



The Forest Surgery

The Forest Surgery

Welcome

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The Forest Surgery So Far

Following a national process, the permanent contract was awarded to a neighbouring practice: Addison Road Medical Practice

The contract start date is 1st April 2024

The new management team is currently mobilising, with a handover from Omnes Healthcare.

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About Us

We are one of the fastest-growing organisations with multiple sites in Waltham Forest.

Our practice aims to provide high-quality care with integrity, compassion and trust.

**nearly
35000
Registered**

**a team of 100+
staff**

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Our Values



We are highly active in working on Quality Improvement projects and aim to be a pioneering organisation within North East London.

We are always happy to hear new ideas and work on projects to improve our patient and staff experiences.

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Meet the Team



Dr Janakan Crofton
Medical Director



Dr Imran Ahmad
GP Partner/ Trainer



Dr Mathumai Kanthasamy
GP Partner / Trainer



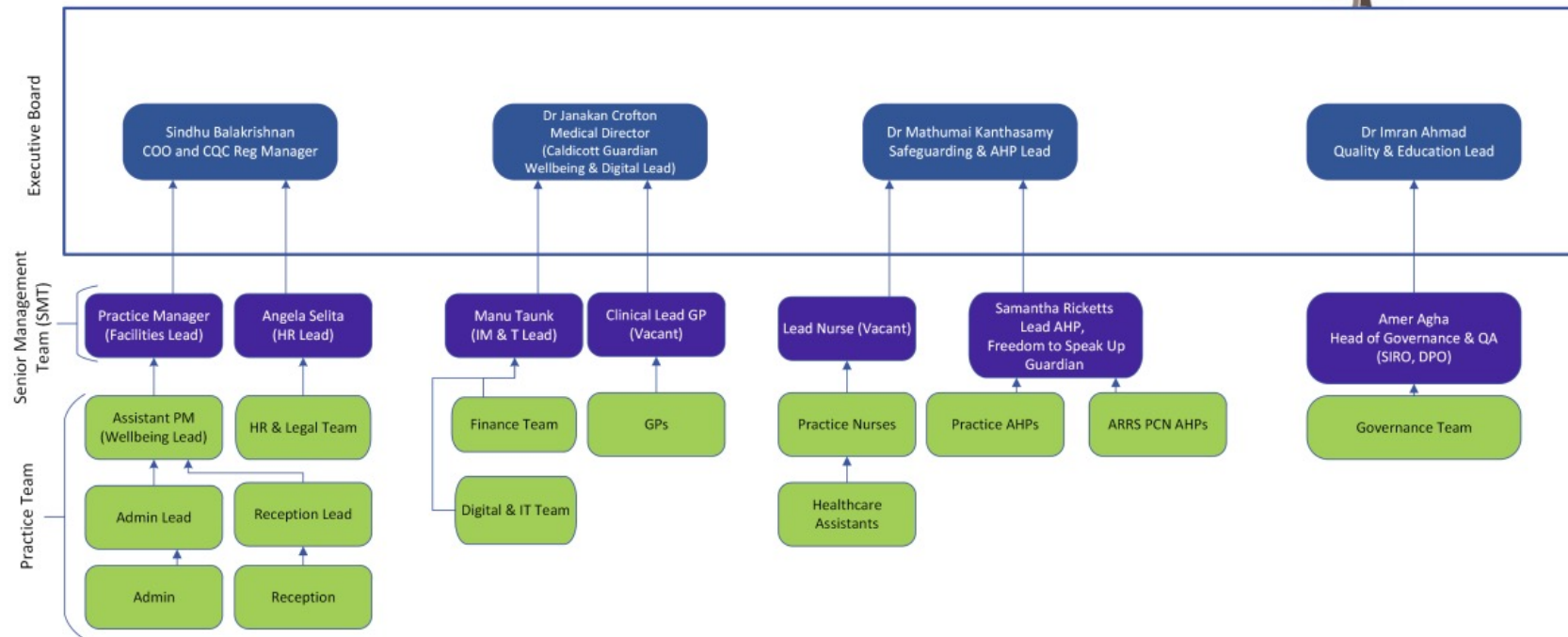
Sindhu Balakrishnan
Chief Operating
Officer

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Our Organisation Chart



Diagram 1: Organisational Staffing Structure – Key Roles & Responsibilities



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Our Vision

Maintain and Improve on

- the current level of service delivery to registered patients
- clinical capacity within the practice to meet patient demand and clinical care

Ensure

- CQC compliance on all domains
- robust Clinical Governance framework

Close and Effective

- Working with the PCN
- Working with the PPG

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Priorities

Taking care of You

- **Ensure a smooth handover of care for all patients.**
- **Regular engagement sessions with patients, including manager's drop in 1:2:1 session.**
- **Understand the priorities of the patients and act upon them**
- **Ensure priorities are aligned for the best patient outcomes.**
- **Plug into wider Addison Road Medical Practice Group structure to build a resilient and always improving the team and processes, led by Dr Imran Ahmad, for a better patient experience.**
- **Having same-day access to urgent appointments using Klinik, our digital platform, in our GP Led Triage Hub Model**

GP Led Triage Hub Model - Klinik

- Klinik, our digital platform for all requests went live on 4th April 2024
- Service is open from 7:30am - 4:30pm for patient use
- Forms can be submitted on patient's behalf if they do not have access to the internet
- Walk-in sessions for demonstration of the platform is encouraged for all patients
- GP Led Triage Hub Model - A GP assesses every form submitted before instructing an administrator on the next steps
- Successfully implemented across all of our organisations - Francis Road, Firs and ARMP
- Received great feedback so far
- Daily/Weekly planning to meet patient demand

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What Our Patients Think

Member of our patient participation group:

My wife and I joined Addison Road surgery at the beginning of last year: old age (73) and a calf problem made me realise that cycling to the other side of Walthamstow, where we used to live, was no longer wise. I have not regretted our decision.

Addison Road is a very welcoming place. Talk to the doctors – I attend patients group meetings so you get a chance to hear them – and you sense a real commitment to providing a first-class service.

The admin and desk staff are also very helpful: they have regularly solved my technological problems which seem to be integral to modern healthcare. And the nurses and specialist staff talk to me as if I am a grown up. Which, at 73, I should be.

★★★★★ a month ago

Ever since the management change this practice has become excellent. I can submit appointments online using Klinik, and requests will be triaged and I'll usually get an appointment or phone call from a doctor or receptionist the same day. I recently had a telephone appointment with dr Ahmad, who was really attentive, and a great listener, could answer all my questions, and I didn't feel rushed which used to happen often with GPs. Felt like the level of service I get from my hospital specialists at guys and st Thomas who are also really good.

Previously we'd have to call up at 8.30am for an appointment and you'd be in a queue, and when you get through appointments would be gone. I lost hope in NHS GP surgeries accepting that if I want a better service the only option is to go private. But happy to see that they've proved me wrong 😊

★★★★★ a month ago

Always very quick to respond to my online appointments, usually see or speak to someone on the day of the request which is great. I've been in and out a lot recently, and am pretty happy with everyone I've been seen by.

★★★★★ 2 weeks ago **NEW**

Was previously deactivated from the GP since the management change.

Both Oliwia and Fahima are a real asset to the GP. They both helped me get reactivated on to the system in a very efficient manner. Providing clear communication throughout the whole process.

★★★★★ 2 weeks ago **NEW**

I re-registered at this practice today - and was able to submit a appointment request immediately online. Not long after, a GP called me, and even referred me for treatment - words can't described how pleasantly shocked, relieved and happy I am about my experience now that the practice is under new management.

★★★★★ 3 months ago

Since brining in the klinik appointment online I've always been able to be seen by a doctor the same day. Today I was seen within an hour of me registering. It's a big change since a few years ago so hoping new management will continue positive progress

Edit- sorry also wanted to say doctor seen was very good - thorough and felt confident in the approach to treatment

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What Our Staff Thinks

I just want to say, when I returned to work after 9 months after having COVID, the practice gave me the time to settle back to work. I felt fully supported by doctors, management and the reception team as I slowly returned to my normal work regime. I fond the new phones and updated EMIS system are much better than before, it is much quicker to do admin work. I have been working here for many years and have seen so much improvement in how the surgery is run. I am happy to work here with such caring staff.

**- Care
Navigator**

Addison Road Medical Practice has offered a wealth of experience as GP Registrar. There is a great working culture where staff feel valued and appreciated. There is ample opportunity to grow as a doctor in a well-supported non-judgemental and caring team. The non-clinical staff are also very helpful for new doctors to understand processes and referrals. I have loved training here for a year and would definitely recommend this practice for patients as well as staff

**- GP
Registrar**

I have a supportive team who is available to me when I need them; a team I can discuss concerns to without fear of judgement, work that is interesting and varied, a progressive work plan so I feel I am working towards something, a working day which is equally challenging and satisfying knowing I am making adifference to help others and people helping me too.

All the Admin team are so supportive. My IT problems are solved so quickly.

It's an amazing team I work with.

**- Prescription
Clerk**

Taking Care of You – Community Wellness Day 2023

- ARMP created a Wellness Day in 2022, a yearly event for the community to come for a day of fun, education and awareness
- ARMP also arranged a Pop-Up Community Health Clinic
- Great turnout and signups for various groups such as Tai Chi Group and Joyriders Cycling
- We will look to host such events for all our patients for increased engagement such as Women’s Health, Mental Health Awareness, Diabetes Awareness, etc.



FRANCIS ROAD MEDICAL CENTRE



Walthamstow Central Primary Care Network



POP UP COMMUNITY HEALTH CLINIC

Talk to a doctor or health professional about any long term conditions or health worries you may have

Get confidential advice on housing or cost of living worries

TUESDAY 30 JANUARY 1PM - 5PM

✓ advice from Waltham Forest social prescribing team

✓ sexual health testing

✓ translators available

✓ food provided until 2pm

✓ raffle prizes to win

- There may be a wait time to see a health professional.
- You do not need to be registered with a GP to attend.
- This clinic is not for urgent care, please call 111 or go to Whipps Cross Urgent Care Centre or A&E for any urgent issues.
- Please email nelondonicb.wcpnsocialprescribing@nhs.net or call 020 8176 9110 with any questions you may have

Waltham Forest Community Hub, 18A Orford Road, Walthamstow E17 9LN

10 minute walk from Walthamstow Central station nearest bus route - W12



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Have your say!

**Become an active member of the
Patient Participation Group (PPG)**

Register today after the session