



**Compliments & Suggestions:** If you have any suggestions about improving our service, please do not hesitate to contact the Practice Manager or complete one of our suggestion forms at reception.



**Complaints Procedure:** AHC provides an Informal and Formal complaints procedure. These can be made verbally or in writing. If you wish to make a complaint, please contact the Practice Complaints Manager or send an email to UKStratCom-DMS-DPHC-AKI-CompMgr@mod.gov.uk. Your complaint will be investigated and contacted within 10 working days. Secondary Healthcare complaints will be processed by HQ Med Branch, with a response made within 90 days.



**Confidentiality:** The maintenance of medical confidentiality within AHC is one of the guiding principles in the provision of a quality medical service. All Health Professionals are bound by the Caldicott Principles and Data Protection Act. A breach of confidentiality will be thoroughly investigated.



**Chaperone Policy:** AHC provides a chaperone service, and are committed to providing a safe, comfortable environment. If you would like a chaperone, please inform reception at the time of booking.



**Violent or abusive behavior:** AHC has a zero tolerance policy regarding abusive or aggressive behavior towards staff and/or other patients. Misconduct in this manner may lead to you being de-registered and disciplinary action.



AHC are committed to provide safe and quality care and are therefore mandated to undertake internal and external assurance visits, which you may be invited to participate in. We welcome and encourage any feedback.



## Join our Face Book Group 'AKROTIRI HEALTH CENTRE'

**Carer Information:** Do you look after someone who is ill, frail, disabled or mentally ill? We are interested in identifying carers, especially those who are caring without help or support.

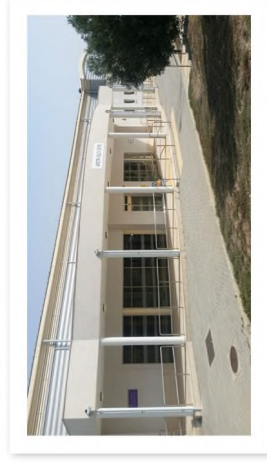
**Did Not Attend Policy:** With the increasing demands being made on the AMC, it is important that appointments are attended. Attendance at an appointment is a duty, and should be regarded as such. Individuals who are 5 mins late for their appointment, will only be seen by discretion of that clinician.

**Test Results / AMC appointments:** Patient Services will contact individuals via phone or email regarding results and appointments. Please contact reception if you haven't heard after 14 days.

**eConsult:** AHC use eConsult to support triage, manage demand and ensure patients are seen by the right person at the right time. This system is monitored during normal working hours only. The system is designed to give advice and signpost/ trigger urgent cases if required. You may be asked to submit an eConsult or choose to complete independently.



**EMERGENCY NUMBER IS ALWAYS 112 in CYPRUS,  
NOT 999**



## Defence Primary Health Centre

### AKROTIRI HEALTH CENTRE (AHC)

### PRACTICE INFORMATION LEAFLET

**GPTN: 94120 6553    Tel: 00357 2527 6553**



**Out of Hours:** The Medical centre is manned 24/7 for emergency medical cover to the Airfield and Western Sovereign Base Area. Routine matters will not be dealt with out of hours.

<b>Routine Appointments:</b> Mon & Wed 0645-1545 Tues, Thurs, Fri: 0645-1345	<b>Pharmacy:</b> Mon & Wed 0730-1545 (lunch 1230-1330) Tues, Thurs, Fri: 0730-1345 (break 0945-1015)
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**LIFE THREATENING EMERGENCIES—  
CALL 112 IMMEDIATELY AND ASK FOR  
SBA POLICE**



## Contact Numbers

00357 2527 +ext Mil: 94120 +ext

Reception	6553
Dispensary	6981
Nurses Office	5910
Mental Health Team	5848
PCRPF Physio	6173
Community Children's Nurse	5835
Health Visitor	5833
Midwives	6684
Dental	6472



### Who can register at Akrotiri Health Centre AHC?

Service personnel posted or detached to RAF Akrotiri are entitled to treatment. Entitled personnel who live in the confines of the Western Sovereign Base Area are eligible for treatment. Status card holder family members/fully or limited entitled are defined as spouse and/or children, step children under the age of 18yrs who are normally resident in the household. Civilian medical records can take up to 2 months to arrive, you are therefore reminded to register as soon as possible.

**Visitors:** All visitors, including Service personnel visiting Cyprus for social or non-duty purposes, are only entitled to emergency treatment. All visitors are to ensure that they have valid travel health insurance and in possession of an GHIC card.

If you fall sick whilst on leave in the UK, you must report to your nearest military unit, or GP surgery, to obtain a sick leave pass. This is to be forwarded to AHC.

**Pharmacy:** To order repeat prescriptions, please use the following links: Note repeats take a minimum of 72 hours. .

**18 and over**



For military and civilian personnel; please use the option 'REPEAT PRESCRIPTION MILITARY PERSONNEL ONLY' option. The follow address is to be used: Postcode: BFI 2AT, your house number and road, town= RAF Akrotiri.

**Under 18s**



Please submit via **UKStratCom-DMS-DPHC-AK-eConsult@mod.gov.uk State on email: Repeat prescription, name, DOB, Patient ID number, items required.**



### Referral To Hospital

Patients requiring hospital referral will attend the American Medical Centre (AMC) in Nicosia, although certain specialties have clinics in AMC Limassol. Local hospital cancellations must be notified to Patient Services at least 72 hours before your appointment, or as soon as practically possible. Patients requiring UK referrals will be processed by the UK referral department. Please note, UK referrals may have extended waiting times. Please contact the medical centre if you haven't received an appointment at the 4 week point via reception.



Routine transport to AMC, is provided daily. Please book via reception 48hrs prior. Self-drive, taxis or missed transport cost will not be reimbursed.

Depart AHC  
0700 & 1200

Depart AMC  
0945 & 1500

### Services:



**GP led clinics.** A team of highly skilled GPs who can diagnose, treat and prescribe a range of complex conditions. Some also provide minor surgery. Aviation medicine also covered.



**Nurse led clinics.** Minor injuries / illness, well woman / man, vaccinations, health checks/screening, chronic disease management, weight management, smoking cessation, travel advice, blood tests.



**Primary Care Rehabilitation Facility (PCRPF).** For Service personnel and entitled civilians. Access via Medical Officer referral.



**Midwives.** The SSFAA Midwife's operate clinics within AHC.



**Health Visitor.** Operating child immunisation clinics, child development assessments and links to school nurse / speech & language



**Mental Health Team.** Operating a triage & counselling service within the AMC for all Service Personnel and entitled civilians. Accessed by Medical Officer referral.



**Dietician.** An expert on diet and nutrition, available to anyone in need of their services. Referral via a clinician.



**Sexual Health Nurse.** Rotating through Akrotiri, Dhekelia & Episkopi offering advice and screening.



**Chiroprody/Podiatry:** Access via Medical Officer referral.