



# Episkopi Medical Centre- Practice Leaflet (AUTUNM 2023)

## Call 112 for Emergencies

Our 112 Emergency ambulance service covers the SBA. These areas include; Trahoni, Episkopi, Erimi, Akrotiri, Paramali and Klossi

Outside of the SBA - you may be dealt with the Republic of Cyprus (ROC) in the event of an emergency.

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## What's New

### **Triage Clinics**

When you book an appointment with reception, you will be put into a triage clinic. You will get a call back from a Clinician to put you in the right appointment.

### **Shared Out of Hours and Emergencies**

Out of hours care will be shared with Akrotiri Medical Centre.

You may need to travel to RAF Akrotiri to be reviewed by the duty Doctor.

### **E-Consult**

'Are you aware of eConsult? Please [click here](#) to discover the benefits of using our online consultation tool'

You can request your repeat prescriptions through e-consult.

### **After School Doctors Clinic**

This will occur every Wednesday 1400-1600

Please note the priority will be given to members of the school community (students and teachers) and the services will be limited due to the timing of the clinic and department availability.

## Emergencies and Out of Hours

### **\*Call 112 for Emergencies\***

Episkopi Medical Centre provides an emergency ambulance service, 365 days a year. This service is staffed by a Paramedic, Doctor, a Nurse and usually a Combat Medical Technician.

If you think you or a member of your family need urgent advice or care- we request you contact the medical centre before you turn up at the door.

We are always here for telephone advice +357 25963255

## Medical Centre Overview

We are a GP training practice, fully accredited by GPEC (General Practice Education Committee) July 2022. We currently have one GP Trainee and 3 GP Trainers.

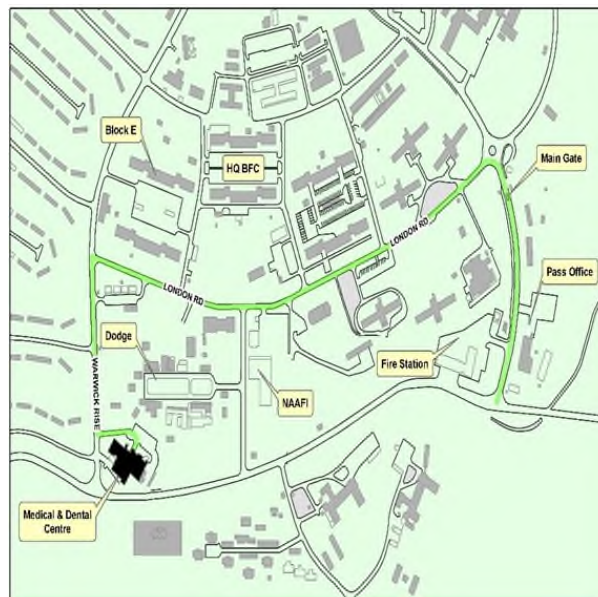
Reception will inform you, when you are booked in with a GP Trainee, these senior trainees are always supervised by a fully trained GP. If you prefer not to be seen by a trainee, let reception know.

### Reception Opening Hours:

- Mon-Fri: 0700-1330

### Contact us:

- Civ: +357 2596 3255
- Mil: +94120 3255



## Contact Us

### Address:

Episkopi Medical Centre

Episkopi Garrison

BFPO 53

**Telephone:** Mil: +94120 3255 Civ: +357 2596 3255

**Website:** [Episkopi Medical Centre \(sharepoint.com\)](#)

Alternatively, find us on Facebook by searching Episkopi Medical Centre.

## Routine Opening Hours

### Military Sick Parade

- Mon- Fri: 0730-0900

### Routine appointments with GPs and Nurses

- Mon-Fri: 0830-1300
- You may have an appointment scheduled outside of our opening hours, please ring the bell and a member of our duty team will invite you in.

### Triage Service and Emergency Care

- Mon- Sun: 24/7

### Weekends/ Public Holidays

- Out of hours triage service and 24/7 Emergency care in operation.

### Chaperones

Should you feel that you would prefer to have a chaperone for part or all of your appointment, please inform the member of staff you are seeing, or reception.

### e-Consult

'Are you aware of eConsult? Please [click here](#) to discover the benefits of using our online consultation tool'

## Dispensary

Our dispensary staff are available for advice about all medications, including suitable self-treatment.

### Routine Opening Hours

Mon: 0800 - 1530

Tues-Fri: 0800-1330

If you are due your repeat prescriptions,

Email: [UKStratCom-DMS-DPHC-EPI-RPGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-EPI-RPGrp@mod.gov.uk)

You will receive a text message when your prescription is ready for collection.

Out of Hours collections can be arranged by calling the Dispensary team in work hours by calling :  
+357 2596 3581

If you are new to the practice and are taking medication which may need to be repeated, please let us know in good time as it may take several months to obtain certain medications from the UK.

## The Principle Team

### Senior Medical Officer/OC

- Lt Col A Martin-Bates RAMC MBBS MRCGP FIMC MSc(Dis Med) BSc(Hons) Dip Mount Med Dip Med Ed DTM&H DMCC Dip RTM CMgr FCMI

### Garrison Practice Manager

- SSgt C Prince-St Marie RAMC

### Deputy Practice Manager

- Cpl J Fitter RAMC

### Deputy Senior Medical Officer

- Maj R Wildy RAMC

### Senior Nurse Manager

- Gapped

### SNCO Nursing (Military)/ Deputy Nurse Manager

- WO2 MacDonald DIP HE Nursing (Adult) BSc (Hons) Practice Development

### 1 LANCS Regimental Medical Officer

- Maj I Ibbotson

### Civilian General Practitioners

- Dr I Gavrielides MBBS DRCOG DCH MRCGP Dip Derm
- Dr F Graham-Munro MBChB FRCGP DipOccMed DipSEM PGCertMedEd

### Pharmacy Technician

- Mr Leigh Murray Lvl 3 Diploma Pharmaceutical Science and qualified ACT

### OC Physiotherapist

- Capt Trunks RAMC BSc (Hons) Physiotherapy

### Physiotherapist

- Ms Nicola Gaffney

## Exercise Rehabilitation Instructor

- Sgt L Toner

## Midwifery

- Mrs Julie Fletcher BSc (Hons) RM

## Cyprus Essentials

### Global Health Insurance Card (GHIC)

All visiting friends and family must have a GHIC. This is NOT a substitute for Travel Health Insurance.

Health Insurance and the GHIC card does not entitle non-entitled persons to free health care in a Military Medical Facility.

Visitors and non-entitled patients may be treated free in an emergency, i.e. 112 calls.

GHIC cards and Travel Health Insurance are important to all visitors, including serving personnel & their families.

For more information: [Global Health Insurance Card](#)



*1 - It is best to carry this card with you at all times.*

## Confidentiality, Feedback & Complaints

### Patient Confidentiality

Episkopi Medical Centre will maintain patient confidentiality throughout your time registered with the practice and after your discharge.

We respect your right to privacy and keep all your health information confidential and secure. You have a right to know what information we hold about you. If you would like to see your records, please call our practice manager, and request a subject access request.

The Med Centre must respond to the request within 40 calendar days from receipt; however this is subject to the MOD having enough information available to identify the individual and locate the information sought.

## **Feedback and Complaints**

We hope you are satisfied with the service you receive.

Your feedback both positive and negative is very important to us and is a direct influence to initiate change and discover trends. If you have a complaint, compliment or suggestion please email the Practice Complaint's email:

[UKStratCom-DMS-DPHC-EPI-COMPS@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-EPI-COMPS@mod.gov.uk)

We will acknowledge your letter within 10 days and aim to have investigated the complaint within 28 working days.

You will receive a written response and will have the opportunity to discuss the matter further if necessary. Full details of our complaint's procedure are shown in the waiting room.

We would love to hear about your experience, please use the [DPHC Patient Experience Survey](#) to tell us.

**We also welcome letters of thanks or compliments if you are pleased with our service.**

## **Additional Services and Clinics**

Episkopi Medical Centre offers a range of clinics to cater for personnel who do not have access to NHS services, these include:

- New Patient Health Checks,
- Well Person Checks
- Family Planning (Contraception)
- Minor Surgery
- Smoking Cessation
- Foreign Travel Advice.

We run regular clinics for chronic disease, these include:

- High blood pressure
- Diabetes
- Asthma monitoring

## **Smear Tests**

These are usually done by appointment with a nurse every 3 years from the age of 25. Please let the person making the appointment know what it is for. Smear test results can take up to 6-8 weeks to be returned from the UK.

## Mammograms

Female patients over 50 are recommended to have this health check every 3 years. We can facilitate appointments for this.

If you have any enquires, please call the Medical Centre +357 2596 3255

## Links for Self-Help

Please use our selected links for further advise

- NHS [High Temperature \(fever\) in Children](#)
- NHS [Stopping Smoking for your Mental Health](#)
- Mental Health [Mind](#)

We have information leaflets in our patient waiting room these are free to take with you.

If you seek further medical advise, please contact reception 0357 2596 3255

## Primary Care Rehabilitation Facility

The PCRF are responsible for the rehabilitation care of all military and entitled civilians within Episkopi & Troodos station.

- Military personnel can self-refer by completing the self-referral form, please ask reception for a copy.
- Civilian personnel can only be referred by a consultant or GP. Each individual injury will require a separate referral.

The PCRF do not call you to book. Once you have been referred you must contact the medical centre within 10 days to book your initial appointment. If you do not book within this time frame your referral is withdrawn.

Short notice cancellations and failure to attends (less than 24hrs notice) significantly impact appointment availability. Following a short notice cancellation or failure to attend you will have 4 weeks to make contact to rebook. Failure to do so will result in a discharge from PCRF care and re-referral from a Consultant or GP should you need further input.

Please come suitably dressed or bring suitable clothing for your appointment (e.g. shorts and T-shirt).



## DNAs and Cancellations

The Medical Centre is extremely busy, and appointments are very valuable. Non-attendance for appointments is not acceptable and is taken very seriously.

**Military Patients** – If you are unable to attend your appointment, please inform reception and re-schedule with a **MINIMUM OF 24HRS NOTICE** to ensure this appointment is not wasted.

Any notice less than 24 hrs will be considered a DNA (Did Not Attend). If you do not attend your appointment on more than 3 occasions you will be discharged from the Physiotherapy Department.

## Secondary Health Care

The [American Medical Centre](#) (Nicosia private hospital) provides secondary care to entitled personnel.

If you are admitted to this Republic of Cyprus hospital, a member of the hospital liaison team will be available to help with any language barriers.

Some services including emergencies are dealt with the Republic of Cyprus

### Secondary Healthcare Feedback

Have you recently received care with our secondary healthcare providers in Cyprus? (American Medical Centre – Hippocrateon Hospital – State Hospitals)

HQ BFC Medical Branch would like to hear about your experience.

Your feedback helps us to drive improvements to the healthcare provided to our community.

[Secondary Healthcare Feedback Form](#)

### Translation Service

You may receive medical documentation requiring translation. If you need to use this service, speak to our receptionist who can further assist you.

<b>Departs EMC Epi</b>	<b>Arrives AMC N/sia</b>	<b>Departs AMC N/sia</b>
07:40	09:00	11:00
12:40	14:10	15:00

*2 - The bus schedule is as follows:*

*Please report to Episkopi Medical Centre front desk at least 10 minutes before scheduled bus time.*

*For transport to AMC Limassol please call Episkopi Medical Centre Reception on +357 2596 3255 for transport to be arranged for you.*

## Community Health Team

### SSAFA-Community health

Specialist services are available including Community Psychiatric Nurse (CPN), Chiropodist, Sexual Health (GU Clinic) and Dietitian

### Specialist Services

Community health provide a variety of support services through Episkopi Medical Centre, these include: Midwifery, Health Visitors and Community Children's Nurses.

### Health Visitors

Health visitors are qualified nurses with special training and experience in child health, health promotion and education. They can be contacted by phoning:

**Telephone:** +357 2596 3413 **Mobile:** +357 99618607

### Midwifery

Antenatal care usually shared between the Midwife, GP and Hospital, our hospital provider is usually Hippocrateon hospital, Nicosia.

If you are planning a pregnancy, it is helpful to see the midwife (or a doctor or nurse) for advice beforehand.

### Midwifery Clinic

Available everyday 0800 hrs to 1200 hrs

**Telephone:** +357 2596 3152

### Community Children's Nurse (CCN)

The CCN can offer support and advice for children and families on various conditions.

**Telephone:** +357 99 618660

### Visiting Community Paediatrician

Community Paediatricians from the UK visit Cyprus to provide consultations for families with children with additional medical/educational needs. The CCN works closely with the Community Paediatricians. Please contact your GP or CCN for referral.



## BFC Social Work Service

### British Forces Social Work

This organisation provides support/counselling to patients with a wide range of psychological issues. Patients can self-refer or can be referred by a clinician.

If you are concerned about the safety or welfare of a child, young person, or adult, or would like some support, advice or guidance in relation to social care issues, please contact BFSWS and Community Support Cyprus Single Point of Contact (SPOC) on +357 2596 3609 or [contactuscyprus@forcessocialwork.com](mailto:contactuscyprus@forcessocialwork.com).

### Social Work Service

British Forces Social Work Service (BFSWS) & Community Support (BFCSS) Cyprus provide a statutory service for children in need (including in need of protection), to ensure children develop and achieve their full potential. The main focus of our work is to support children in partnership with their families and professional agencies [Social Work Cyprus Leaflet](#)

[BFSWC Cyprus Web Page](#)

## Safeguarding

### Safeguarding Concerns:

All Episkopi Medical Facility staff are safeguarding trained and can act on concerns discovered or raised. She nominated Safeguarding leads: Lt Col Alex Martin-Bates – Lead and Dr Iliada Gavrielides – Deputy

**Email:** [Alexander.Martin-Bates966@mod.gov.uk](mailto:Alexander.Martin-Bates966@mod.gov.uk) [Iliada.Gavrielides100@mod.gov.uk](mailto:Iliada.Gavrielides100@mod.gov.uk)

**Civilian:** +357 2596 3255 **Military:** 94120 3255

If you have any concerns about anyone's welfare or feel that they may be being abused or neglected, please contact the BFSWS Social Worker for help and advice.

**Office hours:** +357 2596 3609 **Out of hours:** +357 9777 1252

24 hours over weekends and Bank Holidays

Police – Dial ‘**112**’ for an **Emergency** response or ‘**1443**’ for a **Non-emergency** response

Please be assured that your referral will be treated in the strictest confidence. Remember, your call could get the right help to a family and may even save a life.

For further information – Please see the Safeguarding Board in the Medical Centre, contact us and/or use the [Global Safeguarding Web Page](#)

## **Aeromedical Evacuation**

### **Purpose of Aeromedical Evacuation**

AE provides service personnel and entitled civilians with transportation and care back to UK medical facilities, for specialist procedures and appointments, that cannot be accessed overseas in Cyprus.

AE teams may be used to escort patients to the UK, depending on the patients condition and wellbeing.

### **Useful Contact Information**

- **Episkopi Civilian Phone Prefix:** 003572596
- **Akrotiri Civilian Phone Prefix:** 003572527
- **Email:** ukstratcom-dms-dphc-epi-aerogrp@mod.gov.uk
- **Episkopi Medical Centre Reception:** Ext 3255
- **Akrotiri MT:** Ext 5722
- **Episkopi MT:** Ext 2444
- **Akrotiri Terminal Booking Clerk:** Ext 6226
- **RAF Brize Norton Gateway House:** 01992 897320 / 897321
- **RAF Brize Norton Passenger Terminal:** 01993 896050

### **Booking Transportation by Road**

When you return to the UK for your appointment/ procedure, you will be required to travel from RAF Brize Norton to your appointed medical facility or selected accommodation. To do this you must complete your full travel itinerary on the Aeromed booking proforma and the Form 6 included in your pack up. This must be forwarded to the AE/UK referrals team in order to sanity check and approve these journeys. Remember to state if you require self-drive or taxi for your journeys.

Civilians are not entitled to self-drive military hire vehicles if they do not hold a FMT 600. You are still entitled to taxis booked by MT using your completed form 6.

If you are attending the UK for a follow up appointment or medical consultation and you require an immediate return journey, please complete form 6 for each journey.

If you are attending the UK for a procedure, a return flight and transportation will NOT be booked, until you contact the AE team with results/outcome of your appointment

**Please familiarise yourself with JSP 800 Vol. 5 ref driving hours before driving military vehicles.**

### **Ongoing/Prolonged Care while in the UK**

All medical reports and follow up appointments, from UK appointments MUST be forwarded to the referrals group mailbox. Any physical documents must also be delivered to the Medical Centre on your return. You are responsible for updating the AE team of any further procedures and scheduled appointments, during your AE journey, as these may affect aspects of your return journey.

### **Returning to Cyprus**

You are only to travel on flights arranged by AE Episkopi/AECC. If you make your own arrangements to return to Cyprus, you will NOT be insured. A medical risk assessment is conducted for all AE flight. Additionally, this will help us ensure your care pathway is continually monitored.

When you arrive in Cyprus you are to contact the AE team. You may be required to attend a review appointment with a MO or nurse for Post Op care. Please bring all physical reports and discharge notes with you, to allow the AHC to add them to your medical records.

Aeromedical flights to the UK, for appointments and procedures are classed as Duty and are NOT for social visits, you are still subject to service discipline. These flights are paid for by the MOD and means you are expected to use this time to ensure you attend the necessary medical appointments provided by the NHS or referred clinics.

Although, Episkopi Aeromedical and Referrals team facilitate and initiate your journey to the UK, we require your co-operation and assistance in order to make sure your journey runs smoothly.

### **Preparing for your UK Medical Appointment**

Ensure you have informed the AE team of your UK appointment, give as much information as possible, by completing the AE UK appointments proforma, issued with this pack up. This needs to be completed ASAP in order to ensure the most suitable flights are booked by AE Episkopi

### **Accompanying Passenger(s)**

Accompanying passengers are manifested onto AE Flights on a 'case by case' basis. Additional passengers need to be approved by AECC. Approval may be granted for Medical, Welfare or Childcare cases only.

### **Staying in Accommodation when in the UK**

You are responsible for booking your own accommodation during your time within the UK. You may utilise family/friends or can book accommodation close to your destination, using the HRG booking tool. You must provide the AE team with your address during your stay. For any expenses, please discuss this with Akrotiri PSF prior to making any arrangements. And refer to **JSP 752 Part 2**.

UKBC patients should report to their local UKBC LEHR department in order to discuss allowances.

### **Check List for AE travel to UK**

- Flight confirmation received from AE team at Episkopi
- Copy of Medical Notes/ Reports required for UK appointments
- COVID tests an application completed. (if required)
- Book accommodation for UK.
- Book UK transport – using Aeromed booking proforma/form 6

### **Check list for AE travel to Cyprus**

- Inform Episkopi of discharge details.
- Return flights confirmed received from AE team at Episkop
- Copy of medical reports and discharge notes required for Cyprus MO
- COVID tests completed. (If required).
- Book review appointment with Cyprus MO.



3 - Please see the Trooper Flight Schedule: [Flight Schedule \(sharepoint.com\)](#)

## **Registration / De Registration**

You must bring a copy of the following to the Medical Centre, you will not be registered without these documents:

- Status Certificate or Card

- GHIC Card
- Passport

Alternatively, send your documents to [ukstratcom-dms-dphc-epi-grp@mod.gov.uk](mailto:ukstratcom-dms-dphc-epi-grp@mod.gov.uk) (ensure all documents are readable).

- All personnel arriving to Episkopi Station need to register using this link [Medical e-Registration Form](#) . A form is required for each member of the household, including children.
- If you are pregnant, click on this link [Midwifery Screening](#) to complete the form.

If you are leaving island, it is vital you fill out the de-registration form to send your medical records back to the UK. Please come to the Medical Centre to complete the form. Failure to do so will cause delays in your new GP practice receiving your medical records.

Military personnel leaving the service, please inform the medical centre in order to archive your service medical records. If you are remaining in the service we need details of your next posting to send your medical records to the correct location.

Staff members and their families are able to register as patients at Episkopi Medical Centre, however registration at another practice is the preferred option. Once registered, all patients will be treated equally. If a conflict of interest develops, you may be asked to change your care to another practice.

## Episkopi Medical Centre

