



# The Forest Practice

Lord Lister Health Centre, 121 Woodgrange Road  
Forest Gate, London, E7 0EP.



## 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 may make a request to look at your records, subject to any limitations in the law. There may be a charge for this. Please ask for a copy of the practice's policy.

## COMPLAINTS AND COMMENTS

The surgery welcomes comments and suggestions. If you wish to make a complaint, please let us know as soon as possible – ideally within a matter of days. Complaints should be addressed to the Operations Manager. We will acknowledge your complaint within three working days and aim to have investigated it within 10 working days. 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 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 group by email at: [theforest.practice@nhs.net](mailto:theforest.practice@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 POLICY please visit our website, or ask one of our reception team.

## NEWHAM CCG

Newham Clinical Commissioning Group 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:

[www.newhamccg.nhs.uk](http://www.newhamccg.nhs.uk)



**The Forest Practice: 020 8250 7510**

## RECEPTION OPENING TIMES

<b>MONDAY</b>	8:00am – 6:30pm
<b>TUESDAY</b>	8:00am – 6:30pm
<b>WEDNESDAY</b>	8:00am – 6:30pm
<b>THURSDAY</b>	8:00am – 6:30pm
<b>FRIDAY</b>	8:00am – 6:30pm

**APPOINTMENTS FOR OUT OF HOURS EMERGENCIES: 111**  
(see below for details)

**APPOINTMENTS FOR NEWHAM GP ACCESS SERVICE: 0207 540 9949**  
(see below for details)

**Newham GP Co-Operative Out of Hours:** For urgent GP services between 8pm and 8am daily, you can contact the Newham GP Out of Hours service, by calling **111**. This service is for NHS non-emergency appointments.

A member of the team will ask you some questions so have your information ready when you call.

**Appointments for Newham GP Access Service:** The access service provides GP appointments in the evenings and on Saturdays/Sundays. If you would like to book one of these GP appointments in one of the Hubs, please call **0207 540 9949**.

## EVENING & WEEKENDS LOCATION & TIMINGS

<b>MONDAY</b>	18:30pm – 22:00pm	GLEN ROAD MEDICAL CENTRE
<b>TUESDAY</b>	18:30pm – 22:00pm	GLEN ROAD MEDICAL CENTRE
<b>WEDNESDAY</b>	18:30pm – 22:00pm	GLEN ROAD MEDICAL CENTRE
<b>THURSDAY</b>	18:30pm – 22:00pm	GLEN ROAD MEDICAL CENTRE
<b>FRIDAY</b>	18:30pm – 22:00pm	GLEN ROAD MEDICAL CENTRE
<b>SATURDAY</b>	08:00am – 20:00pm 08:00am – 20:00pm	GLEN ROAD MEDICAL CENTRE PLASHET MEDICAL CENTRE
<b>SUNDAY</b>	08:00am – 20:00pm 08:00am – 20:00pm	GLEN ROAD MEDICAL CENTRE WESTBURY ROAD SURGERY



## OTHER LOCAL NHS SERVICES

### 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 six weeks in advance. We endeavour to provide appointments within 48 hours of request, dependent on availability. We will always try to book you with your registered doctor, but if you need to see a doctor sooner, you will be allocated to the next available one.

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 doctor 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 doctor will generally call you back to discuss the problem. Please help the practice by calling before 11.00 am. All the doctors will speak to patients over the telephone and give advice if necessary. A limited number of slots are available. Please ensure reception has your correct contact details.

### NEW PATIENTS

New patients are required to attend a mandatory health check and complete a registration form regarding their medical history. If you take any medications, please bring these with you to avoid any delay in issuing further supplies. When registering with the practice, please bring your medical card if you have one, recent photo ID and one proof of address, within three months.

### 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. Lam and 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 on a Friday. We also offer smear tests at other times at the Family Planning Clinic or with your usual GP.



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## TRAVEL IMMUNISATIONS

Please contact the surgery at least six weeks before you travel for advice about necessary vaccinations. Not all travel vaccinations are available on the NHS, so fees may be payable. 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 note that we do not take repeat prescriptions by telephone except for housebound patients - call 020 8250 7510. Please allow 72 hours for your prescription to be processed. We encourage electronic prescribing

## APPOINTMENT REMINDERS

With your consent, we can text appointment reminders to your mobile. Ask for details at reception. Please do not 'squeeze' other members of your family into your appointment slot without checking with the receptionist on arrival. Your doctor has a ten minute slot to deal with your main medical problem. However, s/he may ask you to book another appointment if there are multiple issues that cannot be addressed fully in the time available. Note: If you are more than 15 minutes late for your appointment, the doctor might ask you to re-book for another day.

## CHANGE OF DETAILS

Please inform the practice promptly if you have changed your name, address or mobile or landline telephone number if you would like us to send you a text reminder for your next appointment.

## PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS maintains accurate and up to date records about your health and treatment so that those treating you can give the very best advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You may bring a chaperone at any time.