



European  
Joint  
Support Unit

# Healthcare

SHAPE & Brussels Practice

SHAPE Information Leaflet v1.5



Strategic Command

Headquarters Defence Medical Services Group



### **SHAPE and Brussels Medical Centre**

Primary care services are run by Defence Primary Healthcare from the SHAPE healthcare facility

#### **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

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

Reception: +32 (0)65 44 5824

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

Dispensary: +32 (0)65 44 5999

Practice: UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk

Patient support: UKStratCom-DMS-DPHC-MON-PatSpGrp@mod.gov.uk

Practice Manager: UkStratCom-DMS-DPHC-MON-PM@mod.gov.uk

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

#### **Opening hours**

Monday – Wednesday: 08:00 - 12:30 & 13:30 - 17:00

Thursday 1330 - 1700

Friday: 08:00-12:30 & 13:30 – 15:30

**Clinical Appointment Times:** Monday – Wednesday: 0900-1200 & 1400-1600

Thursday: 1400-1600 & Friday 0900-1200

#### **SHAPE UK Pharmacy**

Monday-Wednesday 0830-1230 & 1330-1630

Thursday: 08:30-16:30 & Friday 0830-1230

**The Practice and Pharmacy are closed Thursday mornings for staff training and meetings**

## ACCESSING HEALTHCARE

### Clinic Appointments

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

For urgent enquiries only between 1230-1330 Mon-Fri and 0800-1330 1<sup>st</sup> & 3<sup>rd</sup> Thurs of each month phone +32 (0) 0476710699

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 by calling 5824 or email [UKStratCom-DMS-DPHC-MONGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MONGrp@mod.gov.uk) to cancel your 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: Many 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 Ambrose Pare A&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 +44(0)208 481 7800, they can also reach our practice team when required.

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

(+32 6544 3333 on SHAPE only)

If you require care that cannot wait until the next working day then attend the local accident and emergency department at Ambroise Paré, and Tivoli for maternity. Directions can be found on page 14.

**NB. If you attend A&E or are admitted to hospital unexpectedly call Healix 24/7 Healthline 00442084817800**

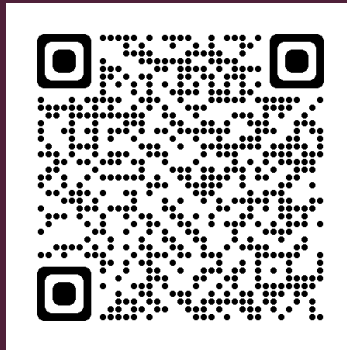


European  
Joint  
Support Unit

## 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>. Enter Mons for the practice name.



### 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.

## YOUR INFORMATION

### Handling your personal data

The medical centre uses the electronic Healthcare Record (eHR) system and medical centre staff are bound by the Principles of Patient Confidentiality.

Maintaining medical confidentiality is one of the guiding principles in the provision of a quality Healthcare Service. The Senior Medical Officer is the Caldicott guardian for the practice.

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.

### Healthcare Governance Assurance Visits (HGAV)

DPHC is committed to providing a high quality of medical service. To ensure high standards in care are maintained, a visit of medical establishments is undertaken. The HGAV involves inspecting all aspects of care provision. Some medical records will be inspected by the visiting team to ensure they are accurately maintained and in compliance with good medical practice. The team are all members of the Defence medical Services. They are bound by the strict code of medical confidentiality as laid down by the Department of Health.

### General Practice Vocational Training Inspections

The Practice is approved for General Practice Vocational Training. In order to maintain this approval the medical centre is inspected periodically by members of the General Practice Education Committee and the Joint Committee on Postgraduate Training for General Practice, all of whom are qualified doctors. Their terms of reference include inspections of National Health Service medical records to check whether they are being kept to the required standard. Any confidential medical information about an individual will not be divulged by visiting doctors but individuals have the right to deny the visitor access to their own documents should they wish.

If you object to your medical records being part of any inspections you should inform the Practice Manager or the Senior Medical Officer in writing.

## 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.

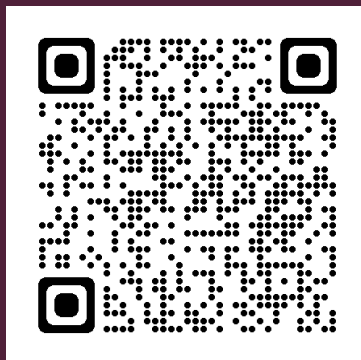
If you have a complaint about any aspect of your care please contact the Practice Manager to obtain a copy of the practice complaints policy or to outline your concerns. If your complaint is about healthcare entitlement or policy, you may also raise it with the Practice Manager by calling 5065 or email [UKStratCom-DMS-DPHC-MON-PM@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MON-PM@mod.gov.uk)

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.

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 UKStratCom-DMS-DPHC-MONPatSpGrp@mod.gov.uk)

On occasion you may be referred directly to physiotherapy by a hospital. Please inform us so that the Senior Physiotherapist 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 facility these are ordered on the American system and you go direct to the laboratory or x-ray reception. The lab is open Mon-Fri 08.00 -1230 and 13.3 - 1600 they are closed the 3<sup>rd</sup> Thursday morning of every month for training.

## 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

If you have any concerns you wish to discuss with the Health visitor or to book an appointment contact the Practice 065 44 5824

### Other organisations

Your GPs, Health Visitor and Nurses will also work closely with the Department of Children's Services (DCS) 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 Tivoli. The midwife will work closely with your GP and Health Visitor.

### For Children Social Care advice and guidance

If you suspect or believe a child or adult is suffering or is likely to suffer Significant Harm, including any form of mistreatment or abuse, or if you are concerned about your own behaviour and need advice or support, you should contact BFSWS or the emergency services. 0044 (0) 808 168 3111. **If you think a child is at risk of immediate harm, please contact the police by calling 112**

Any other enquiries please contact us at [crt.bfsws@coreassets.com](mailto:crt.bfsws@coreassets.com)

**The practice safeguarding lead is the Senior Medical Officer**



## MEDICINES

UK Pharmacy technician: 32 (0)65 44 5999

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), or by email UKStratCom-DMS-DPHC-MON-Grp@mod.gov.uk

### 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 using a contactless card payment device. 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 Pharmacy Pools and contact details and directions can be found 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.

## es

from a local pharmacy. If you  
outpatient appointment or following

## Casteau

Saturday 0830-1230

## pharmacie-pools

However, if you are not exempt or do not have a valid prescription or voice for the medication you need, you may be charged a fee.

## **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, and retain an itemised receipt to reclaim the cost of the eye test.

Military personnel can also use the US team at SHAPE, to arrange an appointment call the American Central Appointments Line 065 44 5886

## **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 and Soignies SHAPE patient liaison**

SHAPE patients who are admitted or attending the Ambroise Paré or Soignies 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 UKStratCom-DMS-DPHC-MON-PatSpGrp@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 x-rays 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.

## American Billing for Services

Due to a change in the American process of paying bills we are no longer able to pay them directly. Unfortunately, until a solution can be found for us to resume payments, patients will be responsible for payment of the American bills when received.

You can pay bills at the cashier's office located in the main entrance in the Health Care Facility with a credit card or online using credit card, debit card, or Automated Clearing House (ACH) payment from a checking or savings account. Once you have received a bill, please email the UK Patient Support Office who will send you a reimbursement form to complete and return to [UKStratCom-DMS-DPHC-MON-PatSpGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-MON-PatSpGrp@mod.gov.uk) with a copy of the receipt as proof of payment.

They have partnered with the Department of Treasury to utilise their secure web-based electronic payment system PAY.GOV to accept online payments. To make an on online payment please follow these instructions, first go to their web page at:

<https://www.pay.gov/public/form/start/32555672>

Click the blue button on the bottom right that says "Continue to the Form"

Fill in your information at the prompts. (Military East) Fill in your entire account number including letters (no space before and after the numbers and invoices) On the next page fill in your payment information and click submit. **Please print the receipt page for your records.** These instructions may also be found in the FAQ on our website if you have questions once in the page.

If you continue to have issues using the web site, our recommendation is to have users try completing the form in a different browser or clear their browser cache. If they are using a saved or bookmarked link it may be necessary for them to use a fresh link if it has been a while since a payment was processed.

Should the link not operate in accordance, please, use following link to access the website:

<http://safe.menlosecurity.com> and enter the link in the requested box to gain **"DIRECT ACCESS"**

Please, contact Customer Support for technical issues Customer Support: 1-800-624-1373, Hours: Monday through Friday, 8AM - 7PM (ET)

To assist you in determining your health care costs, please visit the health.mil site in the Military Health System (MHS). Access the MHS UBO Rates web page. Scroll down to the section you need, select the appropriate file, and click the 'Download' button. The health.mil site can be found by clicking here: <https://health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/UBO-Rates-Overview/MHS-UBO-Rates>





## MONS

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

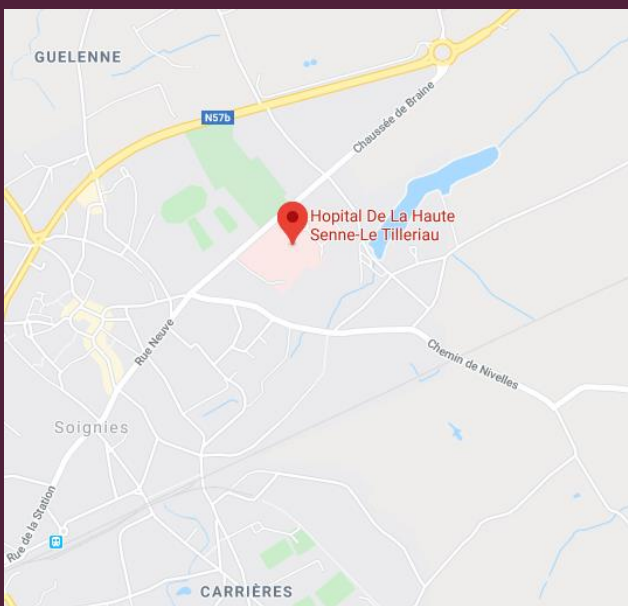
Centre Hospitalier Universitaire Ambroise Paré (Group Jolimont),  
Boulevard Président Kennedy 2, 7000 Mons. [www.hap.be](http://www.hap.be)

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 - Maternity Services

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





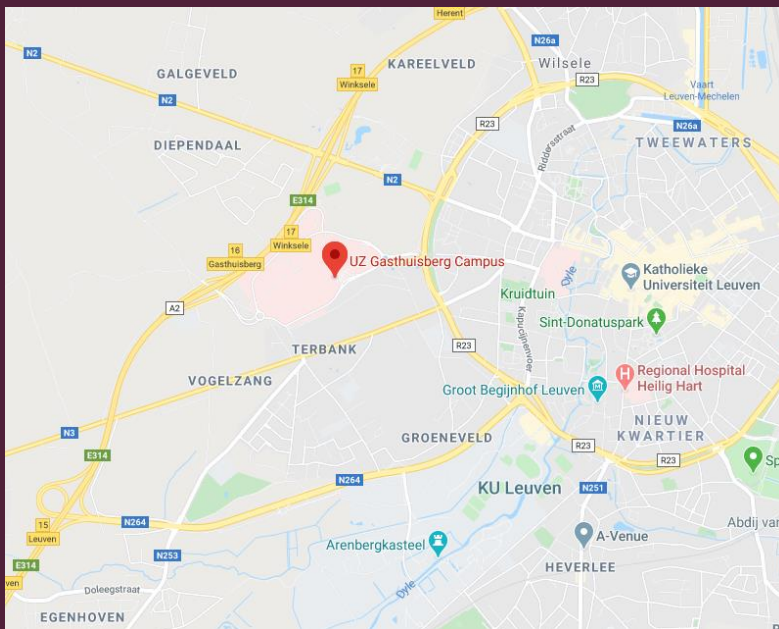
## BRUSSELS

### LEUVEN

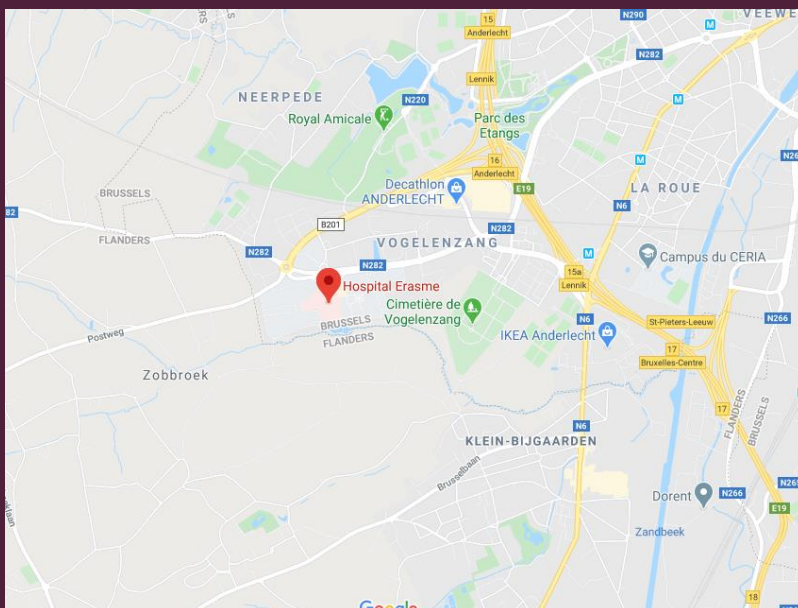
University Hospital Leuven – UZ Gathuisberg Campus  
Herestraat 49, 3000 Leuven [www.uzleuven.be/en](http://www.uzleuven.be/en)

Reception +32 (0)633 2211

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



Hopital Erasme,  
Route de Lennik 808, 1070, Bruxelles





## **GHIC**

All SHAPE Patients should obtain a GHIC card to cover travel through Europe and during travel to and from the UK. The GHIC card is free, and more information about how and when the GHIC can be used and how to apply can be found [here](#), beware of unofficial sites that may charge if you apply through them. The card is not an alternative to Travel Insurance and we recommend that you have personnel travel insurance while at SHAPE.

## **Travel & Holidays**

Healix provision only applies to your country of assignment, if you decide to travel outside of Belgium on holiday or a day trip across the boarder, make sure that you have appropriate health cover arrangements. The MOD will not cover any medical costs that you may receive on holiday outside of Belgium. Please be aware when taking out travel insurance that some policies will only be valid when the country of departure is the Uk.

## **Leaving Belgium**

It is the responsibility of the Head of House to de-register yourself and your family members from the practice, please contact the Practice to obtain a de-registration form.

Military Personnel – Your medical records held on DMICP will be available at your next assignments medical centre.

For civilian personnel - Once you have left the practice a print out of your medical record held on DMICP will be added to your NHS GP records and returned to the NHS holding cell. Your new GP Practice will then request these records to be sent to your new practice.