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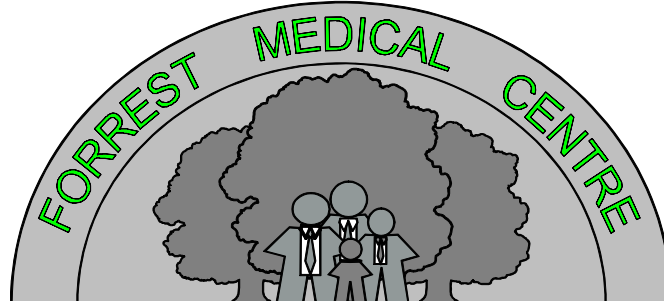
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# ◆ Forrest Medical Centre ◆

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July 2014



## Latest News, Updates and Information

### NEW SURGERY UPDATE

The new build that was announced last year is taking longer than we had hoped and anticipated but delays have been caused by the negotiations between the Developer and the Contractor. This has resulted in the building contract having to be re-tendered. We hope to know more in the next couple of months and as soon as we have any timescales or firm updates we will be making our patients aware of this.

All Mount St patients will be sent a letter informing them of their options once timescales have been agreed so patients do not need to worry that things will happen without their knowledge.

Any news or updates will also be communicated via our newsletter, in the surgery and also via our web site ([www.fmcgp.co.uk](http://www.fmcgp.co.uk))

### STOP SMOKING AWARD

Forrest Medical Centre were recognised for the Stop Smok-

ing services that they provide at the recent annual Coventry Stop Smoking Awards evening.



Tracey Byrne and Elaine O'Brien, our two Healthcare Assistants, provide this service for patients at the surgery and as a result of the great work that they do we won awards for 'Most Improved 4 Week Deliverer', 'Most 4 Week Quits' and 'Best Practice'. Congratulations to both Tracey and Elaine—and if you need help quitting, please make an appointment with one of our Award winning staff members!

The Patient Reference Group would also like to congratulate Tracey and Elaine on their hard work.

### SHINGLES VACCINE

Shingles vaccination is offered routinely as part of the NHS vaccination programme for people aged 70 or 79. The first people to have the vaccine will be those aged 70 or 79 on September 1 2013.

If you were aged 70 or 79 on September 1 2013 but become 71 or 80 before attending for vaccination, you will still be able to have the shingles vaccine.

If you are aged 71 to 78 on September 1 2013, your next opportunity to have the shingles vaccine will be after you have reached the age of 79.

Unlike the flu jab, you'll only need to have the vaccination once. The vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. If you are entitled to received this vaccination then please call and make an appointment with our of our Nurses.

### **GP CHANGES—AUG 2014**

From August 2014 there will be a few changes. Dr Paige will be reducing the number of sessions that he works and becoming part-time, Dr Peppiatt will be finishing her training and taking up a job elsewhere in the city and we will be getting a new GP!

We are delighted to announce that Dr Harris will be joining us as a permanent, full-time member of staff and I am sure you will join with everyone here at Forrest Medical Centre in welcoming him. We look forward to working with him and are sure he will be a great asset to the surgery over the coming years.

### **NHS 111**

NHS 111 is a service that has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

### **ONLINE APPOINTMENTS AND REPEATS**

You are now able to book, check and cancel appointments and order repeat prescriptions online using our new 'Vision Online Services'.

To register to use these services either complete a registration form (available at reception) or email us ([forrest.medical@nhs.net](mailto:forrest.medical@nhs.net)) with your name, DOB and your email address.

### **COMING DEC 2014 - "FAMILY & FRIENDS TEST"**

The Family & Friends Test has been running in hospitals and A&E Departments since April 2013 and will be coming to GP Surgeries from Dec 2014.

This test involves a question that asks patients whether they would recommend the hospital ward, A&E departments or, in our case, the GP Surgery to their friends and family if they needed similar care or treatment. This means every patient in is able to give feedback on the quality of the care they receive, giving NHS services a better understanding of the needs of their patients and enabling improvements.

### **PATIENT REFERENCE GROUP (PRG)**

As a practice, Forrest Medical Centre is committed to listening to our patients' views to help improve the service we offer. To help us to do this we have set up, and are now working with, an active Patient Reference Group (PRG). This group of patients is there to represent your views, thoughts, opinions and suggestions and hopefully over time you will get to know these people and see the results of their efforts. The group is open to any of our patients - so if you would like to get involved yourself, then please speak to a GP or receptionist!

Diane Tolley, our PRG Chair, is also available to talk to people and provide further information—she can be contacted on 024 7646 6935 (messages can be left)

Your answer is completely voluntary but if you do answer, your feedback will provide valuable information to help ensure our patients have the best possible experience of care.

Your answer will not be traced back to you, and your details will not be passed on to anyone. A member of your family or a friend is welcome to answer the question if you are unable to.

There will be more information about this scheme over the coming months as we learn the best way to administer it, but we welcome this feedback and look forward to providing a better experience for our patients.