

MEET THE TEAM

Doctors

SMO Lt Col Christopher Trow
RMO Maj Seth Makin
CMP Dr Heliza Nik-Hussin
CMP Dr Sady Bartle

Senior Nurse Officer

Maj Sophia Turton

Practice Manager

SSgt Raj Ranwala

Senior Practice Nurse

Mrs Ami Montel

Senior Physiotherapist

Mr Dave Bradshaw

Aeromedical Evacuation Liaison Officer (AELO)

Sgt Wendy Finbow-Wright

Midwives

Miss Libby Anderson
Mrs Caryne Brodie

Health Visitors

Mrs Joanne Chambers

CLINIC TIMINGS

Morning sick parade report to reception by
(for Serving Personnel) 0730 hrs

Routine clinics 0830hrs to 1630hrs
(Mon, Tue, Thu & Fri)

0830 – 1230hrs
(Wed)

Additional Clinics available at the PCMF

Drop-in Baby Clinic (Tue) 0900-1100hrs
Physiotherapy
Cervical Cytology

Dental
Family Planning
Sexual Health
Chronic Disease
New Patient Health Checks
Travel advice & immunisation
Smoking cessation advice
SSAFA Health Visitors
SSAFA Midwives

Entitlement to treatment:

Service personnel and dependants within the Garrison.
Official visit / Duty in the Garrison.
UKBC and Draken employees.

DISPENSARY

Dispensary is open 0830-1230hrs
1400-1650hrs
(Mon, Tue, Thu & Fri)

0830-1230 hrs
(Wed)

Repeat Prescription are to be requested via email
ukstratcom-dms-dphc-ser-rp@mod.gov.uk

Please allow a minimum of two full working days.
Repeat prescriptions are only available for collection during normal Dispensary opening hours (see above).

AEROMED

All patients returning to the UK for medical appointments, rehabilitation or treatment need to make an appointment with the AELO.

Military Tel : 94193 Ext: 3392
Duty Mobile: 8330263 (emergencies ONLY)

OUT OF HOURS MEDICAL COVER

The **out-of-hours** period is from **1700 hrs to 0730 hrs on weekdays and all day at weekends and on**

bank holidays. Duty Nurse can be contacted at **8330246.**

EMERGENCIES

The closest hospital is Suri Seri Begawan (SSB) KB Hospital (transit time 20 minutes from PCMF). In the event of medical emergencies, please call 991 for an ambulance or use own transport. A Hospital Liaison Officer is available to assist with any administrative issues on 8330255.

Some examples of medical emergencies are listed below :

Chest pain, Head injury, suspected broken bone or cut requiring stitches, shortness of breath, significant blood loss, seizure or epileptic fit and other life-threatening medical emergency.

PATIENT CONFIDENTIALITY

Our PCMF will maintain patient confidentiality throughout your treatment and after your discharge.

TRANSLATOR / CHAPERONE POLICY

If you require a translator and/or would like a chaperone during your appointment, please inform reception and we will arrange one for you.

FAIL TO ATTEND AND UNABLE TO ATTEND

Should you need to re-arrange an appointment please do so through reception. If you are unable to attend your appointment, please inform reception with a **MINIMUM OF 24 HRS NOTICE** to ensure this appointment is not wasted.

COMPLAINTS / SUGGESTIONS

If you have a complaint, please contact the Practice Manager. Your complaint will be dealt with in confidence and fully investigated. Please refer to the complaints policy for further information.

TRAINING PRACTICE

On occasion, trainee doctors and nurses work in the practice, if you have concern, please contact reception.

We value your comments, suggestions and feedback. Please complete the Patient Satisfaction survey using the QR code below :



IMPORTANT TELEPHONE NUMBERS

Reception:

Civilian: 3224893
Military: 94193 3226

Dental Dept

Military: 94193 3354

Practice Manager

Military: 94193 3336

SSAFA Health Visitor

Military: 94193 3781 / 3823

SSAFA Midwives

Civilian: 8330247
Military: 94193 3397

LOCAL HEALTH CENTRE PROVIDERS

The PCMF refers patients to several specialist centres in Brunei.

Panaga Health Centre (PHC), Seria

Appointments Tel : 3372306

Suri Seri Begawan (SSB) Hospital (Kuala Belait)
Switchboard Tel : 3335331 / 2 / 3

Jerudong Park Medical Centre (JPMC), Jerudong
Switchboard Tel ; 2611433 / 2611434

RIPAS Hospital, Bandar Seri Begawan
Switchboard Tel : 2242424 / 2232111

OTHER GARRISON SERVICES

Army Welfare Service

Email : Karalaini.Riley740@mod.gov.uk
Tel Number : 94193 3300

Unit Welfare Duty Officer

Tel Number : 8330231

RGR Duty Officer

Tel Number : 8330220

Garrison Duty officer

Tel Number : 8330230

Are you a Carer?

Do you need help to support or look after a friend or family member (child or adult) who is frail, unwell or has additional needs? If so, please ask at Reception.

To **register** with the PCMF, please use the QR code below :



To **de-register** from the PCMF, please use the QR code below :

