



FOREST EDGE NEWSLETTER



July 2015 Volume 2 Issue 4

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 third newsletter of 2015
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A. The Practice manager notes

Hello patients and newsletter readers.
My name is Rob Orange, I am the Practice manager for Forest Edge Practice. I have been with the practice for 23 years and very much enjoy my job. I joined originally as a temporary member of staff, but when the practice manager at the time decided to retire I was lucky enough to be recruited. I feel the team of doctors, nurses and staff of Forest Edge work really well together and combine to deliver a good standard of care. My duties include managing the staff, keeping an eye on practice finances and responding to patients' suggestions and complaints. The Patient Participation Group has been a great success and helps us to gather patient feedback and pass information on to the patients. Thank you for reading our newsletter, good health to you all!

Rob Orange

B. This quarter's awareness information

These are items that have been put on the TV screen in the surgery.

This year the CCG has funded the expansion of Evening and weekend surgery availability. There are two surgeries available 1 near Newbury Park and 2nd at Fairlop. You can be given an appointment by your own participating practice or you can phone for an appointment your self on 020 3770 1888.

Doctors practices are being encouraged to get patients aware of their requirements should they become seriously ill that may lead to a sad outcome. People are encouraged to talk to their family that in the event of a seizure etc, whether they would wish to be resuscitated. Also what arrangements should be made with their possessions and burial if that was the unfortunate outcome. A series of guidance questions were placed on the TV.

C. Patient Participation Group comment

As the secretary of the group I find the commitment of the members encouraging. Almost all members attend every meeting. We have found the practice staff answer our questions openly which gives us an insight on how the practice runs. My role is to document the meetings and update the general information sources of TV and news letter. This can occasionally be a problem as obtaining reliable information is challenging, the same facts often have different interpretations.



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However the assistance and opinions of the other members is a great help. I hope you find this and our other newsletters of value. *David Lyon*

This new unit is seen as an easier way to handle stress & other mental health issues. IAPT is at 0300 5551220

D. **Clinical Commissioning Group**

The patient Forum of the Clinical Commissioning Group (CCG) meets bimonthly. The members raise issues from each Redbridge locality and receive answers, sometimes. To avoid issues being unresolved & forgotten, the issues raised are now tracked on a spread sheet and reported at each meeting. The main issues raised at the last meeting were as follows:-
Concern over Whipps Cross appointment system
Discharge process
Surgery IT support
These will be followed until they are resolved.

E. **Children's health**

The medical health regulator has recently reinforced the view that Codeine should not be prescribed for children. It is rare for a doctor to prescribe codeine to children and adolescents of any age. Research has shown that the side effects could be harmful to children because their metabolism works faster.

F. **Key Medical Changes**

Started at the end of 2013 a program to immunise the elderly against shingles was implemented. If you are 70 or 79 you are invited to have a vaccination. This year those that are 78 are being offered the vaccine. This process will continue for the next few years until all 70+ year olds will have been offered it. Then the program will pick up people as they turn 70.

Do you need IAPT to deal with stress?

G. **Hospital Info Update**

Queens adds an observation ward to the A & E department.

Queens & King George are now no smoking sites. If you are a patient & feel you must smoke you may be offered nicotine patches.

H. **Prescription & Health changes.**

Drivers can now be tested for drug use if stopped by police.

If you are on low income but have to pay for prescriptions you can apply for Prescription Payment Certificates. A prescription now costs £8.20 while a three month certificate costs £29.10 which means it is cheaper if you need to pay for 4 items in three months, or an annual certificate is £104. This is cheaper if you collect 13 or more prescriptions in a year. Speak to your pharmacist for clarification.

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 appointment in the evening call the surgery and ask for a HUB appointment or call 020 3770 1888

Forest Edge Appointments
020 8559 9996

Forest Edge Surgery 020 8500 9938