MEFLOQUINE SINGLE POINT OF CONTACT (mSPOC)

Welcome to the Mefloquine SPOC. Can I please ask a few questions in order to direct your call?
Are you calling on your own behalf or on behalf of someone else?

If the person is in distress or in crisis they must be directed to emergency services/999 immediately

In order to help you today I need to know whether you are:?

Still serving

Ascertain whether the enquiry is related to:
Health concern
General Information on mefloquine
Legal/Complaints/compensation

Health:
Direct to RMO/CMP for health based discussion

General Information:
Signpost to Gov.uk website

Legal/complaint:
Signpost to complaints process

Veteran

Ascertain whether the enquiry is related to:
Health concern
General Information on mefloquine
Legal/Complaints/compensation

Health:
Are you registered with a GP?
If no, encourage registration with GP.
If refusing to seek GP advice direct them to Veterans & Reserves MH programme

If yes, direct to GP for a health based discussion

General Information:
Signpost to Gov.uk website
NHS Choices
Media LTT on why this has been an issue with the HCDC
http://www.parliament.uk/business/committees/committees-a-z/commons-select/defence-committee/news-parliament-2015/lariam-report-published-16-17/

Legal Information:
Signpost to Veterans UK

Thank them for calling
Log DTG, route of call enquiry and disposal.