



FOREST EDGE NEWSLETTER



Apr 2016 Volume 2 Issue 7

This quarterly Newsletter is issued by the Forest Edge Medical Practice, located on Manford Way Chigwell Essex. IG7 4DF. The information is offered as best practice at time of writing.

Dear Patients,
Welcome to the April newsletter of 2016

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A. The Nurses notes

Dear all,

At the risk of sounding old, I have worked as a nurse for over 30 years; 13 of those as a practice nurse. When I left school, there were two options on the table: 1. A week to get a job or 2. become my father's apprentice (painting and decorating!). Suffice to say, it didn't take long to make my decision.

As a practice nurse, one of the best things is developing a rapport with my patients over the years. Hearing their stories and being able to help, I always consider it a tonic to speak to the patients. In cases of patients who are very unwell, it can be inspiring to see the courage with which they meet their day-to-day challenges.

At the practice, my role is varied. My functions include everything from travel vaccinations to spirometry to smears. And we serve a lot of patients! To be able to do that, requires good

team work. I am fortunate to work with a supportive team, where everyone is able to draw on each other's individual experiences. From our dedicated doctors to our resourceful front-of-house to our nurses, there is a wealth of knowledge to call upon. I hope that Forest Edge can continue to provide a good service to the local community.

Nurse Carole Cheam

B. This quarter's awareness information on the TV

Symptoms of coughs, colds, and sore throats are viruses & best treated with paracetamol (no more than 8 over 24 hours). Antibiotics are rarely necessary. The online appointment and prescription ordering system has changed from Vision -On Line to www.patientservices.co.uk. The old system is still running in parallel.

C. Patient Participation Group comment

I find the PPG very informative regarding things that are happening with the NHS. For example hospital discharges which are not always going well. Also with reports on meetings like the CCG. We get speakers to come for example from Healthwatch. We hope to get someone to come talking about the way the CQC work at care homes, which should be interesting.

Graham Lancer

D. Clinical Commissioning Group

During the past 3 months the CCG has been consulting on their proposal to improve stroke rehabilitation service. The service is delivered differently depending on which part of Redbridge you reside. The aim is to improve the assistance in recovering speech and movement during



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recovery for all patients across the borough. This will probably mean moving the hospitalised patients to a new ward in King George then delivering ongoing support in the patients home. It is hoped to standardise the new service by using a single supplier.

E. **Children's health**

Scarlet fever is becoming a problem again. If a child has a sore throat, headache and becomes lethargic then watch for a pinky red rash. The rash usually starts on the body then spreads to the face and the skin feels dry. Look to see if the tongue is red and bumpy. If it is the doctor will prescribe antibiotics. It is contagious (Adults can get it) so the patient must stay at home until the doctor advises it is safe to do so. Coughing and sneezing must be trapped in tissues and it is essential to wash hands before touching the face.

F. **Key Medical Changes**

The INR service has now been moved to local pharmacies and clinics. It has been outsourced to Britania Pharmacy to run, who are also providing the warfarin patients need between visits for INR checks.

A study into the possibilities of providing more locations where patients can have their blood taken for analysis has reached its conclusions. Now its implementation is being reviewed. This will assist in reducing the number of patients who go to King George for blood testing.

G. **Hospital Info Update**

At King George two new waiting areas have been provided. One next to the rear of the accident & emergency department is for hospitalised patients to wait when

being discharged. This allows the ward to free up a bed quicker and for more patients to be discharged in the morning. The other area is for those patients who have been delivered by the ambulance service and who will be collected to return by ambulance. This is an improvement to waiting in the draughty corridor. All hospitals are NO SMOKING areas.

H. **Prescription & Health changes.**

This April is the start of the prescription charge increase. The charge has increased by 20 pence from £8 .20p to £8 .40p. The 3 month prescription payment certificate remains at £29 .10p and the annual one stays at £104.

A saliva test is now available to confirm the diagnosis of Measles, Mumps, or Rubella. Though it can take two weeks to get the results back. A child can receive the combined dose of MMR if it already has had a single dose vaccine. It is suspected that imported single dose vaccines are not as effective in protecting against measles.

I. **General info**

The general advice for Out of Hours assistance is:-

1. For life threatening situations dial **999**
2. Fractures and serious cuts. Go to **A & E**
3. Discomforting conditions use a walk in centre or the Urgent Care at King George.
4. For rapidly deteriorating ailments or GP advice **call the surgery** or NHS on **111**.
5. If you need an **urgent appointment** in the evening call 020 3770 1888 and ask for a **HUB** appointment.

Forest Edge APPOINTMENTS ONLY

020 8559 9996

Forest Edge Surgery ENQUIRIES etc

020 8500 9938