



# The Poggio Post

UK Community Newsletter – January 2021  
EJSU - Supporting service personnel and their families

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## *A word from the Wing Commander.*

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Welcome to 2021 and the revamped Poggio Post. I'm hugely frustrated that we can't get together to revitalise our community and I'm sure you echo that angst. It is shocking that although some of you arrived not that long after me, we haven't had the opportunity to meet yet! To offset that slight, I have included a picture of me by my daughter Ava. Please let me know of the likeness when we meet. But we must remember that however much we want to get out there and start socialising again, we must not take chances with COVID-19, therefore unfortunately, it may be some time yet until we are back to 'normal'.

I appreciate we all have unanswered questions right now; when can I travel, when can I go back to the UK, when can people visit me and when can I get a vaccine. We all want the answers but not all of them are readily available either here or in the UK. Where we can apply pressure or seek alternate solutions we have already done so, and we will keep you updated as and when we have something definitive to tell you! Whilst there is light at the end of the tunnel, no one is quite sure how long that tunnel is at the moment.

For now, enjoy being in Italy as best you can, especially the benefits of good food and great wine. Please keep talking as a community and stay involved, whether that be zoom chats or quiz nights, and I look forward to meeting you in person as soon as we are safely able to do so.

Coops



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## *Community Activities*

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As you all know the current local restrictions continue to prevent us from planning and organizing community activities. We have arranged the following virtual activities;

- Virtual catch up online every Wednesday between 1130-1230 – all welcome.
- Virtual children's book swap/ book club is currently being organised. Further details to follow.
- I am available if anyone would like to chat or have a virtual cup of tea. Please contact me to arrange a time and day.
- FCUK Quiz competition, more details to follow via WhatsApp.



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## *Community Support.*

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# ROYAL AIR FORCE Families Federation

The RAF FF delivered a webinar to advertise the fantastic services they have to support military spouses with employment and training. This included;

- Preparing for employment with support to develop CVs and advice relating to returning to the UK from overseas
- Job vacancies available at various locations throughout the UK
- Training and qualifications including a developing courage workshop to enhance confidence and goal setting
- Starting your own business both in the UK and overseas
- Network of businesses within the armed forces and support networks available

The webinar was recorded and is available to view via the following link. It lasts around 70 minutes and is really informative

<https://www.raf-ff.org.uk/jan-webinar-career-support-2/>

If you have any questions or struggle to access the webinar and require assistance please let me know.

## Service Cotswold Centre

The Services Cotswold Centre (SCC) is a **tri-service** facility managed by Headquarters Army Welfare Service (AWS) and funded by Headquarters Regional Command (HQ RC) on behalf of the MOD.

It provides short term emergency transit accommodation for service personnel and entitled family members.

The SCC accommodation comprises of 41 self-contained chalet style homes and 19 single storey semi-detached units of various sizes. The SCC is located in Neston near Corsham, Wiltshire in the United Kingdom.

Details can be found at the following link.

<https://www.gov.uk/government/publications/services-cotswold-centre/services-cotswold-centre>

**Ministry of Defence**  
Short Term Service Accommodation Services  
Cotswold Centre

**How to find us**  
Corsham

**Road directions**  
On the A4 between Chippenham and Bath, southwest of M4 Junction 17.

**Public transport**  
Nearest railway station at Chippenham. Local bus services and taxis are available.  
Regular National Express coach service from London to Bath.

**Contact us**  
The Services Cotswold Centre, Neston, CORSHAM, WILTSHIRE, SN13 9TJ  
Tel: 01225 810258 M3: 94382 4521  
Fax: 01225 816918 M3: 94382 4529  
E-mail: RC.AWS.SCC.Shedding@mod.gov.uk  
www.gov.uk/housing-for-service-personnel-and-families

**"Home from home for all Service families"**

**Where**  
In beautiful countryside, one mile south of the small Cotswold town of Corsham, midway between Bath and Chippenham, just off the M4.

**Who**  
Any Service person or MOD civil servant and their family needing short term housing for welfare purposes, between assignments, on discharge, home leave or just a short break in the country.

**Use of the SCC**

- Emergency accommodation for families, spouses and civil partners who have been evacuated from assignments.
- Meeting a welfare need such as supporting injured personnel, their carers and/or immediate family members.
- Responding to other family disruption such as natural disasters.
- Provision of accommodation between assignments both before taking up a post or repatriation back to the UK.
- Accommodation for discharging married and single personnel.
- R&R accommodation.
- Contact Housing.
- Transient accommodation - both duty and welfare.
- Short break.

**The accommodation\***

- Single storey 4/5 bed chalets and accommodation blocks, fully heated.
- Fully furnished including TV, Freeview box.
- Fully fitted kitchen (incl refrigerator, freezer, cooker, microwave, crockery and cutlery).
- Towels and bedding are provided.
- Two specially adapted units for disabled with wheelchair accessibility.

\*Accommodation changes are listed below the Service Family Accommodation (SFA) rates. Contact the Centre for full details.

**On site facilities and support**

- Secure and peaceful site in 25 acres of land.
- Caring environment with experienced staff to help and advise on housing, benefits and welfare issues.
- There are nursery, primary and secondary schools available within one mile of SCC.
- Community centre with internet facility.
- Clubs, activities and events run by Community Support Development Workers.
- Local children centres.
- Tavern bar and games hall.
- Storage and onward movement of personal effects at public expense.
- Private suite for Service personnel.
- 24 hour landrover.

## Books for Topics - Free Resources

The Storytime Online sheets are still available for free!

<https://www.booksfortopics.com/storytime-online>

The QR codes and links in the document lead to free story readings on YouTube and all of the books chosen are read aloud by their fabulous authors and illustrators.

This online resource has an age range of 3-11 years old.

**Books for Topics** **Storytime Online!**

Page 1 Recommended for ages 7-9

		<b>How to Train Your Dragon</b> Cressida Cowell Storytime (extract - full book also available chapter by chapter) Read by Cressida Cowell
	<b>You're a Bad Man, Mr Gum!</b> Andy Stanton & David Tazzyman Storytime (extract) Read by Andy Stanton	
		<b>The Great Chocoplot</b> Chris Callaghan Storytime (extract) Read by Chris Callaghan
		<b>Sam Wu is NOT afraid of the DARK</b> Katie Tsang, Kevin Tsang, Nathan Reed Storytime (extract) Read by Katie & Kevin Tsang

For more book lists themed by age group or topic, visit [booksfortopics.com](https://www.booksfortopics.com)

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*Introduction to Yoga by  
Joanne Wilkinson-  
Mitchell*

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Beginners level Hatha Yoga classes. Classes will include Pranayama (breathing techniques) and meditation.

Days and times to be confirmed once I have a productive WIFI service.

While this may be of a little read. I wanted to give you a little insight into how beneficial yoga is and the reasons why I love to practice.....

While the Spiritual benefits of yoga are extremely beneficial to your yoga journey. The physical aspect is usually what draws most people to the practice. It is certainly true, practicing yoga leads to better health, less stress and a happier more peaceful mind. But while it may be tempting to think of yoga as merely another exercise routine, it's real healing benefits come from its integrated approach to working with both the body and mind. The mind and body are closely connected. In fact, they are one continuum. The body may be viewed as the physical expression of the mind and spirit. Therefore, when you think and act in a habitual way, thought patterns take root in the mind and change into physical conditions in the body. E.g., stress, anxieties, heart problems, eating disorders and many more conditions associated with our lifestyle can be treated and healed with regular yoga practice.

The asanas (postures) themselves possess healing outcomes. Forward bends, purify the midsection of the body. Twisting the torso, wrings out the body like a towel from the inside, in turn encouraging the digestive system to work more efficiently. The gentle pressing of the organs helps to eliminate accumulated toxins.

The combination of cleansing poses and deep breathing increases the body's capacity to renew itself. The breath acts as a crucial mechanism for the removal of old toxins and waste materials while calming and clarifying the mind. Deep breathing has a direct effect on the nervous system. While performing the asanas you are mindful of your breath and regulate it carefully using specific techniques. (Pranayama) The Sanskrit meaning Prana- life energy, Yama-control. These exercises will be introduced in class. A long slow steady breath provides a response of relaxation, a mind body state associated with health and healing.

**Namaste to you all!**

If anyone has any specific questions please contact Joanne. More info to follow.





## European Joint Support Unit

— TO PROVIDE FIRM BASE  
SUPPORT TO SERVICE PERSONNEL,  
CIVILIANS AND THEIR FAMILIES  
SERVING WITH NATO, THE EU AND  
ELSEWHERE IN EUROPE AND TURKEY,  
IN ORDER TO FACILITATE SUCCESS ON  
OPERATIONS —

EJSU.Net is now live and we have updated our Poggio Renatico information and guides. Please take a moment to take a look and we would welcome any feedback and recommendations. The guides can be found via the following link;

<https://www.ejsu.net/poggio-guides/>

I have also produced a Mental health and wellbeing information guide which is also available to view on EJSU.Net and via the following link;

<https://www.ejsu.net/poggio/>

Alberto has developed a Medical and Dental pamphlet with up-to-date information with regards to up-to-date processes and procedures. This is attached to the end of the newsletter. This will be uploaded to EJSU.Net under the Poggio Healthcare section along with copies of all the forms required. Copies of these forms are also available in the NSE.

BFPO customers in EU locations are advised that mail which has been delayed over the past few weeks is starting to work its way through the system. Whilst, this is positive news, BFPO customers are further advised that this will take time to complete. BFPO anticipate that delays will endure for at least the next few weeks. Please be assured that we will continue to work tirelessly to find solutions.

BFPO customers should also understand that the BFPO Help Desk is currently receiving an extremely high volume of enquiries regarding delayed mail in EU locations. Whilst BFPO understand why customers are seeking information, at this time we ask customers, who are yet to receive mail due to the above delays, to please be patient and refrain from contacting us so all resources can be focused on the task in hand.

For awareness it is advisable to be wary when ordering from the UK direct to Italian home addresses as there could be unforeseen charges on delivery of the item. It is advisable to check this with the supplier prior to ordering items.

Further updates will be provided as they become available.

I would appreciate any feedback or comments on the new style Poggio Post 😊. I want to take this opportunity to reinforce the importance of keeping in touch with each other and getting together within the local guidelines. We are all here for each other, whether it's a chat over the phone, a socially distanced walk or a cycle. We all have different circumstances and challenges but we are all in this together and we will get through this together. Don't struggle alone, please reach out if you need to. Take care, Dani.

## LOCAL MEDICAL PROCEDURES – POGGIO RENATICO

1. **Health Flowchart.** This document is self-explanatory and shows the how/when you can/should proceed with treatment or contact HEALIX etc.

2. You are free to choose your own **GP** although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population. Primary care services have traditionally been provided by:

Dr Enrico **Minganti** +39 3683829469 Corso  
della Giovecca 203 Ferrara – Settore 2  
Dr Benedetta **Codecá** +39 3400888348 Corso  
della Giovecca 203 Ferrara – Settore 2

- When you visit the doctor, where a cashless payment system is in place, you must complete an appointment form at the end of the appointment and hand it to the doctor for them to claim reimbursement.
- Always ask for the Doctor's consultation note completed by the GP at the end of the consultation this can be forwarded to SHAPE CEP as long as you have registered with them (spouses and dependents only as military personnel are automatically registered).
- If you require care that cannot wait until the next working day, then attend the local Accident and Emergency department (A+E).
- If you attend A+E or are admitted to hospital unexpectedly contact Healix as soon as is possible.
- 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 or healthline@healix.com and can also reach the CEP clinical team when required.

3. The **Paediatrician** is classed as your children's GP and therefore in accordance with the Medical flowchart an initial consultation does not require pre-authorisation.

- Contact Dr Nicolás **Zanforlin** at +39 3498768274 to arrange arrival consultation/familiarisation including mandatory vaccinations brief.

4. **Direct Billing form for attending a Primary Care Consultation appointment**– This form should be taken to all Primary Healthcare appointments where there is a cashless payment system in place. It should be completed by the patient at the end of the appointment and handed to the PHC provider in order for them to claim reimbursement. The PHC provider will attach their invoice to this form and forward it to the CEP for payment. It is recommended that personnel keep a stock of these as they must be completed for every appointment and they will be retained by the provider.

5. **Direct Billing form for attending a Secondary Care Consultation appointment** – Upon referral to a Secondary Healthcare provider (this includes MRIs, scans etc) personnel **are to ensure they have received prior approval from Healix**. Once this has been provided personnel should bring this form for all such appointments where a cashless payment system is in place. The HNLO will assist if required with booking the appointments. At the end of the appointment the individual should complete the form and hand it to the SHC provider who will attach their invoice and forward to CEP- for payment.

*NB: Both of the above forms only apply to PHC's and SHC's providing a cashless payment system – for further guidance contact the EJSU Hd of Loc or the HNLO.*

## 6. PHARMACY

We have a direct billing system with the Fides Pharmacy at Corso della Giovecca 125, you will require to produce your Codice Fiscale, Passport and your prescription in order to obtain free prescriptions along with the following:

**Direct billing form for a pharmacy provider** – this form must be completed by the patient and handed to the Pharmacy staff upon collection of a prescription (no exceptions).

Self-medication won't be reimbursed.

## TREATMENT IN UK

7. HEALIX cannot authorise travel to the UK, this remains an EJSU responsibility, therefore immediately upon receipt of their intention to provide treatment in the UK, you are to report the facts to EJSU through the Head of Location (Usually by submitting an application to travel). NB. You do not have to provide the medical details/reasons to non-medical staff. EJSU SOM will advise if this UK treatment is authorised and if any subsequent travel/subsistence should be authorised by EJSU HQ.

## PROCEDURES WHERE NO DIRECT BILLING IS IN PLACE

8. Where a PHC or SHC provider is used who does not provide a cashless payment system, personnel should settle payment personally, complete an EJSU JPA Claim Form (attached as a separate attachment) and reclaim the charges via JPA (exact instructions are on the EJSU JPA Claim Form). NB: All receipts must be kept for audit purposes and any SHC provided must be backed by Healix authorisation.

9. **BFGHS FIN01F 01/16 EJSU JPA Claim Form.** To be used to reclaim all costs where no cashless provider is used. Note personnel have 30 days to reclaim costs and all supporting documentation/receipts etc should be kept for audit purposes.

## MEDICAL INTERPRETING SERVICE

10. Whilst most providers used in Ferrara speak English there are occasions where you may find yourself in a situation where the Healthcare staff you are dealing with do not speak English. Patients can make use of the 'The Big Word' Service which will provide confidential medical interpretation. Patients must be aware that this is for medical use only and

should they use this service they must inform the CEP of the date, time and duration of the call.

11. Healix and the EJSU CEP are also able to give advice should you feel the need to discuss any treatment that you have been offered by the Italian Medical Authorities. It should be remembered that Healix provide the authority for medical treatment as this is checked with the appropriate care or treatment that you would receive/be entitled to in the UK.

### **The Big Word** - only Medical Interpreting Service

1) dial +44 (0)1132124116

2) enter the access code 77451265

3) enter the language code 995

(Remember to direct your conversation to the client and not to the Interpreter)

### **Contacts:**

EJSU-CEP

+32(0)65442280 email: [DPHCBFG-EJSU-](mailto:DPHCBFG-EJSU-CEP@mod.gov.uk)

[CEP@mod.gov.uk](mailto:CEP@mod.gov.uk)

HEALIX Healthline

2084817800 e-mail: [healthline@healix.com](mailto:healthline@healix.com)

+44

Signed electronically

A Capolongo

HNLO EJSU Poggio Renatico

# Healthcare Support Flowchart

