

Patient News

December 2024



THE FOREST PRACTICE
STRATFORD HEALTH
CENTRE



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General Practice Consultant.

*The Winter season is upon us and I urge all of our eligible patients to **GET VACCINATED** against Flu, Covid and RSV – this is the most effective way of protecting you.*

*As we near the end of 2024, I personally wish all of my Patients a peaceful and relaxing festive period and very best wishes for the New Year **2025***

Get the NHS App



North East London ICB (Integrated Care Board), has recently announced a significant change to funding which means that the majority of the costs associated with us sending our patients text messages are now being passed on to the GP Practices.

For Stratford Health Centre and The Forest Practice this is forecast to be nearly £20,000 of additional cost and this is simply not sustainable.

As a result, our default method of communication will be via the NHS APP as this is a free service

We recommend that all patients with a smartphone use this APP and ensure notifications are enabled so that our updates are successfully received.

TEXT MESSAGING IS STOPPING

Our primary way to contact you will be via the NHS app
DOWNLOAD | REGISTER | KEEP NOTIFICATIONS ON



-  Order repeat prescriptions
-  Use NHS 111 online
-  Find NHS services
-  View your GP health record
-  Book appointments
-  Get reminders and messages

And much more...

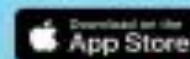
You can also use these services by logging in through the NHS website

Need help?

Get support in the app or visit nhs.uk/helpmeapp



Scan the QR code to download the NHS App



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GET THE NHS APP

The NHS APP is the most effective way for us to communicate with you

Please ensure your notifications are enabled

Please ask any member of our team if you need support with this

'Quad-demic' warning as NHS faces strain due to four winter illnesses

NHS experts have issued a warning over a 'quad-demic' of four winter illnesses which could put major strain on the health service. These are flu, covid, norovirus and RSV (respiratory syncytial virus)

Vaccination programmes are available for eligible patients within Primary Care for flu, covid and RSV and we recommend getting vaccinated.

Flu is one of the most common winter illnesses and can include:

- a sudden high temperature
- an aching body
- feeling tired or exhausted
- a dry cough
- a sore throat
- a headache
- difficulty sleeping
- loss of appetite
- diarrhoea or tummy pain
- feeling sick and being sick

Check if you are eligible for a free flu jab

- ✓ Pregnant women
- ✓ All Children aged 2 or 3 on 31st August 2024
- ✓ All children in clinical risk groups aged from 6 months to 18 years
- ✓ Patients aged 65 years and over
- ✓ Those aged 18 years to 65 years in clinical risk groups
- ✓ Those in long stay residential care homes
- ✓ Carers
- ✓ Immunocompromised individuals
- ✓ Frontline healthcare workers

A SEPARATE SCHOOL VACCINATION PROGRAMME RUNS ALONGSIDE THE PRIMARY CARE PROGRAMME



NHS
GP surgery

Pharmacy +

The best way to avoid flu is to get a free flu jab.

You can have the flu jab at your GP surgery.

Or you can have the flu jab at a pharmacy.

When systems fail – Apologies for any inconvenience

During December we have experienced a few days of a complete IT outage at The Forest Practice. This means that we have no access to the medical records system, have no internet access, no email access and our telephone portal is unavailable.

Luckily, this type of issues is rare, but unfortunately out of our hands. Please rest assured we escalate such issues as a priority and enlist the support of our ICB teams and IT experts

Having two practices, we are able to operate fully from one practice in these situations which means our patients travelling to our sister practice at Stratford Health Centre. Whilst we appreciate this is not ideal, we are pleased that we are still able to maintain a reasonable service. Of course, telephone appointments are always available if more convenient. We also continue to use the support of our Pharmacy partners to assist our patients with minor ailments.

Thank you for your understanding in these rare scenarios

CHRISTMAS OPENING HOURS

We are closed on

Wednesday 25th December 2024 | Thursday 26th December 2024

Wednesday 1st January 2025

Some local pharmacies are open during these bank holidays – please see our website for details

*Sending our Very Best Wishes to all of our
Patients during the Festive Period*