

# Fallingbostel Medical Centre

**Telephone Number 05162 9712256**

**Emergencies 112**

## **USING THE SERVICES**

**REGISTRATION.** It is important that you register as soon as possible after arrival. You will be asked to complete a questionnaire regarding your health and past medical history, and this information may be all we have available for several weeks until your medical notes arrive. Any information recorded will be treated with the same confidentiality as your medical records. A new patient appointment will be offered to you and your family to discuss your health and any concerns you may have. A health check will be carried out and basic details recorded. If you have any ongoing medical conditions or you are on regular medication, it is wise for you to make an appointment to see a doctor as soon as possible.

**BOOKING YOUR APPOINTMENT.** Appointments may be made by telephone or booking in person. Normally patients will be seen within 24 hours for an urgent appointment or within 3 working days for a routine appointment. If the problem is urgent and no appointments are available a nurse is available to assess your problem, provide treatment or refer to a duty doctor if necessary. An appointment is approximately 10 minutes long. If you require more time to discuss your case please request a double appointment and make a separate appointment for each person requiring to see the doctor.

**CHILDREN UNDER 16.** Children under 16 should normally be accompanied by a parent, particularly if any procedures are required or prescriptions are to be dispensed. It should be noted that children under the age of 16 do have the right to confidential advice if this is required.

**TRANSPORT.** Garrison welfare transport to the Medical Centre from Quarter areas is available each working day; timetables are available from your unit families' office and reception.

**REPEAT PRESCRIPTIONS.** Order repeat prescriptions in plenty of time. Repeat prescriptions must be initiated by a doctor usually during a routine appointment. Thereafter, you may order your repeat prescription by contacting the dispensary staff during normal working hours. Please allow 3 working days for your prescription to be processed.

**DISPOSAL OF UNWANTED MEDICINES.** The Pharmacy will be pleased to dispose of any unwanted medicines which you may have in your home or accommodation.

*Be Safe - Keep all medicines out of the reach and sight of children.*

## **Other Primary Care Services include:**

Health Visitors, Schools Health Service, Midwives, Community Psychiatric Nurses, Pharmacist, Physiotherapists, Dietician, Speech and Language Therapist, Community Paediatrician. Contact the medical centre for further information.

## **Clinics available are:**

Antenatal/Postnatal, Family Planning, Well Woman, Asthma, Health Promotion, Travel Immunisations and New Patient Health Checks. Contact the medical centre for further information.