You will only be allowed onto transport with a booking.
4. If you require a child seat, please let the transport clerk know at the time of booking.

REMEMBER

You must make sure you deregister from the Medical and Dental Centres before you leave BFG.

ACCESSING MEDICAL CARE IN THE UK

Military personnel remain under Defence Primary Healthcare. Not all UK military medical centres offer a Family Practice. If the local medical centre does not offer a Family Service then your family must register with a local NHS GP practice. For military personnel, you will find a handy flowchart to help you understand how to access medical treatment in the UK in your Rebasing Booklets.

Please Note!

A no deal BREXIT may affect your entitlement to medical treatment whilst traveling in the EU.



In the UK and need to get urgent medical help? Call 111

NHS 111 is much more than a helpline – you can call 111 to speak to a fully trained adviser. Depending on the situation, the NHS 111 team can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if they think you need one.

Please plan ahead and look for a dentist and doctor prior to rebasing

MOVING TO CYPRUS?

If you are rebasing to Cyprus in Summer 2019, you will need to have medical clearance to receive your call forward from the Families Section. Certificates of Medical Fitness must be completed for all spouses/civil partners and dependant children. Medical examinations with your GP should be done any time two to six months prior to your move.

EUROPEAN HEALTH INSURANCE CARD (EHIC)

You should take your EHIC with you for all travel around Europe including travel to your new duty station in the UK or Cyprus. EHIC is free of charge and valid for up to five years. It can be renewed up to six months before expiry. Check your EHIC is still valid before you travel. Official website: www.nhs.uk/ehic

DENTAL

Unless you are a Serving member of the community, you will **not** be able to begin any new courses of dental treatment after the 30th April 2019 (or 4 months before you are due to leave BFG if this is earlier). Emergency treatment will continue to be available until you leave BFG.

If your End of Tour (EOT) date is after 31st August 2019, you will need to produce evidence of your EOT date to access routine dental treatment beyond 30th April 2019.

PAYING FOR DENTAL CARE AND CLEARING YOUR BILL

You are reminded that you must settle any outstanding bills for dental treatment before leaving BFG. For families of serving personnel it is recommended that you set up JPA direct payments, so that payments can be taken out of your pay.

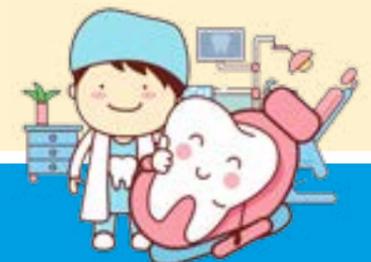
FINDING A DENTIST

When picking a dentist you are not bound to a catchment area and therefore have a greater choice.

Simply find a dental practice that is convenient for you whether it is near home or work and phone them to see if they are taking on new NHS patients or to make an appointment. Information on how to find a dentist is available through the following website www.nhs.uk/Service-Search/Dentists/LocationSearch.

Don't forget you can start this process prior to rebasing. Start making enquiries before you move to ensure you are covered when you need it.

Upon return to the UK, military patients will continue to be seen and treated by the Defence Primary Healthcare (Dental).



NHS CHOICES – HELPING YOU FIND MEDICAL CARE IN THE ENGLAND

NHS Choices provides you with an overview of the services provided by the NHS and how to access them within England. Further information on GP, Dental, Mental Health, Emergency Care, Pharmacy and more, can be found on the NHS Choices webpage www.nhs.uk/NHSEngland/AboutNHSservices/Pages/NHSServices.aspx

FIND OUT MORE:

ARMY FAMILIES FEDERATION (AFF)

Health and Additional Needs Specialist

Telephone: 07552 861 983

Email: additionalneeds@aff.org.uk

www.aff.org.uk

THE SOLDIERS CHARITY

www.soldierscharity.org

NHS CHOICES SERVICE SEARCH

www.nhs.uk/Service-Search/GP/LocationSearch/4

NHS CHOICES ARMED FORCES HEALTHCARE

www.nhs.uk/NHSEngland/Militaryhealthcare/Pages/Militaryhealthcare.aspx

NHS ENGLAND

www.england.nhs.uk

NHS SCOTLAND

www.scot.nhs.uk

www.mygov.scot/care-complain-feedback/

NHS WALES

www.wales.nhs.uk

www.nhsdirect.wales.nhs.uk/contactus/complaint/

NHS NORTHERN IRELAND

online.hscni.net

www.nidirect.gov.uk/articles/make-complaint-against-health-service

THE ROYAL BRITISH LEGION

www.britishlegion.org.uk

SSAFA

www.ssafa.org.uk

HELP FOR HEROES

www.helpforheroes.org.uk

CONTACT US:



BFGnet.de



@BFGnet

We are keen to hear your feedback.

Please send comments to scs@bfgnet.info