

## Patient Rights

### *You have the right to:*

- ◆ Receive health care on the basis of clinical need.
- ◆ Be referred to a consultant, acceptable to you, when your doctor thinks it may be necessary.
- ◆ Request a second opinion.
- ◆ Receive a clear explanation of treatment proposed, including risks & alternatives, before you consent to treatment.

## Patient Responsibilities

### *We ask that you:*

- ◆ Treat our staff with the courtesy and respect that you will receive in our facilities.
- ◆ Arrive promptly for appointments. If you cannot attend your appointment, please cancel with plenty of notice in order for the appointment to be made available to others.
- ◆ If you have any concerns or complaints you would like to discuss further, please ask the Practice Manager (or another member of staff). Further details on the complaints procedure can be found in the waiting room.

British Forces Clinic  
UK NSE  
JFC NAPLES  
BFPO 8  
Tel: 0039 081 721 2336

## OUT OF HOURS PROCEDURES

**24 Hour Nurse advice helpline including Mental Health**

**0039 0818116000 (US Naval Hospital)**

**For minor injuries / illness: Visit your nearest Pharmacy**

Farmacia Lago Patria 105 Via Staffetta

**Morning: 09.00 – 13.00**

**Afternoon: 16.00 – 20.00**

Medications purchased without prior recommendation by the BFC, are not eligible for reimbursement. This includes over the counter medicines.

**For major injuries / illness or any EMERGENCY and you can self transport.**

US Naval Hospital

USN Support site

Via Contrada Boscariello, 81030 Gricignano di Aversa CE,  
Italy

[www.med.navy.mil/sites/napoli](http://www.med.navy.mil/sites/napoli)

**For major injuries/illness or any emergency where you cannot self-transport**

Dial 118 for a host nation ambulance

Know your location e.g. Italian Parco address or coordinates of your position.

**Duty Italian speaker 0039 331 611 2140**

## DEFENCE PRIMARY HEALTHCARE (OVERSEAS)

### British Forces Clinic NAPLES



**We aim to deliver a unified, safe, efficient and accountable service in order to maximize health and deliver personnel medically fit for operations.**

***SAFE PRACTICE, BY DESIGN***

Review: Aug 20



# OUR PRACTICE

## The Staff

Senior Medical Officer	Surg Lt Cdr Chris Jervis
Practice Nurse	PONN Amy Griffin
Practice Manager	POMA Sam Richards
Dispensary	Cpl Crai Brown
Deputy Practice Manager	Mrs Julie Capolongo
Secondary Care coordinator	Mr Paul Grant

## Practice Opening Hours

Mon, Tues,Thurs	08.00-12.00	13.00-16.30
Wed & Fri	08.00-12.00	

## Clinic Timings

Mon	08.30-11.30	
Tues	08.30-11.30	
Wed	08.30-10.00	Closed
Thurs	08.30-10.00	15.00-16.30
Fri	08.30-10.30	Closed

## Occupational Medicals

Mon, Tues & Thurs	10.30-11.30	14.30-15.30
-------------------	-------------	-------------

## Prescriptions & Repeat Prescriptions

If you require medication you may get it from our facility. If you require medication on a regular basis, always allow 2 weeks prior to your current supply of medication running out and 48hrs before attempting to collect your items from the Medical Centre, reorder by filling in a repeat prescription form and placing in the box outside the clinic door. Or via eConsult.

## General Services

We offer: vaccinations, weight management, smoking cessation, contraception, wound management, audios, travel health, sexual health screening, sample collection ,chronic disease management, minor injury/illness treatment, diving & boxing medicals & prescriptions when necessary. Please ask about further services that you may be interested in.

## Cancelling Appointments

If you cannot attend a scheduled appointment you are to inform the receptionist at the earliest opportunity.

Clinics	48 hours notice
External Appointments	48 -72 hours notice

Failure to cancel your appointment may result in disciplinary action.

## Complaints

In the first instance, complaints should be raised with the Practice Manager. You will be directed to follow the DPHC complaints procedure.

## External Referrals

In some instances your Doctor or Nurse may refer you for further healthcare elsewhere. This could be at the US Naval Hospital or Host Nation.

## Antenatal Care

If you are pregnant please make an appointment with the Doctor/Nurse for referral to US Naval Hospital or Host Nation. Appointment/follow ups will be made by the Secondary Care Co-ordinator.

## Physiotherapy

Access to physiotherapy is through a routine appointment with the Doctor.

## eConsult

Please use the link below to contact the medical team for appointments or repeat prescriptions.

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

## Useful Numbers

Italian Ambulance (Emergency)	118 or 112
BFC Reception	0039 081 721 2336
BFC Pharmacy	0039 081 721 2513
24hr Nurse helpline including Mental Health	0039 081 8116000