

# Patient News

May 2025



THE FOREST PRACTICE  
STRATFORD HEALTH  
CENTRE



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*We are in a new era of the NHS. With the recent announcement of the abolition of NHS England, there is no doubt we are going to be witnessing significant change in the way we operate. You will be aware of three key shifts of focus for the future NHS which are being widely communicated by the Government*

- ❖ **FROM HOSPITAL TO COMMUNITY**
- ❖ **FROM TREATMENT TO PREVENTION**
- ❖ **FROM ANALOGUE TO DIGITAL**

*We will do our best to work with our local NEL ICB (North East London Integrated Care Board) in delivering 'business as usual' and embracing future changes as they arise*

## Government announces plan to abolish NHS England

In March 2025, HM Government announced that NHS England would be abolished, and the 'New' NHS would be under the direct Leadership of the Department for Health and Social Care. The aim is to reduce bureaucracy and create a more effective, productive and successful NHS for the future



The Rt Hon Wes Streeting MP, Minister of State for Health and Social Care announcing the changes

Locally, we know as part of the NHS changes, NEL ICB have been tasked with reducing their cost base by circa 50%. This means a total review of how they operate, a review of workforce and a review of what their purpose is in the new NHS world. Of course, this is an unsettling and challenging time for the ICB teams who are facing an uncertain future and risk of redundancies

The impact on Primary Care - We are already experiencing compromised communication, late payments and a lack of clarity around income streams for this new financial year. Of course, we will do our best to ensure we protect our own service, and patients will see no difference.

## Some Facts and Figures

### Our Appointments / Access

We thought it would be useful to share some information about our service for the last NHS year – 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025.

#### Stratford Health Centre

27,586 Appointment available during Core hours		
19,305	17,220	2,420
Face to face appointments (70% of total)	Same day appointments (62% of total)	'Did not attend' Appointments (8.7% of total)
+ 1,872 out of hours appointments available 36 per week		

#### The Forest Practice

30,291 Appointment available during Core hours		
20,437	18,791	2,679
Face to face appointments (67% of total)	Same day appointments (62% of total)	'Did not attend' Appointments (8.8% of total)
+ 1,474 out of hours appointments available 28 per week		

**If you can't make your appointment – please let us know**  
**We lost over 5,000 appointments with patients not turning up**  
**We appreciate things crop up – just let us know**



- We have invested an additional £20,000 in our Reception Team for the year ahead
- We answered over 84,000 calls last year – an average of 323 per day
- We made over 66,000 outbound calls to our patients
- We handled 10,400 call back requests

# Pharmacy First

Last year, we made 8,700 Referrals to our Pharmacist colleagues to support our Patients.

This included

- ❖ 7,500 minor ailment referrals
- ❖ 850 Blood Pressure checks  
\*\*NEW\*\*
- ❖ 260 Ambulatory BP checks  
\*\*NEW\*\*
- ❖ 100 Contraception Consultations  
\*\*NEW\*\*

**PHARMACISTS CAN ALSO  
SUPPORT THE TREATMENT  
OF 7 COMMON  
CONDITIONS.**



HM Government NHS

## PHARMACY FIRST

services available without a prescription

For patients in eligible age ranges

<b>Earache</b> 1 to 17 years	<b>Sinusitis</b> 12 years and over
<b>Impetigo</b> 1 year and over	<b>Sore throat</b> 5 years and over
<b>Infected insect bites</b> 1 year and over	<b>Uncomplicated urinary tract infections</b> Women 16-64 years
<b>Shingles</b> 18 years and over	

## We are enhancing our appointment model

We are always looking for ways to improve our use of appointments. We often find when our clinical team call patients for telephone consultations, they often do not answer, or on several occasions, following the consultation they need to come into the practice for a face to face follow up or physical examination

From May 2025, face to face will be our default which allows us to see, examine and treat patients more effectively.

Telephone consultations will generally be available from 6:30pm-8:00pm Monday to Friday and 9:00am to 5:00pm Saturdays.

Remember administration requests / medication requests can continue to be made using the online consultation link on our website.

[www.stratfordhealthcentre.co.uk](http://www.stratfordhealthcentre.co.uk)

# UK faces measles epidemic

During 2024, London saw the largest measles outbreak in well over a decade. Following a reduction in cases over the past few months, measles cases have started to increase again in several parts of London.

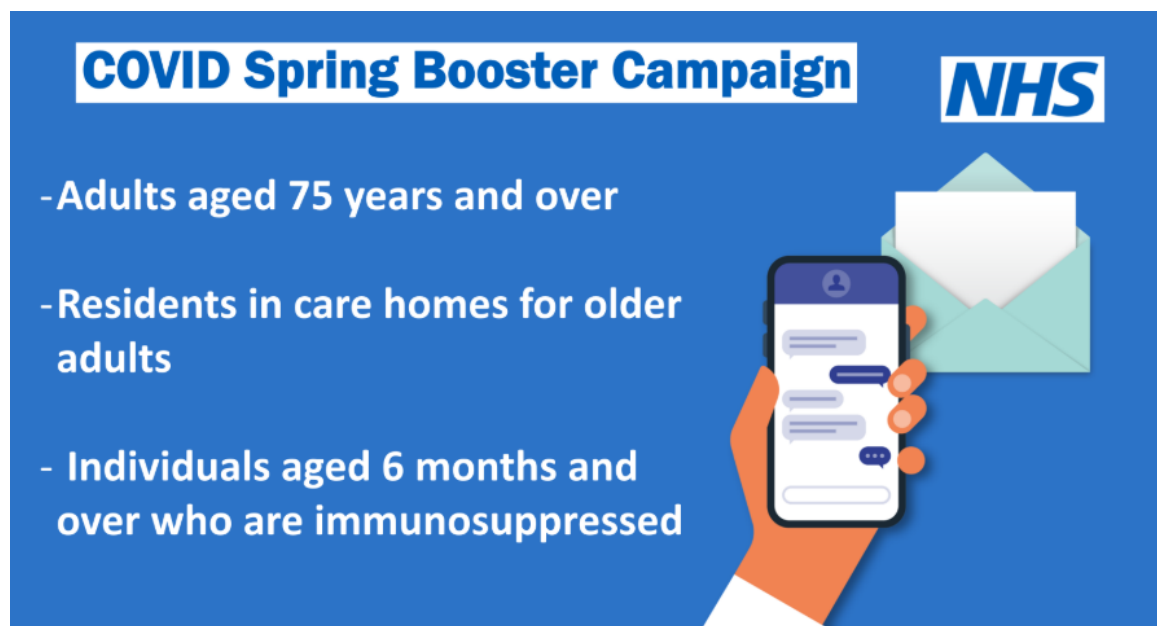
**Due to lower uptake of the Measles, Mumps and Rubella Vaccines (MMR), London remains at high risk of a very large measles outbreak.**

Measles is a highly infectious and can lead to serious health complications, particularly in immunocompromised individuals and young infants. It is also severe in pregnancy and increases the risk of miscarriage, stillbirth or premature delivery.

The MMR vaccination is recommended for all babies and young children, but older children and adults can have it if they were not vaccinated when they were younger.

Babies and young children are given 2 doses of the MMR vaccination as part of the NHS vaccination schedule. These are given at 1 year old and 3 years 4 months old. Babies between 6 and 12 months old can have an extra dose of the vaccine before this if they are travelling abroad to a country with high prevalence of measles or they have been close to someone with the infection.

In older children and adults, the MMR vaccine can be given at any age

A blue rectangular graphic with white text and the NHS logo. It lists three groups eligible for the COVID Spring Booster Campaign: adults aged 75 and over, residents in care homes for older adults, and immunosuppressed individuals aged 6 months and over. An illustration of a hand holding a smartphone with a messaging app open is shown on the right side of the graphic.

**COVID Spring Booster Campaign** **NHS**

- Adults aged 75 years and over
- Residents in care homes for older adults
- Individuals aged 6 months and over who are immunosuppressed

**Please ask our reception team if you would like more information**