



European  
Joint  
Support Unit

# Healthcare

SHAPE and Brussels v1.3





## SHAPE and Brussels Medical Centre

Primary care services are run by Defence Primary Healthcare from the SHAPE healthcare facility and, on a visiting basis, to the Sterrebeek clinic in Brussels.

### Services

We offer GP and nurse appointments, physiotherapy and health visitor services. We also have on-site access to facilities for dispensary, laboratory investigations and x-rays. We require all patients to register with the US facility to have access to these.

### Contact Us:

SHAPE Healthcare Facility - UK Clinic

Building 401, Rue D'Oslo, SHAPE, 7010 Maisieres, Belgium

Reception: +32 (0)65 44 5824

Patient support and referrals: +32 (0)65 44 2071

Dispensary: +32 (0)65 44 5999

Practice: SGDPHC-O-SHAPE-mailbox@mod.gov.uk

Patient support: SGDPHC-O-Patsupport@mod.gov.uk

Healix : +44 (0) 208 4817800 healthline@healix.com

### Opening hours

Monday – Thursday: 08:00 – 17:00

Friday: 08:00 – 15:30

(US facility including labs and xray closed for training 3<sup>rd</sup> Thurs morning each month)

**SHAPE.** The healthcare facility is near the main shopping car park. For the UK section go through the main entrance then follow signs for 'London'.

### Brussels

If you are coming to the Sterrebeek site we will pre-arrange your entry and you will require your passport. You can also apply for an 'installation card' through your NSE.

JF Kennedylaan 12, 1933 Sterrebeek

Reception: +32 (0)2 686 1515

**Brussels UK clinics:** Fridays and by arrangement



## ACCESSING HEALTHCARE

### Clinic Appointments

You can make an appointment by phone. Reception: +32 (0)65 44 5824

Urgent appointments are offered within 24 hours and routine appointments within 5 working days. Please help us by being on time for your appointment and cancelling appointments that are no longer required.

We offer health surveillance, occupational medicine, child health clinics, smoking cessation advice, travel advice, well woman/man clinics. Please inform reception if you require an appointment for these clinics or have complex needs to ensure you have enough time.

**COVID UPDATE: All appointments are initially by phone or video. Please come to the clinic only if pre-arranged. You will need a face-covering if attending for an appointment. Please enter by the main entrance and be prepared to answer screening questions.**

### Out of Hours

You should attend A and E if you need urgent care out of hours. The eConsult site also provides some useful information on common conditions. If you need the support of a clinical team out of hours the Healix Healthline is 24/7. They may be reached on **+44(0)208 481 7800** and they can also reach our practice team when required.

### **In an Emergency - call 112**

(+32 6544 3333 SHAPE only)

If you require care that cannot wait until the next working day then attend the local accident and emergency department.

**NB. If you attend A and E or are admitted to hospital unexpectedly call Healix**



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## TELEMEDICINE

### Contact us using eConsult

eConsult allows you to describe your issue and attach pictures using secure software. This can be used for administrative or clinical requests and for repeat prescriptions. The email arrives in our clinical inbox and a practice member will respond via email or phone. Practice staff will aim to respond as soon as possible but certainly by the end of the next working day. eConsult website – <http://patients.econsult.health>



### Video-consulting

You can choose to have a video appointment with a clinician using secure technology. This is possible on any smart device or PC. Please call to arrange a time in advance with the front desk. Once you have an appointment time you will be sent the link to our online waiting room.



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Health



## YOUR INFORMATION

### Handling your personal data

In order to provide information to clinicians to make sure the care provided to you is safe and effective, DPHC keep records about your health and any treatment and care you receive from DPHC. The Defence Primary Healthcare **patient privacy** notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you and explains how we collect and process this to meet our obligations to you.

The personal data we collect about you may also be provided to other approved organisations, where there is a legal basis, to help with improving the care provided, research into new treatments and preventing illness. These help to provide better health and care for you, your family and future generations. Personal data about your health and care is only used in this way where allowed by law and would never be used for insurance or marketing purposes without your explicit consent. You have a choice about whether you want your personal data to be used in this way, visit [www.nhs.uk/my-data-choice](http://www.nhs.uk/my-data-choice). If you do choose to opt out you can still consent to your personal data being used for specific purposes.

### Confidentiality

Maintaining medical confidentiality is one of the guiding principles in the provision of a quality Healthcare Service.

All health professionals and allied staff within the Practice healthcare team are bound by the principles of Caldicott and Data Protection. The Senior Medical Officer is the Caldicott guardian for the practice.



## Complaints and Quality of Service

We will periodically ask for your views on the quality of service that you receive and are welcome to submit feedback in any form to us at any time.

If you have a complaint about any aspect of your care please reach in to the practice manager to obtain a copy of the practice complaints policy or to outline your concerns. If your complaint is about healthcare entitlement or policy, you may also raise it with the Practice Manager.

If you have a complaint about a HN medical provider you should direct the complaint direct to this provider. You should also highlight and discuss such complaints with Healix stating the provider, location and the issue.

## Feedback

If you have recently had care from the practice we would be grateful if you could complete a short online questionnaire about the service you received. The answers to these questions will allow DPHC to identify what could be done better, what is done well and help improve the quality of care and service we deliver to you. This questionnaire is anonymous.

[\*\*DPHC Patient Experience Questionnaire\*\*](#)

## SPECIALIST SERVICES

### Rehabilitation

Physiotherapy referrals are made following an assessment with your GP. Military personnel with a new and acute (<3 weeks) injury may also self-refer. We have access to Defence Regional Rehabilitation Units.

The senior physiotherapist at SHAPE medical centre will also visit the Brussels facility.

In some cases it may also be appropriate for a referral to be made to a local rehabilitation provider. In this case you should ensure you have received an authorisation note from the physio, a doctor or the patient support team (+32 6544 2071 or [SGDPHC-O-SHAPE-PatSupport@mod.gov.uk](mailto:SGDPHC-O-SHAPE-PatSupport@mod.gov.uk))

On occasion you may be referred directly to physiotherapy by a hospital. Please inform us to ensure we can review the treatment and optimise your care. You should also inform us of this hospital referral to allow us to ensure payment is planned.

### Mental Health

In the first instance, book an appointment with your GP who can help with many common mental health conditions, by providing support and medication if appropriate. Your GP can also refer you to a mental health team who can provide support via secure video consultations or face to face when required. For Military personnel the UK-based Departments for Community Mental Health may be involved in your care. If required, referral will be made for children to access specialist local or NHS services.

### Laboratory tests and x-rays

There are various options. Most commonly in the SHAPE or Sterrebeek facility these are ordered on the system and you go direct to the laboratory or x-ray reception. The lab is open 8.00 -11.30 and 13.00 -15.30 Mon -Fri. Closed every 3<sup>rd</sup> Thursday morning.

The Sterrebeek lab is also available to those in Brussels. We can order the bloods and opening hours are usually the same as for SHAPE but it is worth checking prior to attendance on on +32 (0)2 686 1515.



## CHILDREN

### Health visitor

The specialist Health Visitor in SHAPE works closely with your doctor and follows the UK's Child Health Programme. We run developmental checks to NHS standards including a height weight vision and hearing. Health Visitors also provide advice and support for a wide range of baby and childhood issues including:

- Childhood Immunisations
- Monitoring growth & development
- Nutrition and feeding
- Sleep, routines and toilet training
- Behaviour management
- Parenting questions

### Other organisations

Your GPs, Health Visitor and Nurses will also work closely with the Department for Children and Young People (DCYP) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support. We are also closely aligned to the European Joint Support Unit and its welfare and pastoral support.

### Pregnancy

Your care during and after pregnancy will be managed between the SHAPE and Brussels practice, an English-speaking community midwife local to your home, and the hospital maternity department. The midwife will work closely with your GP and Health Visitor.





**COVID UPDATE – please book a time for collection**

We have a dispensary on the SHAPE site. This is within the US pharmacy next to the UK clinic. The UK pharmacy technician can supply acute and repeat prescriptions. Repeat prescriptions may be requested by eConsult (preferred), email to the group mailbox or phone.

For Brussels residents, medications can be sent to NATO HQ, Sterrebeek or collection arranged through a Belgian pharmacy (see overleaf).

**Payment for prescriptions**

Those who are not entitled to free prescriptions and who do not have a pre-payment certificate will need to pay a prescription charge at the dispensary. Until further notice this will be by cash payment or, if required, an online transfer. You may also purchase a pre-payment certificate online. Guidance [here](#).

**Host Nation prescriptions**

If you are prescribed medication by a Belgian Medical Provider, you will need to collect this from a Belgian pharmacy (or sometimes we can prescribe the same medication). Please contact the medical centre so that the doctor is able to ascertain the medication conforms to UK prescribing practices and records the details in your medical records.

**Host Nation Pharmacies**

We sometimes ask you to collect medication from a specified local pharmacy. Details of local providers are included on the next page.

**Over the counter medicine**

Most villages have a Pharmacie/Apotheek. Usually a list of 'on duty' pharmacies will also be displayed on the door. You can purchase a range of medicines similar to those you will find in the UK but supermarkets do not stock medication in Belgium.

**Unwanted or Out of Date Medication**

Unwanted or expired medications cannot be reused, even if you haven't opened them. All waste medication must be disposed of safely. Medicines that are incorrectly thrown away can end up in the public water supply or harm the environment. Please return any unwanted medicines to the pharmacy where they can be disposed of. Please do not: flush medicines down the toilet; put them in the bin and do not share your medicines with others.

## Belgian Pharmacies

We will sometimes ask you to collect your medication from a local pharmacy. If you are given a Belgian prescription following a hospital outpatient appointment or following an admission, please take it to:

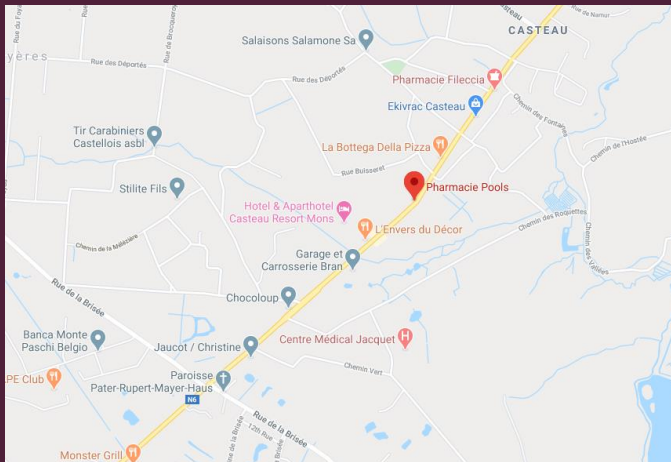
### SHAPE

Pharmacie Pools, Chaussee de Bruxelles 60, 7061 Casteau

Opening hours Mon-Fri 0830-1230 and 1330-1830. Saturday 0830-1230

Telephone: +32 (0)6 572 8 350

<https://www.easypharm.be/fr/pharmacies/casteau/pharmacie-pools>



### Brussels

Apotheek Spruyt

Annonciadenstraat 38, 3078 Everberg

Opening hours Mon-Fri 0830-1230 and 1330-1830. Saturday 0900-1230

Telephone: +32 (0)2 759 8 759

<http://www.apotheekspruyt.be>



## Opticians and eye tests

Adults and children aged 16 or over who require routine eye tests:

Most low-risk patients should have their eyes checked every two years. If a patient is considered at low risk, your employer will refund eye test charges every two years via Host Nation provision. If a patient is at higher risk, but still considered suitable for Host Nation testing, you can reclaim the cost of more frequent eye testing. The maximum refund provided will be in line with UK costs - i.e. up to a maximum of c€36.

Please speak to the front desk who can offer you the correct paperwork in advance. If you are military is very important that you return the completed FMed79 to the medical centre to ensure records are maintained.

You may make an appointment with a Host Nation optician of your choice or the US team at SHAPE.

You may pay for sight test charges incurred but retain an itemised receipt to reclaim the cost of the eye test.

## Eye Tests for Children

Any child under the age of 16 should be seen by a GP or Health Visitor for advice on sight tests. Any children under the age of 8 (for whom parents or teacher / other have vision concerns) are advised to discuss these concerns with the GP / Health Visitor or School Health Team. The School Nursing Team can be contacted via the child's school or the Medical Centre. The maximum claim here is c£70. (see UK HC12).

## Military Eye Wear

Any Service person who potentially requires a prescription for military eyewear such as respirator lenses should request the details of the optician service and the relevant paperwork from the Patient Support Office on +32 6544 2071.

Our supported optician services will provide the necessary sight test and provide you with a completed copy of the 'FMed 79'. You should take the completed FMed79 to SHAPE Medical Centre, who can order the glasses/GSR lenses from the nominated MOD suppliers. When the manufactured spectacles/GSR lenses are returned, the medical centre will notify you to collect the items.

## **HOSPITAL CARE AND REFERRALS**

### **Hospital Referrals**

The Patient Support office is run by our healthcare staff who are French-speaking and whose principal role is to support you and your clinician in coordinating secondary healthcare. This includes liaison with Healix, host nation and NHS providers.

For routine referrals the doctor will refer you and the patient support cell will make the appointment. Healix will ensure that you are provided with the paperwork you will need. You will be able to discuss local care or UK referrals with your doctor.

NB: We often discuss planned interventions with the Defence Consultant Advisor team to ensure that the procedure planned is commensurate with a UK standard of management.

### **Patient Support**

As well as their role in referrals management, our patient support cell is there to ensure that you receive the support you need if you are admitted to hospital or need help with any aspect of your stay. They or Healix can often help with communication if you have problems when you attend an appointment.

We also have access to an interpreter system which you can dial into – please call the patient support team or the front desk if you need access to this service.

### **Ambroise Pare SHAPE patient liaison**

SHAPE patients who are admitted or attending the Ambroise Pare hospital also benefit from the presence of a local SHAPE liaison Officer who is available at the hospital and can be contacted on +32 (0)65 41 40 09.

### **Partnership with Healix**

We work in partnership with Healix international to provide your health care. In particular, Healix help us to arrange hospital care and ensure payment is agreed with hospitals. We will speak to the team to facilitate your secondary care and you should expect to hear from them if you need a guarantee of payment. They are also available to discuss any planned treatment with you for any other service.

## **PAYMENT**

### **Payment of healthcare bills**

Where possible HEALIX or DPHC will have a cashless billing relationship with your healthcare provider. This means that the facility has agreed to invoice and you should receive your care without direct payment.

All hospitals will expect you to carry a guarantee of payment letter. This will be issued by Healix. The practice should also hold your copy once provided by Healix if you have any problems.

In some circumstances, if the facility has no arrangement or if we use that location infrequently, and you have to pay an authorised or emergency bill, this may be reclaimed on JPA after authorisation by the clinical team.

Please send all bills immediately to [SGDPHC-O-SHAPE-Patsupport@mod.gov.uk](mailto:SGDPHC-O-SHAPE-Patsupport@mod.gov.uk) if you receive them at your address. It is essential that you forward these as early as possible in order that it can be paid.

If your hospital clinician recommends surgery or further investigations (other than emergency care, simple xrays or bloods) at the time of your attendance, you should contact Healix direct on +44 (0)208 481 7800 to ensure the treatment is authorised as in line with a UK standard and that payment can be made or authorised.

Our patient support team on +32 6544 2071 are available for support with any of this.

### **Travel to appointments**

A recommendation for authority to travel will be issued by the practice should you need it.

## MONS

The Ambroise Paré hospital site covers a majority of medical and surgical specialties.

Centre Hospitalier Universitaire Ambroise Paré (Group Jolimont),  
Boulevard Président Kennedy 2, 7000 Mons. [www.hap.be](http://www.hap.be)

SHAPE liaison (a POC employed by the SHF within the hospital +32 6541 4009)



## SOIGNIES

CHR De La Haute Senne  
Chaussée de Braine 49, 7060 Soignies. [www.chrhautesenne.be](http://www.chrhautesenne.be)



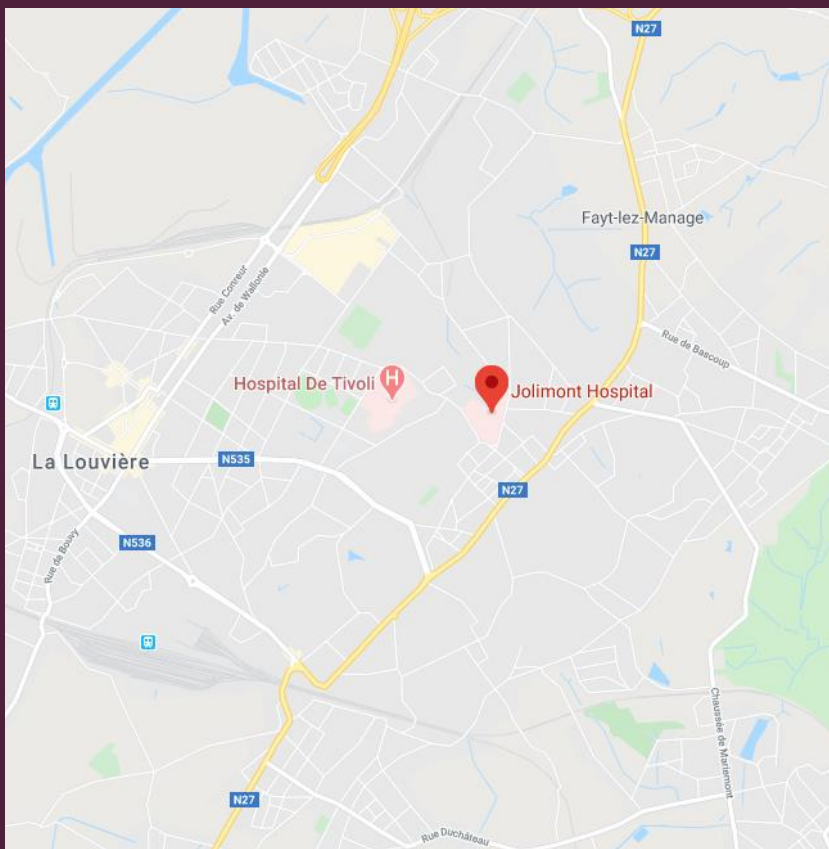
## LA LOUVIERE

### Centre Jolimont Hospital

Rue Ferrer 159, 7100 Haine-Saint-Paul, Hainaut [www.jolimont.be](http://www.jolimont.be)

### CHU Tivoli

Avenue Max Buset 34, 7100 La Louviere [www.chu-tivoli.be](http://www.chu-tivoli.be)

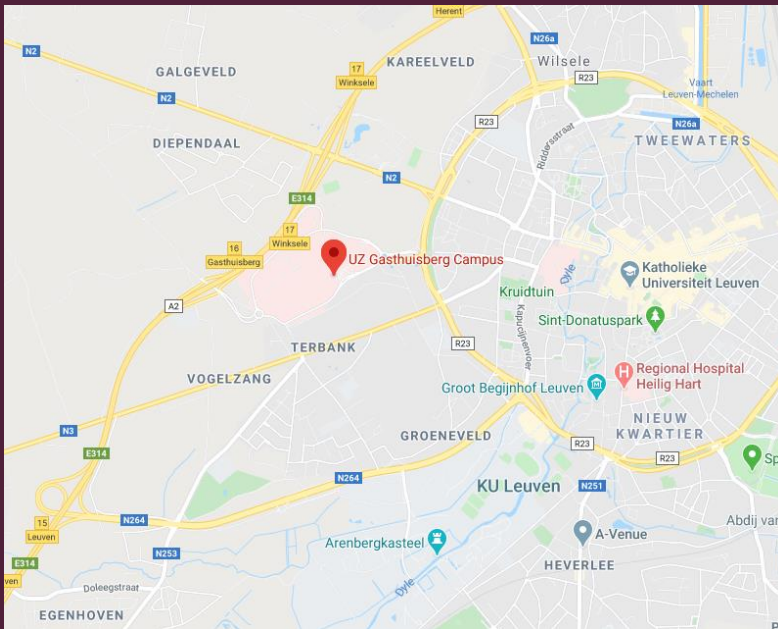


## LEUVEN

University Hospital Leuven – UZ Gasthuisberg Campus  
Herestraat 49, 3000 Leuven [www.uzleuven.be/en](http://www.uzleuven.be/en)

Reception +32 (0)633 2211

A and E is called Spoedgevallen. Follow orange signs for ‘Spoed’ and its underground parking.



## BRUXELLES

Hopital Erasme,  
Route de Lennik 808, 1070, Bruxelles

