



FOREST EDGE NEWSLETTER



JANUARY 2015 Volume 2 Issue 2

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 our first quarterly newsletter of 2015

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A. The Phlebotomists notes

Dear Patients,

My name is Monika Smith, and I have been a phlebotomist at Forest Edge Practice for 12 years. For the last seven years I have also been a receptionist. I really enjoy both roles.

My phlebotomy session is on Tuesdays from half past eight to 12 noon, and works on an appointment only basis. This clinic is directly funded by the GP partners, and is quite a bonus for our patients as many other surgeries do not have this facility.

Each appointment is allocated 5 minutes and the clinic normally runs well to time, however some patients are difficult to bleed, which may make it run a little late occasionally.

I hope you found this information helpful.

Wishing you good health, and remember to drink plenty of water before you have a blood test!

Monika Smith

B. This quarter's awareness information

During the past 3 months we have shown the following additional information on the TV. IAPT is for Improving Access to Psychological Therapies. It was created to offer patients a realistic and routine treatment for people

suffering anxiety and depression.

The group can be contacted via the doctor, or directly on 0300 555 1220 or online at

www.bigwhitewall.com.

The flu vaccination program ran and if you missed it speak to reception to check if it is too late.

C. Patient Participation Group comment

This has been a difficult year with some members leaving and the chair lady temporarily out for several months due to an operation.

The projects we have attempted were as follows:-

Hospital Discharge. The intention of this was to identify if the practice could improve the continuity of the discharge of patients from Hospital and support from the practice. No progress on this was possible as the practice gets the discharge notes in the post and files them. This is several days after discharge. For the practice to be effective it would require additional funding which is not available. The practice relies on patients informing them of problems. Alongside this, King George Hospital was placed in special measures and patient discharge was identified as requiring improvement. The Hospital reported in August this had been achieved. However on investigation nothing had changed. The Hospital was informed and agreed to review. Speakers to the PPG in 2014. We managed to get John Powell from Redbridge Council to advise us on the role in health care the council now carries out. Lorraine Silver came and described how the patient groups communicate with the local health Service and how it can be effective. A speaker for Care.Data had to rebook to February of 2015 due to a diary reschedule.

Advance Care for the terminally ill is being introduced by the practice. The training has been carried out with practice members, but this is proving to be difficult to implement due to time constraints.

The previous projects from 2013 are fully integrated into the practice.



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D. **Clinical Commissioning Group**

The representatives from the PPG have attended the CCG meetings and have been able to get some changes. Most practices in Redbridge have had to improve their appointment availability and telephone communication systems.

The CCG has commissioned a company assembled by a consortium of local doctors to provide an Out of Hours surgery at Newberry Park. This is in addition to the Urgent Care Centre at King George.

E. **Children's health**

The top reasons parents take children to A&E with the action to try and reduce attendance:-

- Coughs and colds

Action:- Increase drinks, try liquid paracetamol, Speak to the pharmacist.

- Ear infections and tonsillitis

Action:- If it follows a cold ask the Pharmacist for suitable pain killers. If the child's breathing becomes difficult you have to speak to a doctor.

- Upset tummy

Action:- Give small but frequent amounts of water. See if stomach calming products like the "milk of magnesia" type and rehydration solutions improve the condition. Monitor for the area of the stomach in pain and contact the doctor if it does not decrease in a couple of hours.

- Constipation

Action:- Increase fluids with additional fruit and vegetables. i.e. add more fibre.

- Bumps and bruises

Action:- Sympathy and a cold flannel or small ice pack to reduce swelling. If its a head bump and the child falls asleep get medical help immediately.

F. **Key Medical Changes**

A practice, known as Health 1000 has been formed to offer support to patients with 4 or more long term conditions.

GP's have been told to investigate potential TB in new registrations.

G. **Hospital Info Update**

The impact of the Community Treatment Team and Intensive Rehabilitation Service has been to reduce the number of Community beds required across the Redbridge, Barking, and Havering boroughs. This is making it more likely that the community beds will be relocated to the spare wards at King George Hospital.

H. **Prescription & Health changes.**

Redbridge Health & Wellbeing Board is doing a survey on the Pharmacy needs in the borough. This consists of :-

- People's needs now
- What people's needs might be in the future
- What we are already offering
- When and where our pharmacy services are available
- What is missing.

The findings will be used to decide the pharmacy requirements across the borough and if new services can be delivered from chemists.

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 Urgent Care at King George.
4. For rapidly deteriorating ailments or GP advice call the surgery or NHS on **111**.
Forest Edge Appointments 020 8559 9996
Forest Edge Surgery 020 8500 9938