



British Forces Germany Health Service

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JHQ MEDICAL CENTRE – NEW OPENING HOURS FROM 1 APRIL 2011

Over the last 10 months, we have been studying the way patients use the Regional Medical Centre in JHQ. After reviewing the trends and consultation with the Garrison, we will be implementing new opening hours from 1 April 2011.

Our data shows that on average only 1 patient visits the Medical Centre between 18.00 hrs and 20.00 hrs on week nights and only 8 patients each day on Saturdays and Sundays. By reviewing our opening hours and providing a telephone advice service at off peak times, we will free up some valuable nursing time that will be used when the demand for our services is greater.

From 1 April, opening hours from JHQ Medical Centre will be as follows:

- 08.00 to 18.00 Monday to Friday.
- 08.00 to 12.00 on Saturdays.
- Out of Hours, a Telephone Advice Service is available by phoning the Medical Centre on 02161 472 2969. The call will divert automatically.

There will be no impact on access to military sick parade, routine doctors and nurses appointments, and the dispensary during the week. Community services such as midwifery, health visiting, mental health services, physiotherapy, speech & language therapy will also continue to run at the current scheduled times.

Access to a healthcare professional for urgent medical care will still be available 24 hours a day, seven days a week. Outside of the opening hours this will be done initially by telephone. Using a series of internationally agreed guidelines, nurses are able to offer appropriate advice for minor ailments over the phone. For urgent cases, and when face to face contact is required, the duty GP or nurse will open the Medical Centre and see the patient at a mutually agreed time. In case of

emergency, patients will be directed to the Emergency 112 number or advised to go to the local Designated German Provider (DGP) hospital.

Javelin Medical Centre opening times and clinics remain the same.

Col Alan Kerr L/RAMC, Garrison Clinical Director said: "I'm confident the changes will improve overall access to primary and community care services. The JHQ Medical Centre will be opened non-stop between 08.00 hrs and 18.00 hrs on week days when the demand for services is the highest, and we will be providing a fully accredited telephone advice service during out of hours. People who need urgent medical care out of hours will still be able to see the on-call GP or Nurse. Of course, in case of medical emergency, people should call 112 for an ambulance."

In the coming months, BFG HS are likely to implement further small changes designed to make best use of the available resources and manpower, and improve access and quality of Primary and Community care services. Further information will be communicated in due course to the local Chain of Command and the Rhine community.

JHQ Medical Centre opening hours from 1 April 2011.

08.00 – 18.00 Monday to Friday. Military sick parades, routine doctor appointments, nurses clinics, dispensary and community services will continue to run at the current scheduled times.

08.00 – 12.00 Saturdays. Doctor and Nurses clinics.

Out of Hours. A Telephone Advice Service is available by phoning the JHQ Medical Centre on 02161 472 2969. The call will divert automatically. There is a GP and Nurse on call for patients needing urgent care.

Emergency. Call the National Emergency Number 112 for an ambulance.

ENDS

Notes to editor:

1. British Forces Germany Health Service (BFG HS) provides healthcare services to military personnel and entitled personnel serving in Germany and Belgium and manages Primary Healthcare services for the European Isolated Detachments (ISODETS) through the Joint Support Units medical centres.

2. The SSAFA GSTT Care LLP are responsible for the delivery of Primary and Community Care services on behalf of BFG HS. Primary and Community Care refer to health services that play a central role in the local community GPs, Primary Care Nurses, Pharmacists, Physiotherapists, Exercise Remedial Instructors,

Midwives and Health Visitors, Speech & Language Therapists, Community Psychiatric Nurses, Occupational Therapists, Child Adolescent Mental Health Nurses and Community Children's Nurses.

3. The Telephone Advice Service software used for Out of Hours treatment in all our Medical Centres won top prize in the Innovation and Service Development category at the Military and Civilian Health Partnership Awards, held in November 10. The awards recognise best practice in the delivery of healthcare to the Armed Forces, their families and veterans.

4. For more information about the BFG Health Service, including the latest news, publications and public health advice visit our website <http://www.bfgnet.de/bfghs/bfghs.html>