



Forest Medical

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Rosemary Street HC

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Oak Tree Lane Surgery

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Hello everyone here is our Autumn publication of the surgery newsletter. Not a bad summer by all accounts There has been a lot of grass pollen adding to the misery of 'hayfever' sufferers, pollen levels are now settling down as the harvests are collected so we should soon be clear.

Autumn is here which means the children are back at school after their summer break. The nights will be drawing in soon so a couple of hazards to be aware of - Low sun can dazzle drivers so have some sunglasses in the car and drive carefully. Wear something bright or reflective when about in the dark. Be seen! Be Safe!

Our newsletter:- aims to include advice, stories, information and features of interest to our patients.

If you have a view then do get in touch.

Editor

Neil E Hill,

Services and Clinics available at Forest Medical

Anticoagulant monitoring and dosing - provided in-house

For patients on Warfarin our Nurses will closely monitor your anticoagulation levels and adjust your warfarin dose accordingly. Therefore you will no longer need go to secondary care for this service.

COPD clinic with spirometry

Patients suffering from Chronic Obstructive Pulmonary Disease are monitored by our Practice Nurses and Healthcare Assistants

Our Nurse Practitioner, Michelle Lawson also has a specialist interest in all Respiratory problems

Diabetes Clinic providing insulin initiation

Our Diabetic Nurses provide insulin initiation, insulin monitoring and lifestyle advice to all our Diabetic patients

Dressings clinic (nurse led)

Our Health Care Assistants and Practice Nurses are fully trained in wound management and can provide your dressings and advice on care management

Long-Acting Reversible Contraception (LARC - e.g. IUD or implant)

Dr Hakeem-Habeeb is accredited for the insertion and removal of COILs and hormonal implants. You can telephone either practice to request this service and you will be added to the waiting list.

These clinics are monthly but waiting time is minimal

Minor injuries unit

Both Rosemary Street Health Centre and the Oak Tree Lane Surgery provide care for our patients and patients not registered with us, for Minor Injuries such as bumps, burns, foreign objects, lacerations, and scolds.

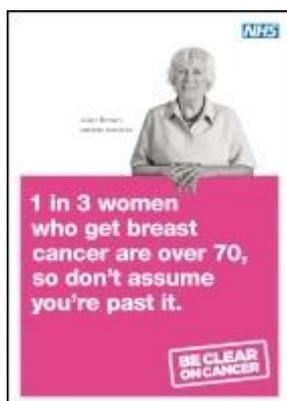
Minor surgery (e.g. removal of moles and skin lesions) - provided in-house

Minor Surgery clinics are held weekly at both sites for the removal of cysts, moles and skin tags. Please visit your GP and asked to be added to the waiting list for the next clinic. You will then be contacted by mail with the next available slot. Waiting time is minimal.

Rosemary Street Health Centre also operates a cryotherapy clinic once a month for the removal of warts and verruca's.

We also provide Joint Injections which can be done in consultation by all GPs and 2 of our Nurse Practitioners.

You can attend these services without a referral





A Day In The Life Of A Medical Receptionist . . .

A typical day in the life of a Receptionist at Forest Medical. Our day starts at approximately 7:45am where staff have the responsibility of opening up the surgery. Afternoon staff then take over at 1:30pm for the late shift and some staff work straight through from 8:00am-7:30pm.

We have the responsibility of opening up the building and logging on to the computers ready for the phone lines to come over and the doors to open at 8:00am. From then until 7:30pm we are answering the telephone and greeting patients who walk in. In addition to booking appointments we are dealing with phone call requests from our patients regarding all sorts of things. This may be referrals to hospital, insurance letters, council/benefit forms, medication queries etc. We try very hard to help or look into these situations or sometimes we have to transfer these calls to the relevant people in the building.

We also have to make appointments for emergency home visits for the patients who are housebound and too ill to attend surgery as well as take vital information on the problem. We can also have the responsibility of making a choice of whether that patient may need urgent 999 assistance as we may be the first person to hear that persons problem before the doctor has chance to visit after their surgery session.

We go through a rollercoaster of emotions as receptionists as we never know what will be coming through the surgery door. From the joys of a new baby being born and coming to register the birth to the raw end of a family coming to inform us of a passing of a loved one so our persona can be from one scale to the next to meet the needs of our patients. We meet a wide variety of patients and personalities coming in and no day is the same. Unfortunately we are on the frontline at an open desk with nowhere to hide so on the bad days we have received all kinds of frustrations but in all circumstances we strive to help the best we can.

We also answer the phone in the back desks as well as the front. We have ladies taking calls from pharmacies, District Nurses and patients and process prescription requests for that day and for months in advance. We scan details on to your records from different organisations and register new and temporary patients to the surgery. Throughout the day we are doing many “tasks” which are internal messages within the clinical system from the GP’s and Nurses. These are generally to inform patients of appointments they need or to inform patients of results from recent investigations.

Oth surgeries close at 12:00 on the 4th Wednesday of each month. This is where we receive the training we require; updates on policies and procedures; raise issues and have discussions in the Practice Meeting and bring staff from both sites together to ensure we are all working to the same high standard for our patients.



Shannon Jones

Youth Matters...

Warning over dangers of laughing gas (Nitrous Oxide) misuse



Nitrous oxide (laughing gas) is currently ‘trending’ it has the chemical elements that makes your voice change pitch and can be funny to others. There is of course a consequence to this. The Inhaling of nitrous oxide is not illegal. It used to fill balloons with the gas that are sold to users quite cheaply.

Officials in Nottinghamshire have reported increasing numbers of canisters being found. It has raised concerns that images on the internet of children inhaling had served to glamorise it.

The chemical – taken at nightspots, festivals and parties – was being used by almost half a million young people across the country and had been linked to a number of deaths, Abusing nitrous oxide could lead to oxygen deprivation resulting in loss of blood pressure, fainting and heart attacks.

Travellers going abroad visiting Europe, Asia, be aware of some of the dangers associated with ‘fake’ products especially alcohol. Below is an illustration of what can be added to drink . If it’s cheap it may contain



additives not for ingestion.



Screenwash = methanol = Fake booze

Tobacco products sold cheap can also be ‘faked’ and contain undesirable chemicals that can make you ill. Use your common sense and be aware of this. Look after each other and enjoy your holiday.

Be careful over Halloween! Kids just love to get dressed up on ‘trick or treat night’ but a recent case involving a well known celebrity’s child was badly burned when her costume caught fire when she brushed passed a naked flame. Parents please be aware of this and keep an eye on your child. Use LED lights instead and not candles or tea lights.

Also look out for Halloween Fluenz Day again for the children. It was a great success last year and we all had lots of fun putting the children at ease when they came in for their vaccination.

Bonfire Night! Follow the firework code - never light a bonfire with petrol or other explosive accelerant. It is against the law to throw fireworks. Be aware of sparks from spent fireworks and bonfires.

**We do hope you find this publication useful and informative,
Please feel free to send us your comments and suggestions.**
Produced by the Forest Medical Group P.P.G.
Do consider joining our on-line Patient Group it’s your surgery, you should have your say, just leave your details at reception and we will be in touch.
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