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Headquarters Defence Medical Services Group

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To whom it may concern,

**Welcome to the Central European Practice!**

You are receiving this letter as you or your family member has been selected for assignment to Europe or Turkey. Whether you are due to move in the next year or the next month, this letter aims to ensure you are as prepared as possible for your posting with regards to associated medical support arrangements. Whilst overseas postings can be extremely rewarding from both a professional and personal point of view they can also be challenging – particularly outside of large UK led bases. Early understanding of what provision is available and how to access it has been shown to be crucial to ensuring that all members of the family settle easily into their new life overseas, as well as having the opportunity to consider in advance whether the style of support available compliments their individual preferences and needs.

The Central European Practice (CEP) is one of the DPHC(O) virtual practices which looks after those MOD personnel and family members who are posted to overseas locations without access to a fixed DPHC Medical Centre. Our geographical area is Europe and Turkey and we therefore have responsibility for personnel and families spread across approximately 30 countries and 117 locations. We are a partner organisation of the Global Support Organisation (European Joint Support Unit) who provide wider elements of support overseas to the majority of our patient population.

Importantly, CEP is a practice that does not routinely deliver direct clinical care to our patients. Ahead of your posting it is essential that you are aware that your direct clinical care, both primary and secondary, will be delivered through local healthcare providers – mostly through the host nation healthcare system. This care is coordinated through a contracted healthcare management company, One HMG Healix, for whom CEP is the contract lead in your area. Healix will assess and authorise host nation referrals for specialist care and in most cases arrange for payment for these services. Additionally, all MOD service personnel and family members remain eligible for NHS care during their time overseas and where specialist care is required shared decision making will take place between patient, CEP and Healix with regards to the most appropriate location for that care to take place – either in host nation or via the NHS. As a registered DPHC medical practice CEP takes responsibility for the occupational health elements of medical support to service personnel and is the primary healthcare record holder for both serving personnel and dependants registered with our Practice.

The accompanying annexes – a checklist of tasks to be undertaken at each stage of your journey, and a list of Frequently Asked Questions - will further assist you to develop an understanding of the healthcare support available at your upcoming posting location. We do hope that you find this helpful to prepare for your move overseas and we very much look forward to welcoming you to our patient population. Should you have any further queries prior to your posting please don't hesitate to reach out to us and we will endeavour to answer your query or signpost you onwards as appropriate.

Yours sincerely,

WO2 Jurica Vorster  
Practice Manager

Maj Jane Keenan  
Officer Commanding

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**ANNEX A: CENTRAL EUROPEAN PRACTICE ARRIVALS CHECKLIST****PRE-ARRIVAL (commence on confirmation of posting)**

1. **Complete MOD supportability assessment.** Please note this should be the first step following confirmation of selection for overseas posting and no more than one year prior to posting:
  - a. Accompanied service personnel and all Civil Servants – Must contact MOD Families Section to commence the supportability process, during which your medical screening for overseas supportability will be conducted by the Global Medical Supportability Cell (GMSC). Families Section can be contacted by email on UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk.
  - b. Unaccompanied service personnel – Ensure that you contact your Career Manager and/or local DPHC Medical Centre to ensure that any required Medical Risk Assessments are undertaken prior to you proceeding overseas. For those with JMES lower than MFD a Medical Risk Assessment must be undertaken in line with single service policy.
2. **Complete registration with One HMG Healix.** Please note this step must NOT be commenced until after MOD supportability has been issued, and no more than six months prior to posting. In order to register with One HMG Healix you require a clearance code which MUST be issued by CEP. CEP should be contacted on ukstratcom-dms-dphc-ejsu-cepgrp@mod.gov.uk. In your email to CEP please include details of your posting dates and location, and if applicable names and dates of birth of all family members who are planned to be at post.
3. **Ensure familiarisation with relevant Defence and Practice policy.** It is essential that you and your family understand the different aspects of your medical support in order to prepare well for your assignment. Particularly relevant resources are as follows, from which you can identify further resources as appropriate:
  - a. Central European Practice EJSU.net page – from which you can access our Patient Information Leaflet as well as all other information about the Practice and overall medical support arrangements.
  - b. Health Service Support EJSU DIN
  - c. One HMG Healix DIN
4. **Contact your local DPHC or NHS Medical Centre to ensure the following are completed prior to posting (allow at least 6 weeks prior to posting):**
  - a. Routine Force Health Protection requirements (Service Personnel only): Up to date Audiogram and routine vaccinations in line with JSP 950. Please note these are harder to obtain in CEP areas and therefore it is essential that these are reviewed and updated prior to departure.
  - b. Travel vaccinations: Please be aware that some locations in Europe and Turkey do have vaccine recommendations above the UK national schedule eg Rabies, TBE. Your Practice Nurse will be able to advise on confirm current recommendations and you can also look for information on <https://travelhealthpro.org.uk/>
  - c. Long Term Conditions: If you have any long term conditions that require routine reviews (eg diabetes, high blood pressure) ensure that you have a full review completed prior to your move.

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- d. NHS Screening programmes: If you are eligible for NHS screening programmes (Cervical, Bowel, Breast) and you are within 3 months of call or recall at the time of posting please ensure you arrange to access this before you move to post. Your local DPHC or NHS medical centre will be able to confirm your eligibility if required.
  - e. Routine medication supply: If on repeat prescriptions ensure that you request and carry with you at least 3 months supply of your required medications to cover you whilst you identify how to access these in country.
  - f. Request a copy of your Summary Healthcare Record. This will ensure that you have relevant information regarding vaccinations, medications etc to pass to your host nation healthcare provider if required.
5. **Register with the eRedBook** – A bespoke remote Health Visitor service, offering elements of the Healthy Child Programme, is offered by our SAAFA Health Visitor to all eligible families within CEP. If you are pregnant and/or have children in the 0-5 age group please ensure you register for the eRedbook prior to arrival. This can be done through [www.eredbook.org.uk](http://www.eredbook.org.uk) using your NHS login and the postcode for your posting location (which can be found [here](#)).
6. **Prepare for Emergency, Duty Travel and Private Travel arrangements** – please be aware that DPHC provides the medical support for your time at post in your country of assignment, but not for any further duty or private travel. Therefore, to prepare for such travel please ensure you have the following before arriving at post:
- a. An EHIC / GHIC card for all members of your family. This can be applied for through the [NHSBSA](#). This may be used for emergency treatment at some locations of assignment as well as during duty or leisure travel further afield.
  - b. Private travel health insurance. This is a personal responsibility to arrange for private travel purposes however DPHC strongly recommends seeking cover appropriate to the individual requirements of you and your family.

### UPON ARRIVAL (commence directly after arrival in country)

1. **Emergency / Out of Hours local healthcare provision.** Ensure that you are aware of emergency medical services in your location of assignment. These will be provided through host nation or local services. In most European countries the emergency services number is 112 but variations do exist – it is essential that you inform yourself and your family of this information directly upon arrival. Additionally, ensure you are aware of your local emergency and out of hours clinical facilities – including opening hours and access arrangements. Please note in some locations these facilities will be different for children and adults.
2. **Primary Healthcare providers.** Ensure that you are aware of local primary care providers – both General Practice and paediatrician – in order that you can access them when required without delay. Personnel have free choice of which local primary care providers they use during their posting. In many areas location specific patient information leaflets found on EJSU.net will give details of known English speaking local primary care providers with which CEP and/or Healix have billing arrangements in place. Contact your NSE, Healix or CEP if you require further information upon arrival at post.
3. **Register with the Central European Practice.** This should be completed no later than 14 days after arrival via the online form on EJSU.net. Registration is important to enable the Practice to support your care in host nation, manage service person occupational health requirements, and keep your UK healthcare record up to date during your time overseas. Registration for all family members can be completed through the CEP page on EJSU.net [here](#).

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4. **Attend a CEP online Induction webinar.** To further develop your understanding of healthcare delivery within CEP areas you are strongly encouraged to attend one of the regular CEP induction webinars which take place on Zoom at the following link - [here](#). Sessions take place bi-monthly on Monday afternoons at 1700hrs CET and upcoming dates can be confirmed through [EJSU.net](#) or by emailing CEP at [ukstratcom-dms-dphc-ejsu-cepgrp@mod.gov.uk](mailto:ukstratcom-dms-dphc-ejsu-cepgrp@mod.gov.uk). Please note these sessions are not location specific but give an overview of medical support and processes within CEP areas.
5. **Arrange a Health Visitor or Midwife transfer in contact if eligible.** Once registered with us the CEP will arrange a remote appointment for all pregnant women and families with children in the 0-5 age group who are new to our patient population. An invite for this appointment will be sent out within 28 days of arrival at post – where we are aware of your arrival through registration with the Practice. If you believe you are eligible for such an appointment and have not received an invite within a month of arriving in country please contact CEP on [ukstratcom-dms-dphc-ejsu-cepgrp@mod.gov.uk](mailto:ukstratcom-dms-dphc-ejsu-cepgrp@mod.gov.uk)

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**Annex B: Central European Practice Frequently Asked Questions**

1. **I am a service person who will require occupational health reviews whilst overseas due to medical conditions or trade requirements (eg Air Crew). How do I access these whilst overseas?** CEP is responsible (in conjunction with the service person and their chain of command) for undertaking occupational health reviews for service personnel where required. You are strongly recommended to be aware of timelines and requirements for your individual circumstances in line with single service policy. If you believe you are due a review whilst overseas, or are unsure, please contact CEP and we will advise and book you in to one of our occupational medicine clinics as appropriate. Most reviews can be completed remotely once any relevant investigations have been sought in host nation – individual requirements will be directed by CEP.
2. **Who are One HMG Healix and what is their relationship with Central European Practice?** One HMG Healix is a medical management company that supports UK government departments, including MOD, to coordinate care for personnel and families working and living overseas. On behalf of CEP One HMG Healix will assess, authorise and arrangement payment for specialist care undertaken in host nation, or refer back to the NHS this is a more appropriate option for care delivery. One HMG Healix do not have access to Defence or NHS primary care records and therefore undertake their own screening process to ensure sufficient background information on your medical needs is captured prior to posting. The clinical teams of Healix and CEP work very closely to ensure that where possible care pathways are aligned to NHS and NICE standards.
3. **Do I need to de-register from my UK GP when I move overseas?** It is a national requirement for UK GPs to de-register patients who move overseas for more than three months. As such personnel and families are requested to register with CEP upon arrival and for the duration of their assignment to ensure that they remain registered with a UK registered medical centre and that their UK primary healthcare record can be kept up to date. Equally, registration with CEP is essential to access some of the administrative services that we can provide such as provision of a variety of medical certificates and payment of primary healthcare bills. Upon registration with CEP you will be de-registered with your previous UK GP. Reassurance of priority and timelines for re-registration with a UK based GP on your return to the UK can be found through the specific MOD and DHSC guidance on this topic - [here](#).
4. **I am due to travel to other countries for work during my posting. What are the medical cover arrangements for this travel?** CEP is not responsible for medical arrangement for duty travel outside of your country of assignment, our remit is your medical care for routine activities whilst you are at the location of your assignment. If you are aware that you will be travelling for work activities during your assignment your Line Manager is your point of contact to gain further details on medical plans and preparations for such travel as directed by your individual chain of command.
5. **My children will be due some of their childhood vaccinations whilst we are overseas. How will I access these and should I follow the UK or host nation schedule?** From a public health perspective, and in line with JSP 950, children in CEP areas should follow the childhood vaccination schedule of their host nation as advised and administered by their local host nation healthcare provider. In most cases vaccination schedules across Europe and Turkey are very similar and all are WHO approved. A national protocol is in place in the UK to ensure those children returning from overseas are caught up with the UK schedule if required on their return to the UK.
6. **I am under the care of NHS secondary care services for monitoring of a long term condition. Should I discharge myself from this care when I move overseas?** All service personnel and families remain eligible for (most) NHS care throughout their posting and in most instances it is recommended to maintain your NHS consultant led care throughout your overseas posting. This will be discussed with GMSC during your MOD supportability screening and CEP can be contacted for further discussion as required. Where care is appropriately maintained in the UK unit funding will be recommended to cover expenses to return to the UK for medical appointments for both service personnel and family members.