

## RECEPTION OPENING TIMES

MONDAY	8:00am – 6:30pm
TUESDAY	8:00am – 6:30pm
WEDNESDAY	8:00am – 6:30pm
THURSDAY	8:00am – 6:30pm
FRIDAY	8:00am – 6:30pm

**STRATFORD HEALTH CENTRE**  
**0208 555 3936**

**THE FOREST PRACTICE**  
**0203 474 6510**

## APPOINTMENTS OUT OF HOURS

Core Practice hours are Monday to Friday 08:00am - 6:30pm  
Outside these hours you can be seen by a Clinician at below mentioned services

**EVENING AND WEEKEND SERVICE – CALL 020 7540 9949**

The appointments will take place from:

Day	Appointment Time	Appointment Location/Hub
Monday	6:30 PM – 8:00 PM	East End Medical Centre 61 Plashet Road London E13 0QA
Tuesday	6:30 PM – 8:00 PM	
Wednesday	6:30 PM – 8:00 PM	
Thursday	6:30 PM – 8:00 PM	Upton Lane Medical Centre 75-77 Upton Lane London E7 9PB
Friday	6:30 PM – 8:00 PM	
Saturday	9:00 AM – 5:00 PM	

**TELEPHONE SUPPORT AVAILABLE 24 HOURS 7 DAYS A WEEK**



**CALL 111** for Non urgent  
medical advice



**CALL 999** in the event of an  
**EMERGENCY**

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

Our safeguarding lead at the Practice is Dr Anil Shah. If you have any questions or concerns about any safeguarding issues – please speak with any of our team. You can also contact the Borough safeguarding team directly:

**SAFEGUARDING CHILDREN 0203 688 2345 / SAFEGUARDING ADULTS 0203 373 0440**

## **ACCESS TO MEDICAL RECORDS**

The surgery keeps all practice records secure and confidential. You have a right to know what information we hold about you and you may make request to look at your records. Please see reception for further details.

## **COMPLAINTS AND COMMENTS**

The surgery welcomes comments and suggestions. If you wish to make a complaint, please let us know as soon as possible. Complaints should be addressed to the Practice Manager. We will acknowledge your complaint within three working days and aim to get back to you as soon as possible. You may then receive a formal reply in writing or be invited to attend a meeting with the persons concerned to try to resolve the matter.

If you feel you cannot raise your complaint with us or are dissatisfied with the outcome of our investigation, you can contact the Parliamentary Health Services Ombudsman at:

Millbank Tower, Millbank, London SW1P 4QP. Tel: 0345 015 4033. Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Or NHS England, PO Box 16738, Redditch, B97 9PT, Tel: 0300 311 2233.

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

The NHS also operates a Patient Advice and Liaison service (PALS), which can help resolve any problems before they become formal complaints. If you would like to speak to a PALS officer, please ring 020 3594 2040 or email [pals@bartshealth.nhs.uk](mailto:pals@bartshealth.nhs.uk) The PALS service is available Monday – Friday, 9.30 am – 4.30 pm.

## **THE PATIENT PARTICIPATION GROUP**

The Patient Participation Group is made up of patients who work with the staff to help ensure the best for patients. They have a noticeboard and mailbox in the waiting area. Look out too for the patient newsletter they publish regularly. From time to time group members may seek patients' views and ideas on different aspects of the practice, so as to help the staff continue to provide the very best service.

You can contact the PPG group by email,

For The Forest Practice PPG send email to: [theforest.practice@nhs.net](mailto:theforest.practice@nhs.net)

For Stratford Health Centre PPG send email to: [stratford.healthcentre@nhs.net](mailto:stratford.healthcentre@nhs.net)

or by dropping a note in the box in the waiting area. Please note that all members of the group are volunteers, so cannot deal with individual complaints or give any medical advice.

## **DATA PROTECTION (GDPR REGULATIONS)**

All information held on our computer system and all of the contents of your medical records are treated in a strictly confidential manner. The General Data Protection Regulations effective from 25th May 2018 is a new law that determines how your personal data is processed and kept safe and the legal rights you have in relation to your own data. For a copy of our full privacy notice please visit our website or ask one of our reception team.

## **NORTH EAST LONDON INTEGRATED CARE BOARD**

NEL ICB is responsible for planning and commissioning a range of health services, including secondary care and community and mental health services for Newham residents and visitors to the Borough.

Their aim is to work in partnership with the community and local health stakeholders to understand local health needs and deliver high quality services that meet the needs of the local population. You can find out more about the work of Newham CCG and ways in which you can contact us or get involved via their website:

<https://northeastlondon.icb.nhs.uk/>

## YOUR LOCAL PHARMACIST

Your local pharmacist is able to give you free health advice at any time – you do not need an appointment. The Minor Ailments Scheme is available and is free of charge. Pharmacies offer treatment for these conditions;

- Athletes Foot
  - Cold
  - Cough
  - Hay Fever
  - Indigestion
- Sprains & Strains
- Back Pain
- Constipation
- Diarrhoea
- Head Lice
- Mouth Ulcers
- Teething
- Bites & Stings
- Contact Dermatitis
  - Fever
  - Headache
- Sore Throat
- Thrush

## APPOINTMENTS

Our practice has a mix of appointments, which are bookable on the same day and up to two weeks in advance. We will always try to book you with the most suitable member of our clinical team; this will include GP's Advanced Nurse Practitioners, Nurses, Health care Assistants and Physician Associates.

We also have online access. If you wish to book an appointment online or order medication, please visit [www.patient.info/patient-access](http://www.patient.info/patient-access). You will need to obtain a password to use this service - please speak to a member of staff at reception.

Please be on time for your appointment. We try to see patients on time; however, we apologise if on occasion this is not possible. This may be because your clinician has had to prioritise patients who have arrived as emergencies and are too ill to be left unattended.

## HOME VISITS / TELEPHONE ADVICE

Home visits are for housebound patients only. Your clinician will generally call you back to discuss the problem. Please help the practice by calling before 11.00 am. All the clinicians will speak to patients over the telephone and give advice if necessary. Please ensure reception has your correct contact details.

## NEW PATIENTS

New patients are required to complete a mandatory registration form which will include your medical history.

## SPECIAL SERVICES

### ANTENATAL CLINIC/POST-NATAL CLINIC/CHILD HEALTH CLINICS

We run clinics for post-natal checks and new baby checks from six weeks after birth. For all other child-related health information from birth to age five, please contact the Health Visitors on 020 8250 7200.

### DIABETIC CLINIC

Our Health Care Assistant runs specialised diabetic clinics with the support of Dr Shah. Please ensure you complete your diabetic bloods 14 days before your appointment.

### SMEAR TESTS

This simple test detects cancer of the neck of the womb in its early stages. Women between the ages of 25 and 49 are advised to have a smear test every three years, and those between the ages of 50 and 64 need a smear test every five years. Please make an appointment with the Practice Nurse. Smear Tests are also offered at the Family Planning Clinic.

### TRAVEL IMMUNISATIONS

Please complete a travel form at reception at least six weeks before you travel. If you require a copy of your immunisation history – this can be provided free of charge – Please speak to the Admin Team. Not all travel vaccinations are available on the NHS, so you may be directed to a private travel clinic where fees are chargeable. You can find specific travel advice for the area you are visiting at [www.nathnac.org/travel](http://www.nathnac.org/travel).

## REPEAT/ELECTRONIC/PRIVATE PRESCRIPTIONS

Please allow 72 hours for your prescription request to be processed. This can be done at reception, online or via the pharmacy. Please note that we do not take repeat prescriptions by telephone for clinical safety reasons, except for housebound patients.

## CHANGE OF DETAILS

Please inform the practice promptly if you have changed your name, address or telephone number.

We offer a number of specific services dependent on age, so please if you fall into one of these categories and the reception team has not already booked you into one of the clinics, please ask them to do so.

Age	Service	Benefit to you
0-4	Our baby/child immunisation programme.	This clinic appointment will ensure you have completed all the immunisations as per the UK schedule. You should have a red book and this will help us determine if your child is missing anything.
15-24	Chlamydia / Gonorrhoea Sexual Health Screening	This is free test which can be done immediately. A urine sample is all that is needed; the test will enable us to check if you have a sexually transmitted infection. The results can be texted to your phone or you can call us to get the results.
40-74	NHS Health Check Clinic	A full screening of your general health including a blood test for diabetes and cholesterol. The health advisor will give you information on living a healthy life.
65 plus	Pneumococcal Vaccination	This is a one of injection to help prevent pneumonia.
70 plus	Shingles Vaccination	This is a one of injection to help prevent Shingles.
<b>Any long term condition</b> Asthma, Diabetes, COPD, Heart Disease, Rheumatoid Arthritis, Dementia, Depression	A clinical review of your condition	A comprehensive review of your long term condition, a medication review and advice/support of any local services/referrals available to you.
Learning Disability	This is an annual NHS Health Check on your wellbeing including a blood test should you consent.	A overall health check with an action plan on how you can improve your wellbeing
Carer	Are you a carer for anyone	Please let our reception team know AND also please call Newham Carers Network on 0208 519 0800 to give you more details of the benefits and a free Carers Assessment.

If we can be of any further assistance please speak to any of our team. **We wish you good health**