**RMAS Medical Reception Station (MRS)**

The aim of this section is to provide all the Royal Military Academy Sandhurst (RMAS) and Sandhurst Station patients with important information regarding the services provided by the RMAS Medical Reception Station (MRS).

This information is relevant to all military personnel including Officer cadets, Service dependents and their spouses/civil partners.

This page provides you with information on the routine appointment times, additional clinic times, medical cover during out of hours and urgent appointments for the MRS.

**Contact Details**

Medical Reception Station

Haig Road

Royal Military Academy Sandhurst

Camberley

SURREY

GU15 4PQ

**As of 10 Feb 2020, all Officer Cadets, Permanent Staff, Dependents, and registered Medical Reception Station, RMAS patients must access non-urgent, medical care via eConsult at the following link:**

**[https://sandhurst.webgp.com/](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsandhurst.webgp.com%2F&data=02%7C01%7CLee.Garrett469%40mod.gov.uk%7Cbd3e49f0c6f54e46597608d81c281e91%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C637290305916578742&sdata=88iOBwzJEknWxMSH9xc%2BethEsuwki1O%2Bsfa%2F4%2FBk6NU%3D&reserved=0)**

**or QR link:**

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**If you have any issues using the eConsult service, then please call reception.**

**Reception: Civ: 01276 412234**

 **Mil: 94261 2234**

**What is this service?**

It is a set of online tools for you to check which service is right for your symptoms, get immediate self-help advice, find out what other services can help you or send an online consultation to your GP practice. It may help manage certain conditions, without the need to attend the surgery in person.

**What is an online consultation?**

This is when you send your practice a completed web form about a condition from the website. The practice then calls you or emails you by the end of the next working day to offer you advice, tell you whether you need an appointment or offer you a prescription.

**If my problem is urgent will I be able to use this service?**

If you have a medically urgent problem we recommend you contact the surgery straight away, ring NHS 111, or dial 999 in the case of an extreme emergency.

**Do I have to pay for this service?**

No. This service is completely free for NHS patients.

**Why is my GP practice offering this service?**

This service should improve your access to advice and treatment from your own surgery. It could also avoid the need for you to come in for some conditions.

**Medical Reception Station clinic availability times**

|  |  |  |
| --- | --- | --- |
| **Day** | **AM** | **PM** |
| Monday | 08:00 - 12:00 | 13:30 - 16:15 |
| Tuesday | 08:00 - 12:00 | 13:30 - 16:15 |
| Wednesday | 08:00 - 12:00 | MRS Closed for training |
| Thursday | 08:00 - 12:00 | 13:30 - 16:15 |
| Friday | 08:00 - 12:00 | 13:30 - 16:15 |

**Clinics Available**

|  |  |
| --- | --- |
| Antenatal & Midwife, Well Woman Clinic, Asthma clinic, Smoking cessation advice, Travel immunisation, and child immunisation  | Please call **01276 412234** for the latest advice and direction |
| New patient health check and Minor surgery  | Use eConsult; [**https://sandhurst.webgp.com/**](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsandhurst.webgp.com%2F&data=02%7C01%7CLee.Garrett469%40mod.gov.uk%7Cbd3e49f0c6f54e46597608d81c281e91%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C637290305916578742&sdata=88iOBwzJEknWxMSH9xc%2BethEsuwki1O%2Bsfa%2F4%2FBk6NU%3D&reserved=0) |

**Urgent Appointments**

08:00 – 16:00hrs

A Duty Doctor is available to see those with problems that cannot wait until the next available routine appointment. If you feel you have an urgent problem and cannot get an appointment speak to the Duty Nurse on: 07773251625

**Blood test results from the MRS**

Please use eConsult to find out the results of your blood test. Blood test results can take up to 14 days to come back to the MRS depending on the type of test that was requested.

**Out Of Hours (OOH) Medical Cover**

The MRS is available for OOH advice between the hours of 16:30-18:30hrs Mon-Fri. (01276 412234)

After 18:30hrs until 08:00hrs the following day, during the weekends and on Bank Holidays the OOH cover is via **NHS OOH on 111**.

**General Healthcare Information**

NHS 111 is a service that is used to make it easier for you to access local NHS healthcare services in England. **You can call 111 when you need medical help fast but it’s not a 999 emergency**.



NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**IF IT IS A MEDICAL EMERGENCY THEN PLEASE CALL 999 FOR AN AMBULANCE OR VISIT YOUR NEAREST A&E DEPARTMENT**.

**Useful Numbers**

NHS Direct: 0845 4647

Frimley Park Hospital: 01276 604 604

Contact numbers for your local AWS, AFF & HIVE offices are available through the military directory of enquiries on: 0207 218 9000

**Dispensary**

The RMAS MRS is a dispensing practice and therefore are able to supply all medicines prescribed by their staff and that of the RMAS Dental Centre. It is open during normal working hours, as above.

**Prescription Charges**

Currently we cannot take cash payments due to COVID 19. payments will be collected from non-entitled patients at a later date.

An NHS prescription charge is payable for each medication for all new patients over 16 years old unless exempt. Please note that some medicines can cost less if obtained from a chemist or supermarket.

**Repeat Prescriptions**

If you are on long term medication, please ask the Doctor if it is appropriate to have this on a repeat prescription. If your medication is on a repeat prescription and you want to request this medication complete an eConsult [**https://sandhurst.webgp.com/**](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsandhurst.webgp.com%2F&data=02%7C01%7CLee.Garrett469%40mod.gov.uk%7Cbd3e49f0c6f54e46597608d81c281e91%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C637290305916578742&sdata=88iOBwzJEknWxMSH9xc%2BethEsuwki1O%2Bsfa%2F4%2FBk6NU%3D&reserved=0) filling out the *'I want administrative help'* section on the eConsult page.

Please allow a minimum of 2 working days (5 if you send your request by post). Repeat prescriptions are only available for collection during normal Dispensary opening hours.

\*Patients on repeat prescriptions are reviewed at least every 6 months. The date you are due to be reviewed is on the request form attached to your prescription.

**Comments and Complaints**

Our aim is to provide the best possible care for all of our patients. We welcome all comments about the service that we provide.

For informal suggestions/comments please use the suggestions box located in the building or email DPHC(LS)-SAN-Patient-feedback@mod.gov.uk

For formal complaints please write to the Practice Manager:

the Practice Manager

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**Entitlement to Care – Civilians**

The medical care of civilians within the UK is primarily the responsibility of the National Health Service (NHS). However, in certain medical centres (normally training practices), entitled civilian personnel may be eligible to register with an MoD practice and receive medical attendance, through MoD channels, at public expense. This is an eligibility, not an entitlement, and MoD is under no obligation to allow registration where it is not considered to be in MoD interests. Eligible civilian personnel comprise:

**The immediate family of a Service person, namely**:

1. Their spouse/civil partner.

2. Any dependent child under the age of 18 years who is normally resident in the household of the serving member. This includes legitimate or legitimated child or step-child of either or both of the spouses/civil partners; a child statutorily adopted by either or both of the spouses/civil partners; a child of the family[1] .

3. A child, under the age of 18, who is at boarding school and normally registered for medical care with an NHS GP may, if temporarily resident during holidays, be seen by a military GP as a temporary patient.

4. A son or daughter of 18 years and over who is normally resident in the home of the Service person and who is certified by a medical authority to be suffering from physical or mental infirmity which renders them incapable of contributing to their own support.

5. An unmarried son or daughter, or one who is not in a civil partnership, over the age of 18 years who is normally resident in the home of the Service person provided that for compassionate reasons (e.g. the death or chronic ill health of the spouse/civil partner) it is necessary for that son or daughter to live with the Service person and act as the housekeeper.

6. Family Visitors. Unless entitled or eligible under one of the categories specified in this policy, family visitors are not entitled to receive medical care from DPHC facilities.

**Entitlement to Care – Soldiers**

Serving Members. All serving members of the Armed Forces, irrespective of where they are located and whether on or off duty are entitled to the full range of PHC and Occupational Health services. This includes attendance at any Service medical facility for treatment, irrespective of their DMICP Registered practice. In addition, serving members of the Armed Forces are entitled to be seen at any NHS GP practice, but only on a temporary patient basis.

Reserves. MoD policy states that: ‘For members of the reserve component of the Armed Forces, undertaking officially sanctioned military activity be it sporting, adventurous training or military training, medical support is provided at public expense up to the point where the individual is fit to be discharged home to the care of their own GP in the home base’.[2] However, under the terms of its original Service Level Agreements, DPHC has no responsibility for the provision of medical support to the Reserves when on exercise or annual camp. The responsibility for arranging provision of adequate medical support to such activities, either organic to the exercising unit, negotiated as temporary access to NHS services in the vicinity of the exercise location, or contracted, lies with the parent RF Brigade and/or infrastructure Division within whose geographic boundaries the individual Reservists or Unit are undertaking the activity. DPHC facilities will cater for the immediate PHC needs of Reservist personnel whilst on residential courses of instruction within Army or Tri-service educational establishments, within existing capability. TA and RARO personnel, when mobilised, gain full entitlement to healthcare provided by DPHC to the same level as their Regular counterparts.

**Full Time Reserve Service (FTRS):**

Full Commitment (FC). Persons serving on FTRS(FC) are entitled to receive the same medical and dental treatment from Service sources as their regular counterparts.

Limited Commitment (LC). FTRS(LC) are only entitled to medical and dental treatment from Service sources when they are deployed [3]. However, in all cases of emergency at the place of duty in the UK, they may be treated by Service medical or dental staff.

Home Commitment (HC). FTRS(HC) are only entitled to receive medical care from Service sources in the event of an emergency at work.

Military Provost Guard Service (MPGS). MPGS personnel are full-time members of the Regular Armed Forces and are fully entitled to Medical and Dental care from Service sources. However, the nature of their terms of service limit their potential for deployment and they may not require certain elements of occupational health services, such as some vaccinations, which are given to the wider Service population to maintain readiness status for deployments.

First Aid or Emergency Treatment. Whilst Health and Safety on MoD property remains a Chain of Command (CoC) responsibility, any individual, military or civilian, who requires first aid or emergency treatment within unit lines, or close to an DPHC facility, may receive such care from DPHC staff at public expense.

**Finding & registering with a GP practice when you leave the Armed Services**

For those who are leaving the Armed Services due to redundancy, completion of Service or are leaving to start a new career, it can be can be hard to know where to start looking for information on finding, and registering with a new Dr when you will soon be unable to use the services provided to you at your unit.

For detailed information on GP practices and how to register, please click here to view the It’s Your Practice document supplied by the Royal College of General Practitioners.

The MRS, Dental Centre, Resettlement Officer and the Sandhurst Station HiVE Office, can also provide you with information as you start the process of leaving the Armed Services, as can the NHS.