

Welcome

Welcome to the Medical Reception Station (MRS) Dhekelia. This practice leaflet contains what we hope will be useful information to enable you to access the services offered in the best possible way. Please ask us if you have any other questions

Entitlement to Treatment

All Service Personnel assigned on or duty, UK-based civilians and their families who hold a status stamp including dependants under the age of 23 in full time education are entitled to primary care. Civilian visitors including non-dependant family are not entitled to treatment. All visitors must arrange their own personal medical insurance prior to their visit.

Registration for Treatment

Service Personnel are automatically registered for treatment upon assignment to Cyprus. UK-based civilians and all dependants need to register for treatment as soon as possible after arrival and may require a new patient check appointment. Registration forms are available during normal working hours from MRS reception. Your contact details should be given to the MRS on registration and updated whenever anything changes to ensure we can contact you when required.

Overview

Most medical problems can be dealt with in routine medical appointments. These clinics run daily from 0800-1015 and 1100-1300. If you know you will need a review, please book your appointment in advance. Appointments can be booked up to 1 month in advance. For patients with complex health needs or multiple problems please arrange a double appointment at reception. Home visits may be available if required and deemed necessary. If you need to gain medical advice over the telephone, please contact main reception.

Routine Opening Hours

0800 – 1015	Military Sick Parade
0800 – 1300	Dependants and Entitled Urgent Care Clinic
0800 – 1300	Routine GP Clinic
1330 – 0800	Out of hours EMERGENCIES ONLY

Contact Telephone Numbers

For civilians dial 2474 followed by the four-figure extension number:

Main Reception (Appointments/general enquiries)	4512 or 4446
Pharmacy	4647
Health Visitors	4829
Children's Community Nurse	4829/ 97771316
Midwives	4922
Patient Administration Team	4229

**Results Line Tues, Wed, Thurs, Fri 4449
(Between 1500 – 1600)**

Out of Hours Contact

2474 4512

Patients who feel they have an urgent condition that cannot wait until a routine appointment are requested to call the MRS for advice.

Home visits can be arranged in exceptional circumstances

Emergency Details (999 equivalent)

AN EMERGENCY IS DEFINED AS A SITUATION REQUIRING IMMEDIATE MEDICAL SUPPORT TO PREVENT THE LOSS OF LIFE, LIMB OR EYESIGHT.

CALL 112

Dispensary

The dispensary is open from 0800-1330 Monday to Friday. Repeat prescriptions are to be in date and valid before Dispensary can process this request. All repeat prescriptions take 48 hours to process.

Compliments and Complaints

We welcome all feedback from patients regarding our services and those offered by the hospitals. All feedback is dealt with by the Practice Manager who is based here at the facility. If any complaints raised there is also a **"Complaint Reporting Form"** available which can be provided by reception.

Speak to us: Please contact main reception.
Write to us: Practice Manager, MRS, BFPO 58
Email us: UKStratCom-DMS-DPHC-DKG-PM

Hospital Care

Most hospital care will be delivered at the American Medical Centre which has facilities at both Nicosia and Limassol, although other Cypriot hospitals may be used. You will be referred via the MRS for all routine appointments and will be contacted by our Patient Administration Team to confirm the appointment details via email. Please complete QR code in main reception to update your contact details and availability dates. Routine transport is provided Monday to Friday to the American Medical Centre in Nicosia during our standard opening hours to and from DHK Only, Patient Administration Team will be able to assist patients without their own transport, if needed with prior notice, to attend routine appointments at the American Medical Centre in Limassol. If you are admitted to a Cypriot hospital, a Hospital Liaison Officer will be contacted to guide and assist you. They are not health care professionals but are all bilingual and will be able to assist with interpretation and understanding.

What's on information

The MRS has many noticeboards, electronic displays and a Social Media Platform through Dhekelia Official @MRS Dhekelia. Any changes, updates or special events will be advertised on these means.

Meet the Team

Doctors – We have 5 qualified GPs and a GP registrar who provide full primary care services as well as emergency 112 cover.

Nurses – We have up to 12 nurses covering primary care services including smears, diabetes, smoking cessation, blood tests, asthma reviews, vaccinations, sexual health and hypertension monitoring as well as triage and advice services including travel.

Medics – We have up to 10 medics who's primary role is 112 emergency covers but also provide some medical services for military personnel including sick parade, audios, ECG, Vaccinations and support to occupational health and sports medicals.

Physiotherapy – We have a team of 3 in the physiotherapy department offering a full range of physiotherapy treatments. A doctor will need to refer you for this service.

Administration – We have a team of 6 administrators who manage primary and secondary healthcare throughout the MRS

Mental health – We have 2 mental health clinicians available for mental health services. A psychiatrist also visits BFC monthly. A doctor will need to refer you for all mental health services.

Dietician – We have a dietician who runs a weekly clinic offering support in health and nutrition.

SSAFA Midwives – We have a team of 3 midwives who offer a full maternity service. They are available during normal clinic hours and 24 hours a day for urgent care on call.

SSAFA Community support – The Health Visitor and School Nurse provide universal services for all children aged 0-19 yrs. The CCN provides specialist paediatric nursing support.

SSAFA Personal family support worker- Provides counselling for a range of personal and family issues. Accepts self-referrals.



GHIC Cards

Outside of the SBA area of Cyprus you will be required to show your GHIC Card for any treatment required in a Cypriot Government Hospital. A valid GHIC Card gives you the right to access state-provision healthcare during a stay in another European Economic Area (EEA) country or Switzerland. It is recommended that **ALL members of your family get an GHIC Card.** When presenting this card, you will be required to pay a €10 fee. The Global Health Insurance Card (GHIC) - formerly called the E111 is NOT valid inside the ESBA.

Other Information

MRS Dhekelia is a GP training practice and you may be seen by a trainee who is a qualified doctor specialising in General Practice. As part of their training, consultations may be recorded for assessment purposes. Your permission will be sought before recording and following assessment they will be deleted. We also provide a student training environment across all clinical specialities. DPHC is committed to providing a high-quality medical service, this is regulated through Health Governance Assurance Visits (HGAV) to ensure high standards in care are maintained. 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. This MRS is subject to these assurance reviews by DPHC, IGs Dept and the CQC. The team are all Medical Professionals and are bound by the strict code of medical confidentiality laid down by the Department of Health. If you should object to your medical records being part of any inspection you should inform the Senior Medical Officer or Practice Manager in writing.



Practice Leaflet Dhekelia Group Practice

Medical Reception Station
Dhekelia Station
BFPO 58

MRS Dhekelia will provide a safe, high quality, accessible and patient-centred service to our population for primary care, out of hours and emergency cover within the Eastern Sovereign Base Area.

Patients will be treated with dignity and respect and their confidentiality maintained. Their views will be actively sought to shape and improve our practice.

MRS Dhekelia will provide a supportive culture for continuous improvement, learning and professional development for all staff.