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NEWSLETTER

CENTRAL EUROPEAN PRACTICE

| AUTUMN - 2022 |

EDITOR'S FORWARD

Welcome all to a new format of the CEP Newsletter and my first as CEP Practice Manager. I hope you all enjoyed a glorious summer period and spent quality time with friends and family – essential for maintaining good health and well-being. For CEP it has been a very busy few months with significant turnover of staff as you will see from our Hails and Farewell section below. However, following a huge amount of work in the background and as we move into the Autumn period, we are excited to be introducing several new initiatives and resources within the Practice which we are confident will improve the experience of our dispersed population. These are detailed below but we are grateful that we will also have the opportunity to discuss these at both the HoL and CLO Conferences in the coming month to ensure widest dissemination as possible. It is set to be a busy Autumn as well as we consolidate new processes and staff in the Practice, continue to support our patients across the 31 countries, and additionally once again coordinate and deliver the Covid-19 booster programme to those eligible patients who are unable to access in host nation.

I very much hope you enjoy this Newsletter and find it helpful. As always, we welcome any feedback, so please do send this into our Group Email or even better our new bespoke patient feedback survey!

A happy Autumn to you all.

WO2 Vorster

HAIL AND FAREWELL

Mrs Victoria Hobby leaves us for a new position with Defence Infrastructure Organisation (DIO) at SHAPE. During her time with CEP Vic has driven several improvements within our financial department. We thank her for her sterling efforts and wish her well in her new role.

Cpl Stephen Watson joins the CEP as Deputy Practice Manager. Previously posted at the Defence Rehabilitation Centre (DMRC) at Stanford Hall he brings to the team welcome experience on current defence rehabilitation services as well as expertise on all things RAF!

Lt Col Thomas Clack has recently arrived as SMO EJSU. Having previously served in Cyprus Col Clack has previous experience of the overseas environment and has already started conducting Occupational Health clinics within our population.

Mr Oliver Jackaman joins us this month as our new Billing Administrator. Having previously run his own business Mr Jackaman brings a wealth of relevant experience to the role and we look forward to welcoming him to the team.



WHAT'S NEW IN THE CEP?

NEW REGISTRATION & DE-REGISTRATION PROCESS

QUICKER, SIMPLER & ACCESSIBLE TO ALL!

Following patient feedback that arrivals process for those in CEP areas was too complicated we re-designed our Practice Registration processes to ensure that they were simpler, quicker, and equally accessible for all members of our community. Registration is now completed (as soon as possible after arrival in country) via a simple electronic form within the CEP area on EJSU.net. The De-registration electronic form is accessed in the same location and should take place in the week of your departure to your next posting. As a registered (albeit virtual and administrative) GP Practice registration means that we are then able to offer you the full range of our available services to complement the care you receive in host nation. More information on registration can be found on EJSU.net and within our Patient Information Leaflet and, as always, please do reach out to the team if you have any queries.

NEW PATIENT FEEDBACK SURVEY

BESPOKE DESIGN FOR OUR POPULATION!

We are very keen to increase the feedback that we receive from patients but are conscious that the standard DPHC Patient Feedback Survey does not capture the unique nature of medical support that CEP's patients experience. We have therefore designed a bespoke patient feedback questionnaire for the Practice. The form is intentionally short to ensure it does not take up much time to complete (we know everyone is very busy!) but allows for as much free text comments at the end should more substantial comments be wished to be submitted.

Please do take the time to complete the questionnaire which can be found on EJSU.net or directly via this link

[Patient Feedback Survey](#)



NEW CEP FACEBOOK PAGE

INSTANT AND DIRECT COMMUNICATION OF NEWS, EVENTS AND HEALTH PROMOTION!

Our Facebook page goes live this month! We are really excited about this new venture for us as it will enable us to improve the efficiency with which we can communicate any relevant new information and events to our population and increase our ability to communicate key health promotion messages on a regular basis. Please do join our page which you can do here and please share widely within your communities!

[CEP - Facebook](#)

NEW FIN07 FORM

FOR PRIMARY CARE RE-IMBURSEMENT ON JPA

The FIN07 Form to be used for reimbursements of primary care expenditure has been updated & is to be used for future claims. To claim through JPA, FIN07 Form must be submitted by the serving person in the family. However, spouses are reminded that should they wish to claim their expenditure themselves rather than through their associated serving person; a separate mechanism for this exist & they should contact the CEP Finance Email with their expenditure evidence to do so.

[Fin07 Form](#) is available on EJSU.net



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FIRST CEP ONLINE INDUCTION SESSION

MON, 10 OCT @ 1700 (CET) ON ZOOM

Following the main changeover of postings in September we are conscious that many people are new to our population in the past few weeks. To ensure good understanding of the different elements of the medical provision (CEP, host nation providers, Healix) and how to access different aspects of care should you need, the CEP will be running an online induction session at 1700hrs CET on Monday 10 October via Zoom. Please note this will be a general session to improve knowledge of healthcare processes. Questions about individual locations or patient needs will not be able to be answered at this session, these should instead be submitted by eConsult or to the Group Email as appropriate. However, we do encourage all recently arrived patients to attend the session if possible, and those less recently arrived patients who wish to better understand the healthcare systems are of course equally welcome. You can sign up to the session [here](#)

HEALTH SERVICE UPDATES & REMINDERS

CERVICAL SCREENING

SEPTEMBER IS GYNAECOLOGICAL CANCER AWARENESS MONTH!

Whilst eligible patients are encouraged to have Cervical Screening conducted in the UK prior to taking up post abroad (you can normally get the procedure done up to 3 months before it is due) many patients will become due whilst they are overseas. In this case patients either have the option of getting their smear done on a routine visit back to the UK or when passing near another DPHC Medical Centre (please contact CEP or Healix for advice on this) or alternatively getting it completed in host nation. Whilst (as with all care) we cannot assure the standard of provision in host nation will be of the same level of the NHS, we understand that for many patients getting it done locally is much more convenient and in general the standard throughout Europe and Turkey is very good. If you do choose to get it done in host nation, please remember to inform the CEP by sending in the result to us via EConsult or our Group Email. By doing so we can then update the NHS system to inform them that you have had a screen whilst overseas and should be delayed for NHS recall until your return to the UK. Once returned to the UK you will start to be recalled by the NHS again and will likely be invited soon after your return to the UK to ensure you have an NHS assured cervical smear fully recorded on the national system.

CHILDHOOD IMMUNISATIONS

THE eREDBOOK

Parents often ask us about whether they should be following the UK or host nation childhood immunisation schedule whilst overseas. The most important factor of course is that your child is protected from diseases



according to the risks of the country that they are currently in, therefore following the host nation schedule should be the priority. Your local family doctor or paediatrician will be able to give you guidance on this and the SSAFA Health Visitor or Practice Nurse within CEP can also give additional guidance where required. Where parents would like to comply with the UK schedule alongside the host nation one, they can source and claim any outstanding UK ones via a vaccination clinic in their host nation or through a DPHC facility on a routine visit to the UK or other location. For the latter the CEP should be contacted to make an appointment with an appropriate facility. It must be stressed that complying with the UK schedule as well as host nation one is not essential whilst overseas and duty travel will not normally be supported for this purpose. Equally, assessment of suitability will ultimately be the responsibility of the clinician administering the vaccine.

Whichever and wherever you source immunisations for your child whilst overseas please remember to ensure you are signed up for an using the eRedbook of course! This electronic update to the old paper redbook enables Parents to remotely input information from paediatric appointments that take place in host nation. Other functions include marking important milestones during development phases and enabling our partner Health Visitor (SSAFA) to input information during planned appointments. Please remember that host nation providers will not be able to access the book themselves, but it can be shared with them for input at appointments. To register with your NHS Login and the CEP postcode BF1 2AG, please follow the link to [eRedbook](#)

HEALTH PROMOTION EVENTS & RESOURCES

THE LAUNCH OF ICON

BABIES CRY, YOU CAN COPE!

ICON is an evidence-based programme that was launched at the of last year by Dr Suzanne Smith PhD. The programme, through its resources and brief interventions, provides support to parents, carers, and professionals to help them understand what is normal in infant crying and comfort methods that can be utilised to help soothe the baby. It aims to reduce the number of parents who are struggling to cope and ultimately prevent unintentional injuries to babies. Dedicated resources for parents are available on the ICON website at <http://www.iconcope.org>. Any further queries can also be made to CEP and a remote appointment to discuss any concerns can be made with our Health Visitor or other healthcare professional as required.

KOOTH

THE LAUNCH OF AN ONLINE MENTAL WELLBEING COMMUNITY FOR YOUNG PEOPLE

This Summer online digital mental health and wellbeing service Kooth was launched within the MOD. This is a free, safe, and anonymous platform for 11–19-year-old young people which is accredited by the British Association for Counselling and Psychotherapy (BACP) and has provided services to the NHS for approximately 20 years. Support available on the site includes live chat or messaging with qualified mental health providers, moderated peer support with other young people, self-help tools and activities, and helpful articles about mental health and wellbeing. The service is anonymous and free to use, and young people do not require a referral from a healthcare professional to access it. The MOD specific platform can be accessed via www.kooth.com/MOD

ARE YOUR CPR SKILLS UP TO DATE?

GET INVOLVED IN RESTART A HEART DAY – 16 OCT 22

Restart a heart day takes place on 16 October and sees an alliance of partners all over the world come together to increase public awareness of cardiac arrests and increase the number of people trained in lifesaving CPR. Please see the <https://www.resus.org.uk/get-involved/restart-heart-day> website for more details including a multitude of accessible online training resources including videos, apps and much more.

PROSTATE UK

DO YOU KNOW THE RISKS AND SYMPTOMS OF PROSTATE CANCER?

With a growing awareness of inequalities in men's health DPHC and DPHU are currently running a health promotion campaign to increase awareness of the symptoms and risks of prostate cancer within military populations. Attached to this newsletter is the current 'Know your Prostate – Quick Guide' published by Prostate UK. Factors that increase the risk of prostate cancer include being over 50 years old, having a family history of prostate cancer, and of being black ethnic origin. At the early-stage prostate cancer often doesn't have any associated symptoms. Possible symptoms at the early or late stage can include difficulty urinating or getting an erection, or unexplained weight loss. CEP patients are encouraged to make themselves familiar with the risks and symptoms for prostate cancer and seek advice from their host nation doctor should they have any symptoms. Some European countries will also include a prostate screening test within their routine Over 50 health check. CEP can also be contacted for advice should you have any queries that cannot be answered by your host nation GP.



CEP FORECAST OF EVENTS

WHAT	WHERE	WHEN
COVID-19 Vaccination Booster Clinics	Various	Throughout Oct & Nov 22
France EO / LO Conference	PARIS	27 – 28 Sep 22
CLO Conference	SHAPE	29 Sep 22
NSE HOL Conference	SHAPE	3 Oct 22
CEP Live Online Induction	ZOOM	10 Oct 22 @ 1700 (CET)
DPHC Overseas Conference	DMS Whittington	10-11 Nov 22

WHAT'S NEXT

WANTING TO QUIT SMOKING?

BUT NOT KNOW HOW WHILST OVERSEAS?

DPHC is currently working on establishing access to a nationally recognised platform for Smoking Cessation for overseas personnel without access to a firm base Medical Centre. We expect to be able to roll out this resource to our population within the next few months and will ensure dissemination through our Facebook page, Newsletter and EJSU.net page as well as through the NSEs. What can you expect from this? The 'Smoke Free' App is multifaceted in approach, providing 24/7 access to NCSCCT trained advisors, drop-in virtual smoking clinics, chat rooms, progress diaries and logs and much more. What this space, we are looking forward to updating you on this and getting it rolled out to our population!

COVID-19 VACCINATION

AUTUMN 22 BOOSTER PROGRAMME

Throughout the Autumn CEP will offer Covid booster immunisations to those eligible and without easy access in host nation. Expressions of interest are currently being taken via an online form on EJSU.net and dates will be announced shortly. Any questions about Covid boosters should be directed to the CEP Group Mailbox or via EConsult.



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NEXT CEP NEWSLETTER

WINTER 2023

We aim to publish our next Newsletter in early January 2023. You can look forward to lots more updates and information including guidance and resources for starting the New Year as you mean to go on. Dry January, diet considerations and lots more!

USEFUL LINKS

[Central European Practice - EJSUnet](#) – look here for all news about CEP including our Practice Leaflets, Registration Forms, Health Visitor information, and Patient Feedback Surveys.

[Women's Health Defence Gateway Page](#)

[Mental Wellbeing - Sources of Help & Support](#)

[Bereavement a Guide for Line Managers](#)

[eRedbook Sign Up](#)

[Kooth](#)

[ICON](#)

CONTACT DETAILS

Central European Practice

Telephone 0032 (0) 6544 2280

Multiusers General Mailbox – Ukstratcom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

Multiusers Finance Mailbox - UKstratcom-DMS-DPHC-EJSU-Fin@mod.gov.uk

One HMG Healix

Telephone 0044 (0) 208 481 7800

Multiusers Mailbox – healthline@healix.com