



European
Joint
Support Unit

Health

Goch (Udem) v1.2





HEALTHCARE INFORMATION - OUTLINE

Please also read the Central European Practice Patient Information Leaflet which contains important and relevant information for all CEP locations.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by Healix in conjunction with the Central European Practice. You may also be referred into NHS services where appropriate.

This leaflet is designed to add local detail which may be useful as you arrive. If you are newly assigned you should also receive a panel list of known healthcare providers from Healix. Both Healix, your NSE and the CEP staff will be able to support you in navigating the local healthcare system.

In the background the Central European Practice manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to Healix.

Healix Healthline

+44 (0)208 481 7800

healthline@healix.com

Central European Practice

+32 (0)6544 2280

UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

CEP TELEMEDICINE SUPPORT

You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message both eConsult and video-consulting are also available.

Before use it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location so this is not a replacement for your host nation providers.

Video-consulting

Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

eConsult

eConsult allows you to describe your issue and attach pictures using secure software.

<https://centraleuropean.webgp.com/>

How to:

- Ignore pop up window saying 'looks like you are overseas' and **continue**
- Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705
- Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY
- If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services
- Time zones are UK based at the moment, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)





ACCESSING HEALTHCARE

In an Emergency - call 112

Primary Healthcare

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. The following treat adults and children:

Dr Krause, Dr Berger-Roscher and Dr Kojouharov

Gartenstrasse 4

47574 Goch

Tel: +49 (0)2823 25250

www.krause-goch.de

Opening Hours:

Mon, Tues & Thurs: 0730 - 1200 and 1430 – 1730

Wed & Fri: 0800 - 1200 closed pm



Out of Hours

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

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 can also reach the CEP clinical team when required.



Prescriptions

If you receive a prescription you can take it to the nearest Apotheke. There are two close to PraxisPlus. You will have to pay for your medication and reclaim the cost from JPA so please remember to keep your receipt.

Bahnhof Apotheke
Bahnhof Strasse 31
47574 Goch
Tel: 02823 2246
www.bahnhof-apotheke-goch.de



Opening hours: Mon to Fri: 0800–1300 & 1430–1830.
Sat: 0830-1300.

Info: ‘Apotheke’ is German for Chemist please look out for the sign below to find your local Apotheke.



Repeat Prescriptions

Please follow your Apotheke's guidance regarding ordering repeat prescriptions.



CHILDREN

Paediatrician (English spoken)

GPs in Germany sometimes do not see children. If your child requires an appointment then you may attend a host nation paediatrics service which, in this case is the same practice as for adults.

Dr Krause, Dr Berger-Roscher and Dr Kojouharov
Gartenstrasse 4
47574 Goch

Tel: 02823 25250

www.krause-goch.de

Parental and Children's needs should be met by German services but we have a UK trained Health visitor based from SHAPE who can provide UK support should it be requested by the CEP.

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

Immunisations

You should maintain a red book and be aware on assignment of when your child is due any immunisations.

Notably, children attending German Kindergarten or schools must have had chickenpox after the age of one or have the Varicella (chickenpox) vaccination. The measles vaccination is also mandatory for all children attending German Kindergarten or schools. Please ensure that your child's red health book is kept current with all vaccinations and assessments.

Other Child-Focused Organisations

The CEP 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.



SPECIALIST SERVICES

Women's health services

GPs in Germany do not managed problems relating to women's health. All women's health services, including a full midwifery and obstetric service, are provided in Goch by:

MVZ Karl Leisner Dr Kauling and Dr Tahtaci

Wiesenstr. 28

47574 Goch

Tel: 02823 1646.

Opening hours: Monday–Friday 0800–1230hrs

Opening hours: Monday, Tuesday, Thursday 1400–1800hrs

Cervical screening

If you are due to have cervical cytology, please book your appointment with the local clinic or Healix can help you to arrange it in the UK. UK screening is preferred but you may elect to have screening at post.

It is important, if electing to have your cervical screening in Germany, that you recognise that although the service is of good quality, the continuity of information is less coherent that continuing with UK screening. If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC.

The CEP should be forwarded any results in order the basics may be entered on the national screening system.

Mammography

If you are due for mammography for routine screening, this can be booked with:

Radiologische Praxis

Dr Weidner

Karl Leisnersr. 2

47533 Kleve

Tel: 02821 77880.



Pregnancy

It is important that you let Healix know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and Healix to ensure you are supported after birth.

Your care will be delivered by a community based Frauenarzt (Obstetrician), and a hospital Obstetrician who work in conjunction with a Host Nation midwife. The Frauenarzt for your area is

MVZ Karl Leisner
Wiesenstr. 28
47574 Goch

Tel: +49 (0)2823 1646.

The midwifery service is provided at:

Rundum Practice
Kleverstr. 41
47574 Goch

Tel: +49 (0)2823 9755633

Opening hours: Monday – Friday 1700 – 1900hrs
Wednesday: 1000 – 1800hrs

Also available in Kleve:

Rundum Kleve
Albersalle 43
47533 Kleve

Tel: +49 (0)2821 46421

Opening hours: Tuesday: 1000 – 1200hrs
Thursday: 1600 – 1900hrs

Health professionals will record your progress in a maternity record. In Germany this is called a Mutterpass. You will be given your Mutterpass and be asked to bring it to each medical appointment, the record will be updated by the Service Provider during your pregnancy. It is important to take your maternity record (Mutterpass) if you go to the UK (or other countries) so if you visit the midwife, hospital or GP whilst you are there, they can access previous information and record their findings.



Physiotherapy and Rehabilitation

Once you have received a referral for physiotherapy from the Host nation GP, Healix should be informed and will provide you with a note of authorisation or link you to the providers with whom they have an invoicing relationship so that you can proceed with treatment. The following practice has been used in the past:

Pro Physio Goch GmbH & Co KG
Auf dem Wall 6
47574 Goch
+49 (0)2823 9294280
www.pro-physio.goch.de

Please ensure you have obtained an authorisation letter prior to commencing physiotherapy treatment so that you do not become liable for the bill.

Healix will review the indication for therapy and then sessions will be authorised. Typically this will be reviewed after five sessions when a report from the treating therapist is required to authorise further sessions. The CEP will also be involved if there is any concern about a lack of progression or occupational implications for military personnel.

For military personnel, occupational health is a factor and commonly the CEP will offer a UK regional rehabilitation Unit referral and involve a GP to ensure the serviceperson is appropriately graded.

Occupational Health

Regular clinics will be conducted virtually and face to face review may be arranged if necessary.

Preparedness for military employment, deployment and routine medicals, including aircrew and other specialist medicals, is managed between the chain of command and the CEP.

Audiometry will also continue. Immunisation status is now available to commanders and individuals for the operational immunisations but the CEP will also review readiness for role and highlight deficiencies where possible.



SECONDARY CARE

Referrals to Hospital / outpatient clinics

Should a GP refer you to another clinician, please make sure you let Healix know as soon as possible.

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing is organised with the provider. Once approved, Healix will contact you to send you a guarantee of payment letter.

If your hospital clinician recommends surgery or any other significant intervention, you should contact Healix following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to Healix.

Consultant Advisors and Clinical Review

If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

The CEP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.

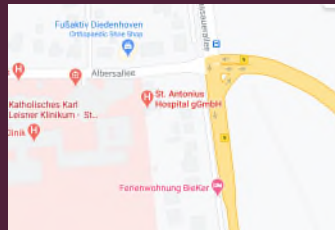


Main Hospital Sites

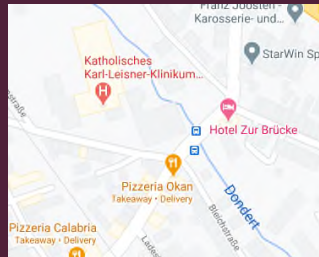
Wilhelm Anton Hospital
Vossheiderstr. 214
47574 Goch
Tel: 02823 8910



St Antonius Hospital Kleve
Albersallee 5-7
47533 Kleve
Tel: 028214900



Marienhospital Kevelaer
Basilikastr. 55
47623 Kevelaer
Tel: 02832 100



Helios Klinikum Krefeld
Lutherplatz 40
47805 Krefeld



**Malteser Krankenhaus
St Josefhospital**
Kurfuerstenstr. 69
47829 Krefeld
Tel: 02151 4520

