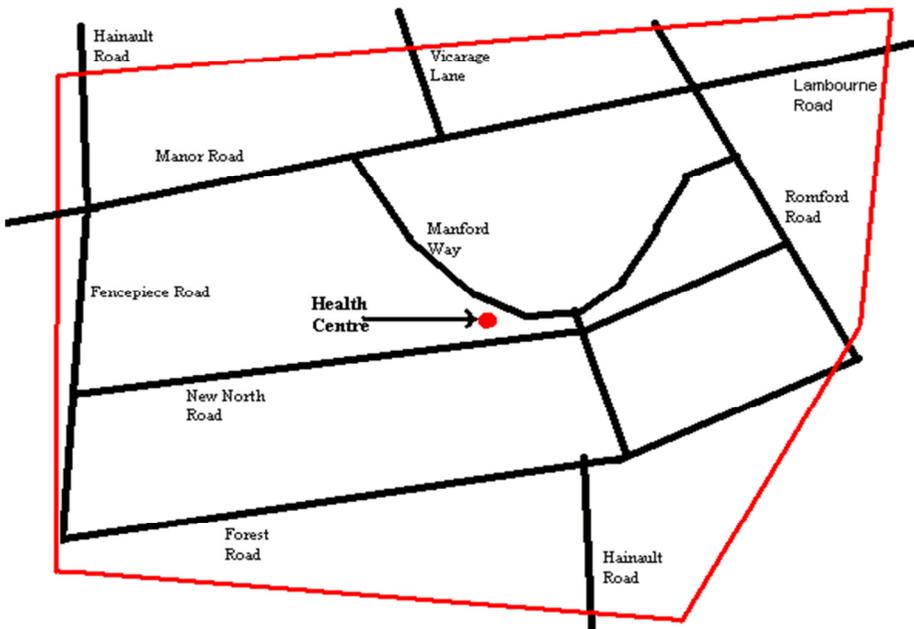


Area Covered by This Practice



NHS London

NHS London is able to provide details of primary medical services in the area, and may be contacted should you have any issues that you would prefer not to discuss with the practice.
Telephone: 0207 932 3700
Address: 2nd Floor, Southside, 105 Victoria Street, London, SW1E 6QT
Website: <http://www.england.nhs.uk/london/>

This document is owned by Forest Edge Medical Practice

This document provides information on the doctors their availability and medical services provided for new and existing Forest Edge patients.

Owner:- Forest Edge Practice Manager. Rob Orange
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Forest Edge Medical Practice

(Dr. R.J. Cameron-Mowat & Partners)

Hainault Health Centre
Manford Way
Chigwell, Essex IG7 4DF

(Wheelchair Accessible)

Partners

Dr. Rowena Cameron-Mowat (Female) MBBS, MRCGP, DRCOG
Qualified 1977 at the Royal London Hospital

Dr. Muhammad Tahir (Male) MBBS, MRCGP
Qualified 1988 Newcastle-Upon-Tyne

Dr. Sharon Thompson (Female) MBBS, MRCGP
Qualified 1997 at St. Bartholomew's Hospital

Dr. Hastie Salih (Female) MBBS, MRCGP [London], MDTGP
Qualified 1991 Liege University (Belgium)

Other General Practitioners:

Dr. Nuzhat Akram MBBS DRCOG, DFFP (Female)
Qualified 1995 King's College (London)

Practice Nurses

Elizabeth Kane SRN
Daralyn Jared SRN
Health Care Assistant
Phlebotomist

– **Carole Cheam SEN**
– **Gillian Hampton**
– **Monika Smith**

Welcome to The Forest Edge Practice

We are a partnership of four Doctors, practicing at Hainault Health Centre. We are a training practice and often have a Doctor who is attached to our practice for up to one year. We also help in the training of medical undergraduate students from the St. Bartholomew and Royal London School of Medicine and Dentistry.

We have a Practice Manager and a team of reception staff, all of whom have received, or will receive, training approved by North East London Health Authority. The practice staff will be happy to assist you in administrative medical matters as well as arranging appointments.

We have a team of Practice Nurses who assist with Family Planning, Cervical Smears, Immunizations, Blood Pressure Checks, General Health, Diabetic Screening, Asthma Screening, Ear syringing, a dressing clinic, Heart Disease Screening and Geriatric Visiting.

The reception is open as follows

	MORNING	AFTERNOON
Monday to Friday	8.30 am - 1.00 pm	1.30 pm - 6.30 pm
Saturday */ Sunday	Closed	Closed

Doctors' appointments are available as follows:

	MORNING	AFTERNOON
Monday to Friday	9.00 am - 11.20am	2.00 pm - 6.20 pm
Saturday */Sunday	Closed	Closed

*Extended Hours Session: Saturday 09:00 - 11:30

For Doctor and Nurse appointments

Please note: these sessions are for booked appointments only. Telephone lines are not open at these times.

Home Visits

Home visits are very time consuming. Please make every effort to get to the surgery. A request for a home visit should only be made if the patient is too ill to attend the surgery. **Please ring for home visits between 9 and 10 o'clock in the morning where possible.**

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Violent or Abusive Patients

Forest Edge Practice does not tolerate violence or abuse towards any of the doctors or members of staff.

Any violence will result in prosecution.

Abusive patients may be removed from the practice patient list, which will mean having to find a new GP/Practice

Confidentiality & Disclosure of Patient Information

We operate a strict policy of patient confidentiality, and will not release patient identifiable information to any third party, without prior authorization from the patient. We are registered with the Data Protection Agency and are bound by its regulations, and by the Access to Medical Records Act

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Online Services

GP online services allow you to access a range of services via your computer or mobile. Once you have signed up, you will be able to:

Book or cancel appointments online with a GP

Renew or order repeat prescriptions online

View parts of your GP health record, including information about medication, allergies, vaccinations, previous illnesses and test results

The service is free. Complete the application form available at the reception desk.

You will be asked to provide photo ID for data security.

www.patient-services.co.uk

www.nhs.uk

www.forestedgepractice.co.uk

How to Register

The Practice has an open list. Anyone wishing to register with the practice should speak to one of our receptionists, who will provide the necessary forms, and advise on the information you will be obliged to produce, e.g. NHS number, proof of address etc. All new patients are expected to have a “New Patient Health Check”.

Access to Your Medical Records

You have a right of access to your own health record.

Access encompasses:

- The right to obtain a copy of the record in permanent form.
 - The right to view a record without obtaining a copy.
 - The right to have information explained where necessary, e.g. medical abbreviations
- Please write to the Practice Manager in the first instance for further information. There may be a charge, ranging from £10 to £50 for administration/printing costs.

Comments, Suggestions and Complaints

We aim to provide the best possible service to our patients. If you have any comments, suggestions or complaints to make about our service, please speak to the receptionist, or ask to speak to Mr. Rob Orange (Practice Manager). Alternatively you may write to Mr. Orange.

We will look into your concerns and reply within fourteen days

TELEPHONE NUMBERS

LINE	NUMBER	NOTES
Surgery	020 8500 9938	(Emergencies, Queries & Requests for Visits Line open 8.30 –6.30pm except Thursdays (open 8.30am - 2pm), Line closed Saturdays & Sundays.
APPOINTMENTS On BT Press 5 for RING BACK	020 8559 9996	Appointments line open 8.30am -12.00 noon and 1.30pm – 6.30pm, except Saturday and Sunday
For Emergencies When the Surgery is Closed	111 or 999 If life is threatened	If you require medical assistance which cannot wait until the surgery re-opens
For HUB doctor appointments during evenings & weekend	020 3770 1888	Hub appointments can be booked by the surgery, 111 or yourself on the day.
Appointment cancellation texts	07763 593 712	If you cannot ring reception to cancel an appointment text name date & time.
For test RESULTS	020 8500 9938	Only call for test results after 2pm on weekdays
FAX	020 8559 9319	

Telephone Availability of Doctors

The doctors are available to take telephone calls at the end of their morning surgeries, at about 11.45am. Emergency calls will be put through to the doctor as soon as the patient’s details have been taken by the receptionist.

Helping Us to Help You with Emergencies

We have an appointment system and in addition provide a **MORNING** service for genuine emergencies (from 9.00 – 11.30am on Monday, from 11.00 – 11.30am other weekdays) for which a 999 call or casualty attendance is not appropriate. We can only cope with genuine emergencies if we are not overwhelmed by trivial cases. Should a medical emergency arise after the morning session, patients will be asked to phone the surgery between 4.00pm and 5.00pm to speak to a GP, who will assess the urgency of the patient's needs. Please think carefully whether you need to see a doctor for your problem and whether it is a medical emergency.

Suggestions for Helping Us

- A receptionist may be able to advise you concerning the best time to be able to see the doctor
- There is a Minor Injuries Unit at Barking Hospital
- Please come with one emergency problem only - if you have other less pressing problems please book an appointment for these.

Things That May Not be an Emergency

- Repeat Prescriptions (We may be able to tide you over for medication until an appointment is available)
- Queries regarding forms (e.g. for insurance, parking badges, holiday cancellation)
- Long standing problems
- Continuation Certificates (on-going illness)

EMERGENCY DEFINITIONS

- Life threatening :- Dial 999
- Fractures or serious cuts:- Go to Accident & Emergency
- Discomforting conditions:- Use "Walk in centres", Urgent Care Centre, or call 111
- Deteriorating ailments or conditions:- Call Doctors, HUB, or 111

Repeat Prescriptions

- 48 HOURS (2 working days) NOTICE is required to issue repeat prescriptions.
- No telephone requests can be accepted. Requests should be made on the green computer prescription form from the previous prescription where possible, failing that in writing in person, or online if you register for the "Patient Services" facility – see one of our receptionists for details. Web address:- www.patient-services.co.uk
- For regular repeat medication your pharmacy may agree to request the medication for you.
- Those requiring prescriptions to be sent by post should include a stamped, self-addressed envelope.
- By special arrangement the housebound may request repeat prescriptions over the telephone.

Please phone between 2.00 -3.00 pm Monday to Friday.

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Blood Test Results, X-Ray Results etc.

Please telephone after 2.00pm Monday to Friday.

NHS Well Person Health Check

Any patient between the age of 45 – 75 who has not attended the surgery for a period of three years or more is invited to make arrangements to attend for a basic health assessment. Similarly for patients over the age of 75 who have not attended for one year or more a health check will be made available on request, which will usually take place at the surgery. Where attendance is not possible a home visit can be organized.

Additional Clinics at the Health Centre

1. Immunisation and Baby Clinic	Thursday 1.30-3.30 pm
2. Maternity	Tuesday 1.50-3.00 pm
3. Family Planning (including coil fitting)	By appointment
4. Well Woman (including cervical smears)	By appointment
5. Weight Reduction	By appointment
6. Blood Pressure - Lifestyle Checks	By appointment
7. Minor Operations (e.g. wart removal)	By appointment
8. Diabetic Clinic	By appointment
9. Asthma Clinic / COPD	By appointment
10. Smoking Cessation	By appointment

Stop Smoking Service

Do you smoke? If so and you would like to give up we run a smoking cessation service in conjunction with the Redbridge Smoking Cessation Service. Please ask at reception for details



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