

Forest Practice



Dr Roberts, Dr Barnes, Dr Kerai & Dr Patel



*Photograph
courtesy of
Adam Scott*

26 Pyrles Lane, Loughton IG10 2NH
Opening hours 7.00am - 6.30pm Monday - Friday



11 Station Road, Loughton IG10 4NZ
Opening hours 8.30am - 1.30pm Monday - Friday

Tel: 020 8508 4580 Fax: 020 8508 4383

Website: <http://www.forestpractice.co.uk>



WELCOME TO FOREST PRACTICE

HOW TO REGISTER AS A PATIENT

We will register any patient living in the IG10 area dependent on capacity. New patients must first complete a registration form available from reception, and may be asked to attend a new patient medical check. Your registration will be with the practice, not with an individual doctor, though should you express a preference we will endeavour to meet your needs.

This practice comes under the remit of West Essex Primary Care Trust, Birchwood House, St Margaret's Hospital, The Plain, Epping, Essex CM16 6TN. Tel: 01992 902010.

PRESCRIPTIONS

Prescriptions can be requested by returning the repeat slip on your prescription (ticking the items you require) or by faxing them to the surgery on 020 8508 4383. Some local chemists collect completed prescriptions. Please ask at reception if you would like this service.

Please allow at least two working days for repeat prescriptions. If you are on long-term medication your doctor will wish to review this at least once a year. The review date can be found on the perforated slip. Please help the doctors to keep a check on your condition by contacting the surgery when requested.

REFERRAL LETTERS

Referral letters may take up to five working days. Please bear this in mind when making appointments for private hospitals. Letters for private referrals will be left at the Pylles Lane reception for the patient to collect unless otherwise arranged.

CHILD PROTECTION

We as a practice are aware that there are vulnerable patients and to this end we will work closely with other agencies to give them the protection they need.

OUT OF HOURS (WHAT TO DO WHEN THE SURGERY IS CLOSED)

There is a doctor or deputy on call 24 hours a day to deal with genuinely urgent problems that cannot wait until the surgery is next open. If you develop a problem when we are closed, please telephone the normal surgery numbers (have a pen and paper ready) and a recorded message will inform you of the correct number to ring.

When you ring this number an operator will take your details and either arrange for a doctor to call or speak to you on the telephone.

NHS walk-in centres provide treatment for minor injuries and illnesses seven days a week. You don't need an appointment and will be seen by an experienced NHS nurse. There is a walk-in service attached to Princess Alexandra Hospital, Harlow.

FREE REPEAT PRESCRIPTION SERVICE



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Ask your pharmacist - you'll be taking good advice!

Telephone: 020 8508 3039

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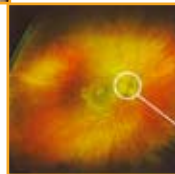
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BLOOD TEST AND X-RAY RESULTS

Obtaining results does not require a doctor's appointment unless otherwise instructed by the doctor. If there is a result that is significant, or requires further action, the doctor will write to you. We have a results line 020 8532 0324 which is open on Monday, Wednesday, Thursday and Friday 8.30am - 1.30pm; outside of these times please phone the surgery main number after 10.30am.

SUGGESTIONS AND COMPLAINTS

The Forest Practice welcomes any suggestions for improvement to our service. Our practice manager will be pleased to meet with you at a pre-arranged appointment to discuss any concerns or suggestions you may have. The practice operates a complaints procedure in accordance with latest NHS recommendations.

PRACTICE AREA

This is defined as Loughton, postcode IG10.

CLINICS

We offer the following clinics by appointment only: Antenatal; Asthma; Child Health Surveillance; Diabetic; Minor Surgery; Immunisation; Family Planning; HRT and Menopause; Smoking Cessation; Travel Vaccination.

DATA PROTECTION

The Data Protection Act 1998 which came into force on 1 March 2000 allows you to find out what information about you is held on computer and in certain manual records. This is known as 'right of subject access' and applies to your health records. The records held by this practice are confidential to you and will not be disclosed to a third party without your written consent under any circumstances.

DISABLED ACCESS

Pyrles Lane has wheelchair access, lift and toilet facilities. Our branch surgery at Station Road has disabled toilet facilities and limited parking.

APPOINTMENTS

Patients can book appointments up to four weeks ahead, there is a facility for booking these on-line, please ask at reception. We offer a number of appointments on the day but these will be restricted to five minutes only and are for urgent conditions only. If your attendance is deemed inappropriate you will be asked to book a routine appointment. To avoid this we would ask you not to abuse the system.

PRACTICE OBJECTIVE

The doctors and staff of Forest Practice aim to provide high quality, caring and efficient primary health care for all our patients within a friendly, approachable yet professional environment. We constantly strive to improve the services we offer and continually investigate new services to meet patient needs.

For the latest information click to: www.forestpractice.co.uk

PARTNERS

Dr Rachel Roberts MBBS DCH MRCP MRCGP DFFP MSc

Qualified Charing Cross Hospital, London 1986.
Special interests include General Medicine, Diabetes,
Minor Surgery, Child Development and Obstetrics.



Dr Siobhan Barnes MB BCh MRCGP DFFP DRCOG

Qualified UWCM June 1990.
Special interests include Child Health,
ENT and Psychiatry.

Dr Bharat Kerai MBBS MRCGP BSc DRCOG DFFP

Qualified Charing Cross and Westminster Medical
School 1995.

Special interests include Child Health,
Musculoskeletal Disorders and Acupuncture.



Dr Binit Patel MB ChB MRCP MRCGP DRCOG

Qualified Manchester University Medical School 1996.

Special interests include
General Medicine and Dermatology.



STAFF



Practice Manager

Laura Ford
AMSPAR MInst LM

Secretary/Administrator

Denise, Julie

Administrators

Nicola, Lauraine, Jane, Kim, Dawn

Nurses

Leona RGN, Jo-Ann RGN

Healthcare Assistant

Jacqui

Reception Manager

Louisa

Receptionists

Jacqui, Leigh, Sue, Tracey, Anne, Jenny,
Alison, Emma, Julie, Josie, Anne

All reception and clerical staff work hard to achieve a professional and efficient service for the patients and the GPs and adhere to a strict code of confidentiality.

TRAINING PRACTICE

As well as the GPs opposite, we will from time to time have three to four qualified doctors working at the surgery in their final year of GP training. On first joining the practice they will sit with the doctors and then run their own surgeries. These doctors stay with the practice for 6-12 months and will then take up positions as GPs. Our reception staff will be happy to inform you if the doctor you are to see is one of our registrars.

ATTACHED STAFF AND LOCAL SERVICES

These include dietitian, district nurses, health visitors, midwives, school nurse, community psychiatric nurse, counsellor(s) and a chiroprapist.

Our referrals are split between The Princess Alexandra NHS Trust, Essex & Herts NHS Trust and The Forest Healthcare NHS Trust.

Our community nursing staff are contracted from Essex & Herts Community NHS Trust. In Loughton the Rectory Lane Clinic and Forest Medical Centre offer our patients phlebotomy, physiotherapy, midwifery, x-ray, health visitor and outpatients services.

SEEING THE RIGHT HEALTHCARE PROFESSIONAL

In order for your appointment to be directed to the most appropriate clinician, it may be necessary for our receptionists to ask you a few simple questions when booking your appointment.

We wish to provide you, the patients, with the best possible service. In order to achieve this we need to ensure that valuable doctor appointment times are used appropriately. This will allow the doctors to be there for you when you really need them (for example complex ongoing problems or serious new ones) whilst routine checks can be dealt with by our nursing team. We also offer a nurse-led minor illness clinic. The table shown overleaf is a guide to help you request the most appropriate appointment.

For the latest information click to: www.forestpractice.co.uk

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Type of Problem	Details	Who to See
Blood pressure checks	Annual check For checks in between monthly reviews (usually 6 monthly)	Healthcare Assistant
Immunisations	Vaccinations	Practice Nurse
Smears		Practice Nurses and Doctors
Diabetes	Annual check Reviews in between annual check	Diabetic Clinic Nurse
Coughs, colds, sore throats	Most are self-limiting viral illnesses. See our minor illness guide.	Doctor (if still concerned)
Contraception	Routine pill checks	Practice Nurse and Healthcare Assistant
Family planning and well woman	Routine checks	Practice Nurse
Asthma and COPD	Routine checks	Practice Nurse
Simple warts	Adults - no treatment recommended if not causing symptoms.	
	If being traumatised by clothing	Doctor
	Children - no treatment recommended as cyrotherapy hurts! Vast majority disappear spontaneously by age 14	
Verrucas	If simple paring/rubbing down and use of over-the-counter creams keeps them comfortable, no treatment recommended.	
	If problematic	Doctor

As you can see, our nurses and healthcare assistant provide a wide range of services. So making better use of them will result in you getting to see the doctor for other medical problems much more efficiently.

TELEPHONE ADVICE

If you wish to speak to a doctor, please telephone and the receptionist will take some details and ask you to call again later to receive an answer. Calls will not be put through to the doctor during surgery. Please note: the telephone is at its busiest first thing in the morning, so if you are telephoning for anything other than a home visit or an emergency appointment, we would ask that you call after 11.30am.

HOME VISITS

It is not customary for doctors to provide routine home visits. Patients too ill or infirm to come to surgery can be visited at the doctor's discretion. We would very much appreciate your request before 10.30am and for you to give the receptionist as much information as possible to help the doctor assess the urgency. You may be telephoned by the doctor to discuss your request. The doctor can see on average six patients in the surgery in the time taken for a home visit.

FOREST PRACTICE PATIENT CHARTER

The practice is committed to giving you the best service possible. In return we would appreciate your co-operation and understanding.

What you can expect from us:

- 1) To treat you with courtesy and respect at all times.
- 2) To treat you as a partner and discuss with you all the options of care and treatment available, including referral to relevant consultants.
- 3) To advise you of all services and facilities on offer.
- 4) To provide you with emergency care.
- 5) All urgent cases will be seen the same day.
- 6) Patients with a routine appointment will be notified on arrival if there is likely to be a delay of more than 30 minutes.
- 7) We will maintain confidentiality.
- 8) We have a complaints procedure - if you are not happy with the service we provide, please tell us.

What we expect from you:

- 1) Treat us with courtesy and respect at all times.
- 2) Help the receptionist to help you. Please do not give misleading information in order to secure an urgent appointment when a routine appointment will suffice.
- 3) Please ask for visits only when medically necessary. Please do not call out the duty doctor after hours for routine/non-urgent matters.
- 4) Do not request a home visit, unless you are unfit to travel to the surgery. If you really need a visit please request the visit before the end of morning surgery.
- 5) If you are unable to attend any appointment, telephone reception to cancel the appointment. We have a cancellation line on the normal surgery telephone number: just follow the prompts.
- 6) Let us know if you change your name, address or telephone number.
- 7) Do not blame the reception staff - they act on the direct instructions of the GPs.
- 8) We would appreciate any comments or suggestions you may have, as we are always looking to improve our services.

***Please remember that appointments are for 10 minutes.
Generally this is sufficient time to cover one problem only.***

COMMON ILLNESSES AND ACCIDENTS

Serious Symptoms

The following problems may be serious. If they occur you need to get in touch with your doctor immediately.

1. Severe chest pain (especially if breathless, sweating or sick).
2. Severe asthma attack (if difficulty talking, normal inhalers not working or only giving short-lived relief).
3. Vomiting blood.
4. Non-blanching rash (doesn't fade on pressure from a glass), neck stiffness and headache.

Worrying Symptoms

The following problems are significant. If you suffer from any of these you should see your doctor.

1. A mole that is growing, changing, bleeding, weeping or painful.
2. Passing blood.
3. Coughing blood.
4. Lumps.
5. Hoarseness lasting for four weeks or more.
6. Chest pains.
7. Breathlessness.
8. Unexplained weight loss.
9. Sudden change in vision.

Minor Symptoms

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine being made up of 24 fragile bones and associated cartilage and tendons supports the whole weight of the upper body and therefore it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Bedsores

Bedsore are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible and taking care to smooth out creases in the bottom sheet which could lead to localised irritation. Keep your eye open for red marks appearing at the pressure points such as heels, elbows, buttocks and hips and if they begin to appear, inform the doctor before they get worse.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Try to avoid by using a high factor sun block, clothing or avoidance of the midday sun. Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Did you know that three episodes of severe sunburn increase the risk of melanoma skin cancer by 100%!

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Head Lice

The mainstay of treatment remains wet combing and use of conditioner in hair. Medicated lotion can be obtained but the treatment changes depending on current advice from the Health Authority. Do not hesitate to ask your pharmacist what the current recommended lotion is. Remember: It's not what you use but the way you use it!

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

Diarrhoea And Vomiting

Diarrhoea and vomiting often appear together, but may appear separately. Most times, although you feel terrible, there is little that a doctor can do for you, other than give advice similar to that below. For most intents and purposes the approach to the treatment is similar:

Do

- Only drink clear fluids eg purpose-made electrolyte solutions, or 'flat', such as lemonade
- Start by just taking sips of fluid, and when the sickness subsides slowly build up the quantity
- Take anti-diarrhoea medications which can help the symptoms, though they do not cure you any quicker

Do not

- Eat until at least 24 hours after the last sickness or diarrhoea subsides
- Drink milk, or drinks containing particles, as these take more digestion, and irritate the bowel
- Take any tablets for headache or fever until the vomiting subsides

Stomachache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, mint or an antacid in half a glass of water will help to neutralise the stomach. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. (It is most important that ice or frozen objects are wrapped so they do not make direct contact with the skin as damage may result.) Then firmly apply a Tubigrip bandage and give the sprain plenty of rest until all discomfort has subsided. Take regular analgesia. Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If symptoms persist, consult your doctor.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take any antibiotics you may have in the house - these will have no effect and would only serve to encourage antibiotic resistance in bacteria.

WHY DO DOCTORS AND NURSES KEEP YOU WAITING?

One appointment with the doctor or nurse lasts 10 minutes. This includes the time that it takes you to gather your coat and bag and walk to the consulting room. It is just enough time to deal with one problem but if you need to be examined and find it difficult to dress or get on the couch it may well take longer. You can appreciate that if you arrive late, even by a couple of minutes, this time adds up. If several people do this during a single surgery the doctor can run later and later.

Sometimes patients save up problems for one appointment. If you want the doctor to be able to help, be prepared to make a double appointment or come back another time.

Finally, some patients have very complex problems that cannot be dealt with in 10 minutes. We always try and give the time to this where possible. Obviously if you happen to have the slot after that patient the doctor will be aware of the effect that may be having on you.

All in all we try to offer what patients want within the system. Help us to help you by always letting us know if you are going to be late or miss the appointment. Be prepared to reschedule if asked. Thank you to all of you who are supportive and understanding with the reception staff who do a great job in difficult circumstances.

HISTORY OF THE PRACTICE

The practice started in 1977 when Dr Lucille Mitchell set up her own practice at Forest Road, Loughton, with approximately 300 patients. Numbers grew very quickly and Dr Ide joined her in July of that same year. By the mid 1980s there were more than 5000 patients and Dr Anthony O'Neil was recruited to the practice, which rapidly outgrew the tiny 'two up two down' premises.

In 1990 the practice moved to Station Road, was computerised and the practice manager gained her own office for the first time, rather than working in the kitchen! Dr Mitchell retired two years later but the practice continued to grow and the Station Road premises were extended twice to accommodate both staff and patients. By the end of the 90s both Dr Roberts and Dr Barnes had joined the practice along with one of our long-serving practice nurses, Leona.

In 2002 we were asked by the Health Authority to take over Dr Lawrences' practice following his retirement some two years earlier. This added a further 1500 patients to our list and we moved to purpose-built premises in Pyrles Lane, retaining Station Road as a branch surgery.

Dr Kerai joined us in November 2002 and Dr Patel in January 2004.

PATIENT GROUP

We have a Patient Focus Group which was formed in March 2004 by a strong core of interested patients willing to take it forward. If you are interested in becoming a member of the Patient Focus Group please write to the practice manager.

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Make the most of your Pharmacy...

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. All the more reason to make the most of your local pharmacist!

ADVERTISING FEATURE



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Dr Roberts & Partners

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