



FOREST EDGE NEWSLETTER



October 2016 Volume 2 Issue 9

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 October newsletter of 2016

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A. The Secretary's notes

Hi, my name is Jill I have been the secretary at Forest Edge for 22 years and I work with a great team. My role has increased over the years due to the introduction of the Choose & Book system, now known as e.Referrals and the lack of appointments at the hospitals. My day starts with prioritising urgent referral i.e. chest pain, cancers etc. These are dealt with first, followed by routine letters. As a training Practice I liaise with Barts & The London to ensure that our students attend regular sessions. Due to the increase in my workload I do not take telephone calls from patients in the morning. If you need to contact me please leave a message with the receptionists and I will return your call the same day.

With kind regards

Jill Caldwell,

B. This quarter's awareness information on the TV

In the last quarter there was a screen for the awareness of the increase in Tuberculosis and what signs to look out for. The prescription screen was updated to inform patients that the practice now has a pharmacist on a trial basis for prescription review. Another screen was added on contacting the practice secretary.

C. Patient Participation Group comment

The PPG has been reviewing hospital discharge events and arranging speakers. In the next 3 months we will have speakers on Hospital discharging, Care home assessment, and from NICE who advise the NHS.

David Lyon.

D. Clinical Commissioning Group

The CCG is currently running several projects which will have an impact on the future of health care delivered in the borough. There are several public meetings for Redbridge residents to give their views. The project receiving the most focus is for the reduction in Referral to Treatment Times. The target is 18 weeks but in some cases it is currently over a year. A new strategy for Primary Care Transformation has begun. This is looking at patients going to "Hub" surgeries for an urgent consultation with a doctor or nurse. Another project is Patient Engagement & Transform. This is to get GP's to listen to the changes required at the practices by the practice patients.



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E. Children's health

Flu vaccinations will this year also be available for school year 3. Years 1 & 2 will still as in previous years be offered it. The flu vaccinations for school children are delivered by a medical team visiting the schools.

F. Key Medical Changes

Barking Havering and Redbridge University Hospital Trust (BHRUT) has set up a Nursing Team to assist those with learning disabilities. They ensure the hospital staff are aware of the patient's difficulties and check consent issues are managed for disability patients. They also provide hospital staff training. Their number is 01708 435000 - Ext 4928.

G. Hospital Info Update

Antenatal is moving from King George hospital to Queens. This will create space to allow enlargement of the Phlebotomy unit that take blood samples. A further project on delivering Urgent & Emergency Care services is proceeding with patients on arrival at Queens being assessed by a doctor. The patients are then advised to go to the correct place of treatment which could be a GP, Pharmacist, an urgent care centre, or into A & E. This has had a real effect in reducing the numbers that actually need A & E. Children are not put through this assessment.

All hospitals are NO SMOKING areas.

H. Prescription & Health changes.

This year the Flu vaccination contains 4 anti flu strains. It has 2 subtypes of influenza A strain. This is expected to be the most common flu type and 2 variants on influenza B strain. The increasing vaccination of children has caused a major reduction in cases of flu.

I. General info

This is the time of year for fireworks and candles. Remember:- Keep skin and clothing away from flames. If skin gets burnt (or scalded) cool it for 10 minutes with cold water (not ICE or butter) providing the skin is not excessively blistered and falling off. Then cover with cling film and get to A & E.

Remember woollen clothing burns slower than man made fibres like polyester, lycra, and nylon.

When you light a flame step away and wait. If it does not go off stay away for 15 minutes, then knock it away from people and cover with sand.

If you are eligible and have missed the 20 October seasonal Flu vaccination session, speak to reception and they will book an appointment. The risk of Flu exists until the start of spring 17.

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