



FOREST EDGE NEWSLETTER



JULY 2014 Volume 1 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 our 3rd quarterly newsletter 2014.

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A. The Practice Receptionist's Role

Dear Patients,

"As senior receptionist I lead the team you meet first at the practice. The role of receptionist is varied, very challenging but also rewarding.

When arriving at 8am we open the rooms and start the computers for the GP's, then download prescriptions and appointments requested over the internet since the previous evening. In addition to dealing with appointments and booking patients in at the front desk, we deal with many enquiries from Hospitals, Consultants, and secretaries requesting all sorts of information. We work a rota for processing prescriptions, each of us doing a designated day. As senior receptionist I am responsible for booking Locums to cover doctors when they are studying or on leave. In addition I have to send medical records to the health authority for patients who have left the practice. These records are accompanied with a report showing the patients' medical history while registered at the practice. For those patients who are unable to use public transport to attend a hospital appointment I can book an ambulance.

Our team of receptionists work hard on the front desk and back office to contribute in making Forest Edge Practice a popular and successful practice.

Wishing you good health"

Mrs. Rita Rouse

B. This Quarter's Awareness Information

Each month we update the surgery TV information board with information that we think it is useful to know.

Here is some of the information we have displayed during the last 3 months



Sunburn & Sun cream

UVA rays burn internal cells. **UVB** rays burn the skin

Suncream – Higher SPF number more UVB filter

Adults minimum SPF 15. If you burn in 10 minutes then X15 = 150mins protection

Children minimum SPF 25. Playing and swimming reduces protection time.

UVA stars indicate **UVA** protection:

5 stars 90% 4 stars 80% 3 stars 60%

On holiday use minimum **4 stars**



Keep Fit

In partnership with Redbridge Council the practice can offer subsidised keep fit courses for those who need it.



Prescription Waste

A request for patients to only reorder what they need to save money to use in other NHS services. All unused medication is destroyed and cannot be reused

C. Patient Participation Group Comments

"I am a new member having only joined in January. I attend the meetings which are held every 4 weeks on a Monday evening here at the Health Centre. In the meetings we discuss the latest changes and headlines within the Health Service and how it can affect patients. I also assist with producing this quarterly newsletter which contains useful information on current health topics and issues."

Jenny Innes



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D. Clinical Commission Group

The Patient Participation Group communicates with the Redbridge Clinical Commissioning Group via a forum which meets every quarter. Forest Edge provides 2 representatives. This enables the views of patients in the surgery to be given to the CCG. Information from the CCG also passes back down such as the implementation of new services and the closure of King George A & E being placed on hold for the next year.

E. Children's Health

Mumps

It is important children receive the MMR vaccine, however the world is not perfect and it is possible on rare occasions for a child to contract Mumps between the 1st & second vaccinations. Watch out for swelling glands, a fever & headache, feeling sick, a dry mouth, joint aches and general malaise. Ease symptoms with paracetamol, rest a cold compress and plenty of drinking water.

Scarlet Fever.

Is thought to be on the increase. Symptoms are a high temperature and a sore throat usually in children between 2 & 10. A Doctor may prescribe antibiotics, but normally paracetamol and calamine lotion is advised with bed rest and lots of fluids. It is not advisable to give aspirin to children 16 or younger.

F. Key Medical Changes

New heart service rolled out across Redbridge

Patients needing an important test to detect the risk of heart attacks or heart disease can get instant diagnosis from their GP surgery thanks to a new service running across Redbridge.

Previously, electrocardiogram (ECG) tests would be carried out at a special clinic meaning patients had to go for a hospital visit followed by separate GP appointments which would mean waiting more time before they could either receive a diagnosis or start their treatment.

Using a new telemedicine system, now your GP can see you in a surgery, automatically transfer the results

to a clinical specialist over the phone, and treatment can start or be decided during the appointment. After a pilot scheme last year, almost every surgery in Redbridge now offers the service

G. Hospital info Updates

Special Measures hospital situation

The special measures applied to King George & Queens hospital are progressing. All departments at the Hospitals were checked against the contracts for the delivery of care. Where the department was not meeting the standard guidance has been provided and if necessary additional support. The checks are monthly; if no improvements are seen then the checks are weekly. The CCG is part of this management and the CCG has to report progress to NHS England. If the problems are not resolved then it is possible to either re-tender for a new contract or close the department. Currently some improvements have been recorded

H. Prescription and Health Changes

Pill shortage data

The medical press has produced a list of prescriptions which are in short supply across the country. The shortages have been raised with the Department of Health. There are several reasons; one is the changes in manufacturing license from branded to generic and the charges the NHS can pay for drug supply.

I. General info

The general advice for **Out of Hours** assistance is:

- For life threatening situations dial **999**
- Fractures and serious cuts. Go to **A & E**
- Discomforting conditions use a walk in centre or Urgent Care at King George.
- For rapidly deteriorating ailments or GP advice call the surgery :

Forest Edge Practice:

appointments 020 8559 9996

general enquiries 020 8500 9938 or NHS on 111.

