

A healthy future

A vision for health services from your local NHS



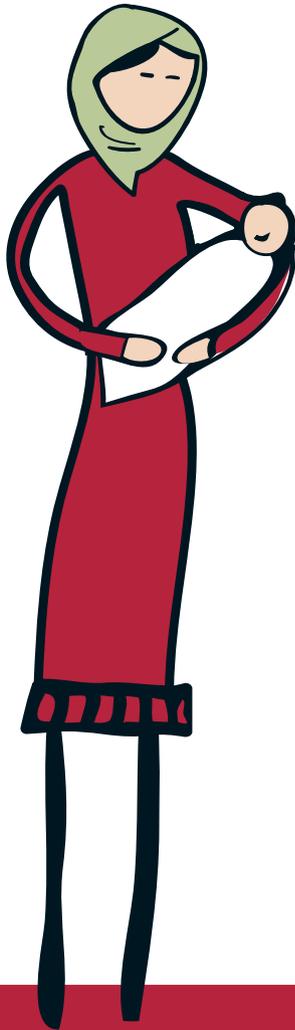
Contents

- 3 Introduction
- 5 Foreword
- 7 It is all about free choice
- 8 Investing in the future
- 9 Our local population and its health needs
- 11 Polyclinics – at the heart of local health services
- 13 Primary and community services of the future
- 15 Health and wellbeing
- 17 Long term conditions and care navigators
- 19 Acute care in primary settings
- 21 Working with other primary care trusts
- 23 Tell us what you think...
- 24 Your guide to local health services
- 25 We are here to answer your questions
- 26 Important services to help you



Introduction

It is an exciting time for healthcare and wellbeing in Redbridge. As well as providing you with a handy guide to existing services, this document lets you know about the changes, improvements and big investment we are planning to make over the next few years.



Guiding all our work is the desire to improve the health of the local population and reduce local health inequalities – the gap in health status and in access to health services, between different people or groups because of their income, social status or ethnicity.

The main idea behind the changes is to provide more services closer to where you live – at your GP practice, in local health centres or even in your own home. For

example, you won't have to travel to hospital for some routine appointment tests, such as blood tests or some X-rays.

A lot of the plans are about making care more personal and giving you choice – putting you, the service user, first rather than trying to fit patients into a system that's been designed for the health service. Others are about helping people to stay healthy – and you'll find some ideas about things you can do throughout this booklet.

We have also been working closely with three of our neighbouring Primary Care Trusts – Barking & Dagenham, Havering and Waltham Forest – to look at where we can work together to provide services to the same high level across the four boroughs; this makes better use of resources.

After talking to experts and local people we have made decisions about how we should best use our resources over the coming years. For the next five years our priorities are:

- ▶ to develop Polyclinics which will be at the heart of local health services in Redbridge
- ▶ to develop a new approach to primary and community services of the future
- ▶ to put greater emphasis on helping people to stay well
- ▶ to develop new ways of supporting people with long term conditions
- ▶ to provide more care in a primary setting rather than in hospitals.

This document explains more about each of these priorities.

Of course we can't do everything at once, so we need to do the things that are most important first and work towards other changes.

One of our priorities, as you have told us, is to increase the number of GPs working in Redbridge and to make access to them easier and more convenient so if you want

an appointment tomorrow or in a few weeks time it can be arranged. We know that we also need to take some of the pressure off our local hospitals, making sure that they make the best use of their skills and facilities. We also have to make sure that other services, such as testing, are available in the community.



Foreword

Over the next five years, Redbridge Primary Care Trust (PCT) is making a massive investment in local health services in Redbridge. As well as increasing the amount that will be spent on existing services, more than £60 million will be invested in new services and in expanding some of the things we already do.

By Heather O'Meara, Chief Executive; Edwin Doyle, Chair; Dr Richard Price, GP and Chair of the Professional Executive Committee

In 2008/09 alone we are investing in more than 60 new schemes. The money will help us to achieve our vision "That Redbridge Primary Care Trust will improve the health and wellbeing of the people of Redbridge while at the same time reduce health inequalities."

Our job is to make sure that the right services are in place to meet the needs of people who live in Redbridge, including services aimed at keeping people healthy and encouraging them to look after their own health.

Redbridge PCT is the local leader for the NHS. The PCT has responsibility for making sure all primary and community healthcare in Redbridge is provided in a way that addresses your needs. By primary healthcare we mean care that is provided outside hospital such as GPs, dentists,

pharmacists, optometrists, primary care nurses and health visitors.

Along with other local PCTs, Redbridge also commissions services for hospital care. We work closely with our local hospitals, King George, Queens and Whipps Cross, and with major hospitals outside our area. We also purchase mental health services working closely with the North East London NHS Foundation Trust and others.

The PCT also works closely with other organisations such as the London Borough of Redbridge, Voluntary Sector Organisations and the Police.

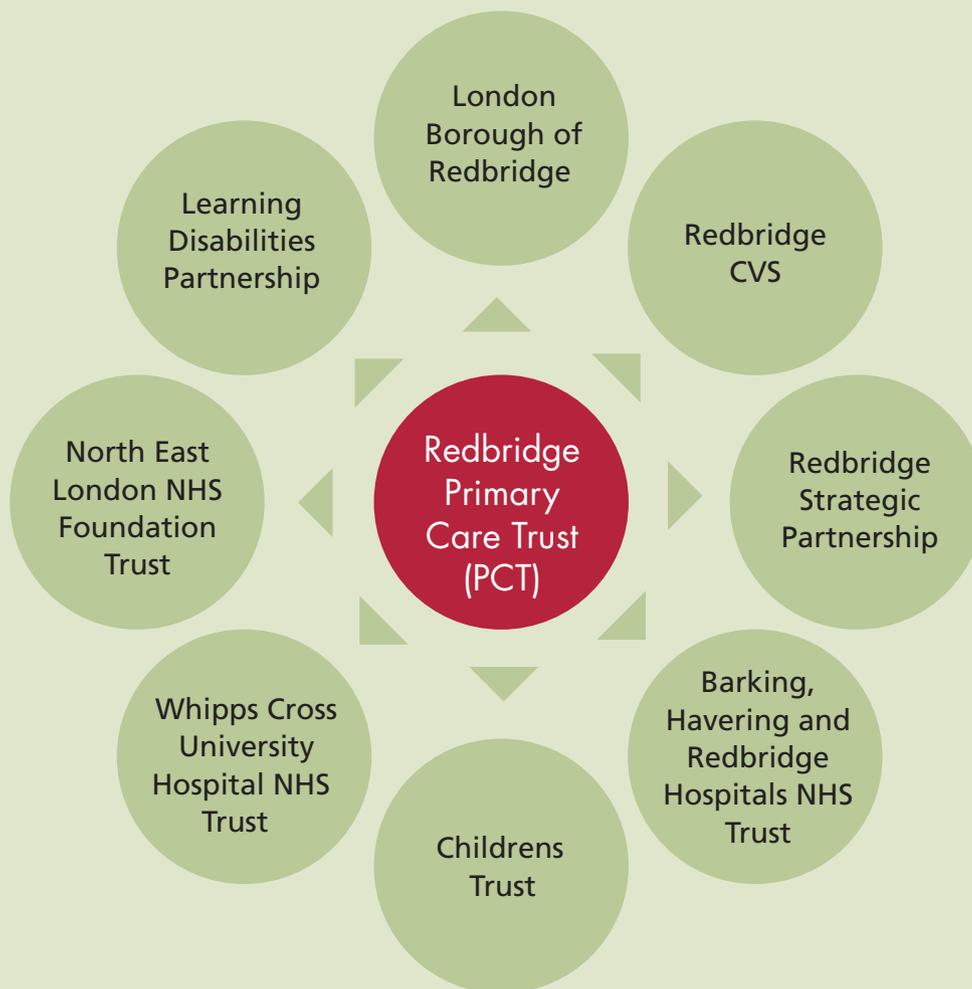
We have to look ahead to make sure that we plan for changes, such as the growth in the local population, and that everyone in Redbridge is able to access the health services they

need, when they need them. Our five year vision for this is described within our Commissioning Strategy Plan or CSP; this document is a summary of the CSP.

Our plans have been put together following detailed discussions with local people, doctors and other healthcare professionals, talking to experts about technological developments and looking at the evidence about what makes a good service. All of this information helps us to target our efforts to improve the health of our population and narrow the gap between the most deprived and the most advantaged areas of Redbridge.

Throughout this document we have included some examples of the type of new and existing services we are providing to meet our aims.

We value our partnerships in Redbridge and we will be working harder to improve these networks. Please take the time to read this booklet as it is the vision of Redbridge PCT for health and wellbeing in our community.



Redbridge PCT is your local NHS. We work hard to provide you and your family with your health care needs. We are part of a large healthcare team working for Redbridge residents. We also work closely in partnership with many other Redbridge service providers, some of whom are listed above.

It is all about free choice

The NHS has just turned 60. We are getting older and things have not changed very much in sixty years. Now we really need to improve what we do and how we do it to make sure that we provide you and your family with the best possible healthcare. We want to make sure you are the focus of our services and provide you with a wide range of high quality choices.

This is going to mean changes to how we currently offer services to you and we know we need to improve a lot of our services which will take a little time. However, this booklet gives a taste of our vision. But this is about you – its about providing you choice.

We have already made some changes and now when your doctor refers you to a specialist you will have more hospitals to choose from – not only more from where you live locally but anywhere in England.

It's easy to choose. Go to the NHS Choices website put in the postcode where you live or where you would like to be treated and the website will show all the hospitals in that area both NHS and private.

All local libraries will also have information. Some libraries have specially trained staff that can



help you to find information as well as help you with booking your appointment.

You can compare information on the NHS Choices website such as individual services offered, infection rates, parking and travel.

How to use Choose and Book

You can arrange your appointment when you see your GP or book it yourself via Choose and Book.

Choose and Book Appointment
Line phone: 0845 60 88 88 8
between 7am and 10pm

Choose and Book website
www.chooseandbook.nhs.uk

Alternatively, phone us through our Patient Advice Liaison Service (PALS).

Call 0800 0926 995, 9am to 5pm, Monday to Friday or leave us a message on the 24 hour answer machine.

Investing in the future

Redbridge PCT is investing more money than ever before in local health services. On top of increases to fund existing services, there will be extra funds for new services. Over the next five years this new investment will add up to over £60 million – with the first £15 million allocated in 2008/09.



The amount we will be spending in total on health services has risen by 52% since 2003/04.

- ▶ In 2007/08 we will be spending £324 million
- ▶ That is £1,355 on each Redbridge resident
- ▶ By 2012/13 that figure is set to rise to around £1,700 for each resident

We are doubling the spending on every person in Redbridge in just five years.

Our local population and its health needs

We need to plan our services to take account of a growing local population. There will also be changes in the profile of our population by 2012.

These changes are important to how we look at health services for the future as changes in the numbers in some groups is likely to be reflected in the changes to the prevalence of some diseases such as diabetes and TB.

Overall, people in Redbridge continue to enjoy better life expectancy than the average for the country, with fewer people dying earlier than the average expected age. The gap in life expectancy between men and women in Redbridge has also narrowed by 17% (from 4.7 years in 1997/99 to 3.9 years in 2002/04), better than the national average.

However, within Redbridge, the gap in male life expectancy at birth between the best off and worst off areas of Redbridge has widened by 20% over the same period.



How health services might look in the near future

In the future more people will be living healthier lives and less likely to be ill. They will have good information about health and wellbeing, available in the form they want – perhaps from the internet or leaflets, for example – and in the places they want it.

When people are unwell they will easily be able to get an appointment to see a GP, or perhaps they will get advice from another health professional such

as a community pharmacist. In an emergency someone will either go to an Urgent Care Centre or, depending on the problem, be taken, as now, to an Accident and Emergency department.

Your GP may be based where they are now or you may be with other GPs based in a Polyclinic. If you need blood tests, x-rays or other tests your GP can arrange this for you locally, perhaps at the polyclinic.

If you do have to be admitted to hospital your progress will be tracked and you should be able to get back home more quickly, with the right care and services in place to help you get fit and well again. Instead of going back to hospital for your outpatient clinic appointments, you should be able to see your consultant or another specialist at the Polyclinic.

People who have a long term condition, such as heart or breathing problems, will get more support – often coordinated from the polyclinic – to manage their condition. This might include telecare systems that link you electronically to health professionals so that they can give advice or send help quickly if you are in difficulty.

People who have serious conditions and who are nearing the end of their life will have a greater choice of where they want to die; the right services will be in place to make sure that someone can die at home if that is their wish, or in a hospice if they prefer.



Polyclinics – at the heart of local health services

In future, the heart of local health services will be the polyclinic. The polyclinic will be a hub for your local services.

This means that while many services will be provided in the polyclinic building, such as diagnostic services like blood tests and some outpatient clinics, others will be provided by teams who will visit you in your home or in other places nearer to where you live.

Some GPs will be based at the polyclinic but others will be in local GP practices. Local GP practices will be able to use the services at the Polyclinic and refer their patients for specific treatment or care.

Polyclinics won't happen overnight but over the next year we are making a start by introducing some new services in the community, doing detailed work to make sure that services match the needs of local people and to start commissioning services that will help diagnose, assess and treat health conditions.



Next year we will be opening our first polyclinic in the Loxford area and we intend opening a further four polyclinics, one each year.

What a polyclinic may look like.

- ▶ It may be open up to 12 hours a day, 7 days per week
- ▶ Offer diagnostic services, treatments and therapy services
- ▶ Have a range of providers on hand
- ▶ Host a central booking system so you can make appointments convenient to you
- ▶ Minor operations
- ▶ Antenatal and post natal care
- ▶ Sexual health and family planning
- ▶ Primary care nurses
- ▶ Health visitors
- ▶ Community dental services
- ▶ Speech and language therapy and Rehabilitation services

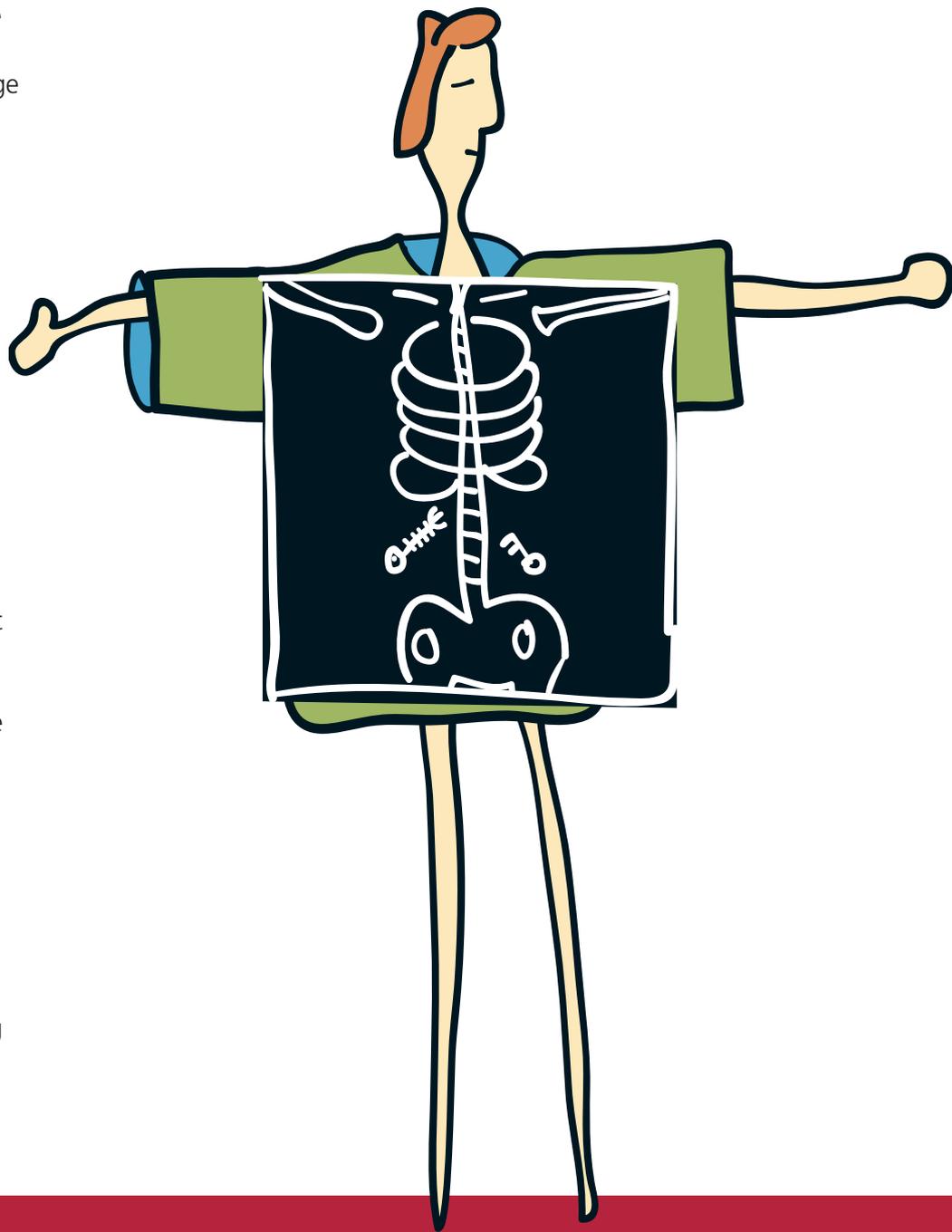
An important part of the work of a polyclinic will be to provide the support and advice to help people stay healthy. So, for example, there will be healthy living classes and programmes to help people manage their weight or stop smoking.

There will also be 'expert patient' programmes; these are for people with long term conditions such as heart problems or diabetes and help them manage the conditions themselves.

Patient pathways

Another important piece of work linked to polyclinics is designing patient pathways. These set out a patient's journey through different parts of the health service in manageable steps. It covers the investigations and treatment to be performed, and who is the most appropriate professional to carry out the treatment.

There are a large number of potential pathways and our objective is to have a number of pathways agreed and ready for piloting across all four PCTs during 2008/09. These will include pathways for stroke, heart problems, and orthopaedics.



Loxford

The new polyclinic at Loxford, which is scheduled to open in April 2009, shows what a polyclinic might look like and points the way ahead for primary care services.

GPs will be based there, with lots of other primary care health professionals, such as nurses, chiropodists and dieticians providing services. Hospital specialists will run clinics at the polyclinic, saving people the need to go to hospitals to see them.

There will be a community café in the building, offering good food and a place to meet and

find out more about how to live a healthy life. There will also be a community pharmacy so that people can get advice and medicines should they need to.

But perhaps the most exciting thing about Loxford will be the new technology in use. As well as giving clinicians the most up to date equipment and allowing people to get important diagnostic tests such as X-rays closer to home, there will be technology for local people to drop in and use – for example to check your blood pressure.

The right care in the right place

It's important for people to get the best care in the right place. People receive care more quickly if they are in the right place and it helps local health services, for example by letting Accident & Emergency staff deal with genuine, possibly life-threatening emergencies. Surveys of people attending Accident & Emergency departments have shown that a large number could be treated in the community,

for example by their GP or in a minor injuries unit.

That's why our plans for the future are about providing easier access to a wider range of places to get care. We also know some people are kept in hospital for longer than they need because the health and social care systems are not in place to help so we are putting teams in place to manage discharge from hospital in a better way.



Primary and community services of the future

Polyclinics will be successful because of the work we are doing to develop primary and community services. This is about new ways of working, making sure that the people, buildings, skills and the equipment we have are put to the best possible use providing modern healthcare closer to where people live.



This is about new ways of working, making sure that the people, buildings, skills and the equipment we have are put to the best possible use providing modern healthcare closer to where people live.

The primary care team – GPs, practice nurses, primary care nurses and health visitors will be expanded to include other health professionals

and carers. This means the team will be able to provide more services locally and a wider range of services. Each team would be likely to provide cover and services for a local population of around 50,000 people.

We know that local people want to be able to see their GP at times other than those available now, for example in the evening or at weekends. More

than half the GP practices in Redbridge already provide extended opening hours and more are expected to join this scheme soon.

Community pharmacists will be providing a wider range of services, and will be available to treat people for minor ailments such as constipation, indigestion, hay fever, coughs and sore throats.

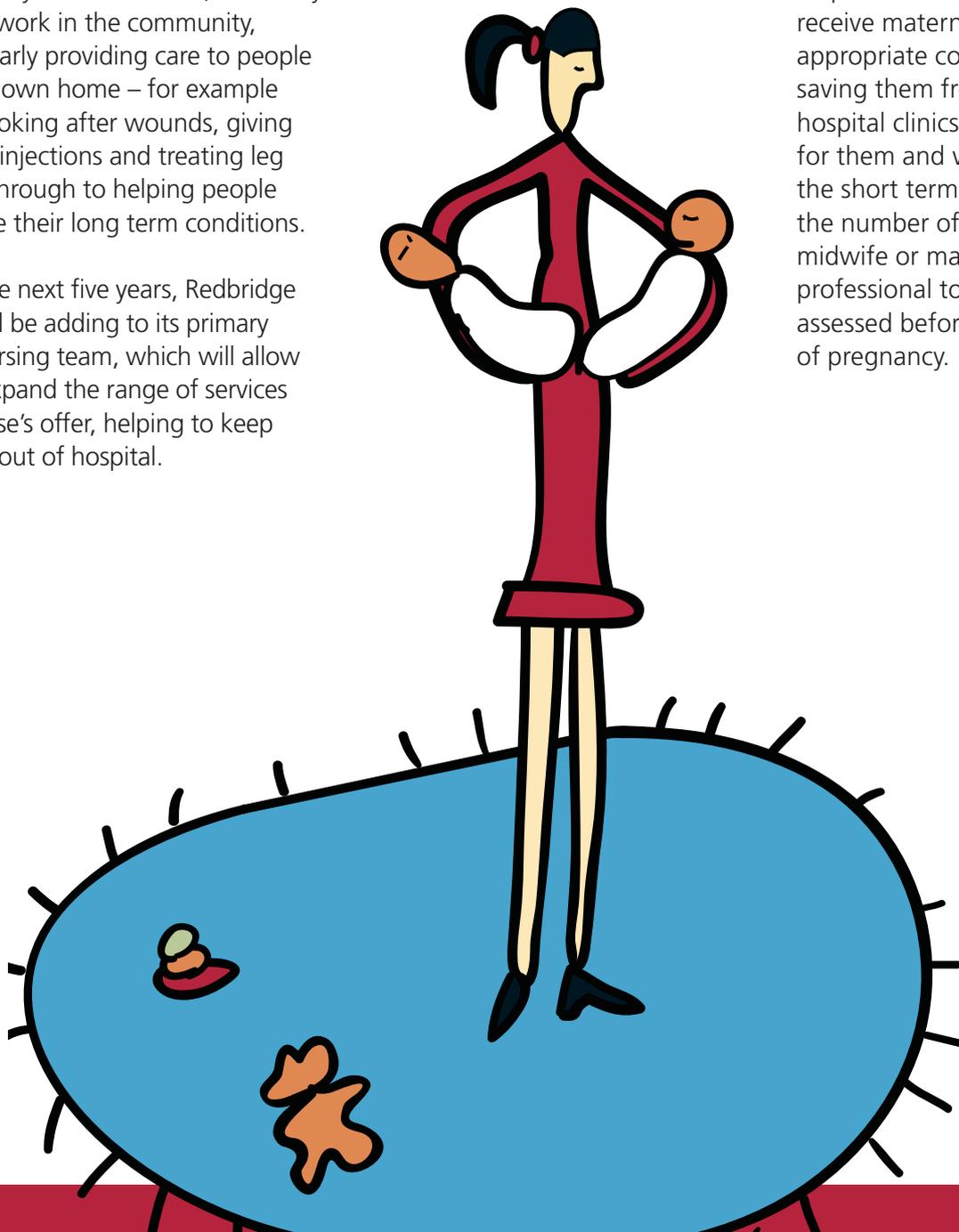
More primary care nurses

Most people think of hospitals when they think of nurses, but many nurses work in the community, particularly providing care to people in their own home – for example from looking after wounds, giving people injections and treating leg ulcers through to helping people manage their long term conditions.

Over the next five years, Redbridge PCT will be adding to its primary care nursing team, which will allow us to expand the range of services the nurse's offer, helping to keep people out of hospital.

Maternity services

In the longer term, polyclinics will help us to make sure that women receive maternity care in the most appropriate community settings – saving them from the journey to hospital clinics if that's what's best for them and what they want. In the short term, we aim to increase the number of women who see a midwife or maternity healthcare professional to have their needs assessed before their twelfth week of pregnancy.



Health and wellbeing

One of the aims of the PCT is to put more emphasis on helping people to stay well – stopping them getting sick in the first place is a much better use of taxpayers' money than waiting for problems to arise and then treating them.

We know that things such as smoking, diet, alcohol, sexual health and the amount of exercise people take can all affect long term health – so we need to help people live healthier lives.

Getting the right messages to people about health and wellbeing is an increasingly important part of our work. The 'product' we are trying to 'sell' is good health with the goal to get people to change their behaviour. To do this we use social marketing.

We will be developing a range of campaigns and initiatives such as those summarised opposite.



Fit for fun

A lot of people are more likely to get fit if they can do an activity with others. This project works with community groups to get them physically active as a group – for example by providing a trainer or funding for a venue. Importantly, the group choose the kind of activity they want to do – so far groups have chosen yoga, kick boxing, soca aerobics and line dancing.

Overall it will increase levels of physical activity in the Redbridge population. This scheme is a good example of how the PCT works in partnership as we commissioned the service from the voluntary sector.

Working with the community – yoga classes

In the coming years we will be looking to work, where we can, with existing community organisations to help improve the health of local people – particularly organisations that involve people at the greatest risk of ill-health.

One example is the very popular yoga classes run by Diabetes Intervention and Prevention Programme (DIPP) and the Sikh Community Care Project. The DIPP works in partnership with the local

Asian communities and others to publicise and improve awareness of the causes, symptoms and prevention of Type 2 Diabetes.

The yoga classes are targeted at women from the Sikh community – although mixed classes are also run - who traditionally are hard to reach and less likely to take part in physical activity.

Childhood Obesity Campaign

Childhood obesity is a national issue, and one which affects Redbridge. In 2006, 20.9% of Redbridge 10-11 year-olds were obese.

We are investing £1 million a year over the next five years to combat childhood obesity. Our aim is for all Year 6 children (10-11 year-olds) to have the opportunity to take part in a year-long programme that leads to them starting secondary school at a weight that is right for their age.

The programme will involve exercise, advice on diet and a 'buddying' system where children who have succeeded in the scheme help those starting out on it.

Exercise on referral

This scheme is where a GP can 'refer' a patient to a qualified trainer at one of Redbridge council's leisure centres. The trainer will design a tailored exercise programme for the patient to complete over 10 to 12 weeks. In 2008/09 the scheme will be run from 10 GP surgeries and the aim is to increase to 20 surgeries in 2009/10 and 30 in 2010/11.

Chlamydia screening

People are often more likely to use a service when it is provided in a place that is convenient to them.

A good example is our chlamydia screening services run by the Terrence Higgins Trust. These are aimed at under 25's and run at different times of the week and at different venues such as colleges, shopping centres, youth centres and sports centres as well as traditional health settings.

The services are drop in so an appointment isn't required. The testing service is free and confidential.

Long term conditions and care navigators

Supporting people with long term conditions at all stages of their illness is a major part of the plans for primary and community services.

As well as strengthening the primary care nursing teams there will be more specialist services.

Polyclinics will have the lead role in coordinating services for people with long term conditions such as diabetes, heart disease or breathing problems.

Doctors and other healthcare professionals will have new ways to assess the risks people face of their condition getting worse and regular contact will help to make sure that people are able to manage their conditions and are supported to live as actively and independently as possible.

Care Navigators

Care navigators will offer support and services to improve the health and wellbeing of people with long-term conditions. They will help people to increase their knowledge of chronic illness and advise on the best way to self-manage the condition, as well as suggesting the right services for people's needs so that people can access the right services and treatment for their needs in a timely and convenient way.

The team that currently supports people with long term conditions will be expanded so that it can work with a wider range of people, allowing them to help more people to stop their condition worsening to the point that they need to be admitted to hospital.



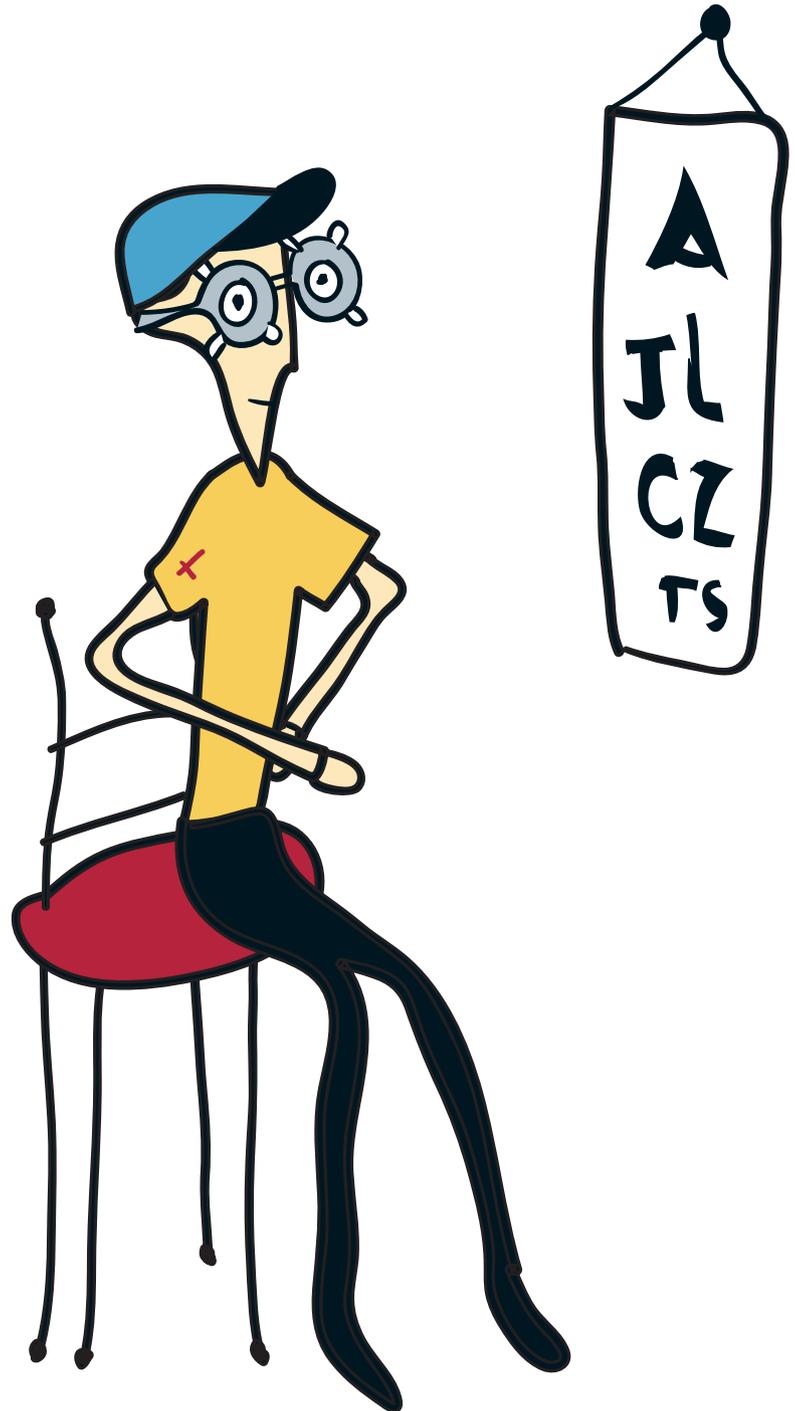
The Expert Patient Programme

The expert patient programme is a self management training course for people suffering from long term health conditions. It is useful for anyone coping with the day to day problems of conditions such as arthritis, diabetes, stroke, cancer or depression.

Diabetic Eye Screening

Our eye screening service is a good example of a community based service. Screening takes place at a clinic on a main street in Ilford, handy for local transport – so people do not have to attend a hospital clinic to access this service.

This service offers everyone in Redbridge with diabetes the opportunity to be screened once every year for diabetic eye disease. GPs keep information on people with diabetes and make sure that everyone is invited for retinal screening once a year.



Acute care in primary settings ▲

Naturally, people prefer to be at home rather than in hospital whenever possible. Therefore we aim to ensure that where possible people with long term conditions can get the care and treatment they need in their own homes.

We aim to provide more care at home for people who are nearing the end of their life, those who have had surgery and for those who may have had an emergency admission to hospital.

The care will be coordinated by a new team based within the Urgent Care Centres in each PCT area. The team, which will include a wide range of people from doctors and nurses to social workers, will be responsible for tracking patient's progress and plans for discharge. The team would also make sure that the plan takes account of the individual's own circumstances and choices.



Open 24 hours a day, the centre provides a range of primary care services, Primary care staff such as GPs and nurses work with existing A&E staff, offering specialist care.

Everyone uses the same entrance for A&E and the Urgent Care Centre at KGH, but after arrival they are directed to either A&E or the Urgent Care Centre as appropriate.

King George Urgent Care Centre

A new Urgent Care Centre is already up and running alongside the existing Accident and Emergency (A&E), department at King George Hospital (KGH). It will be developed further in 2008/09.

The Urgent Care Centre caters for people with less serious injuries or illness, and also treats people who arrive suffering from ailments such as sore throats, flu-like symptoms and so on.

Working with other primary care trusts

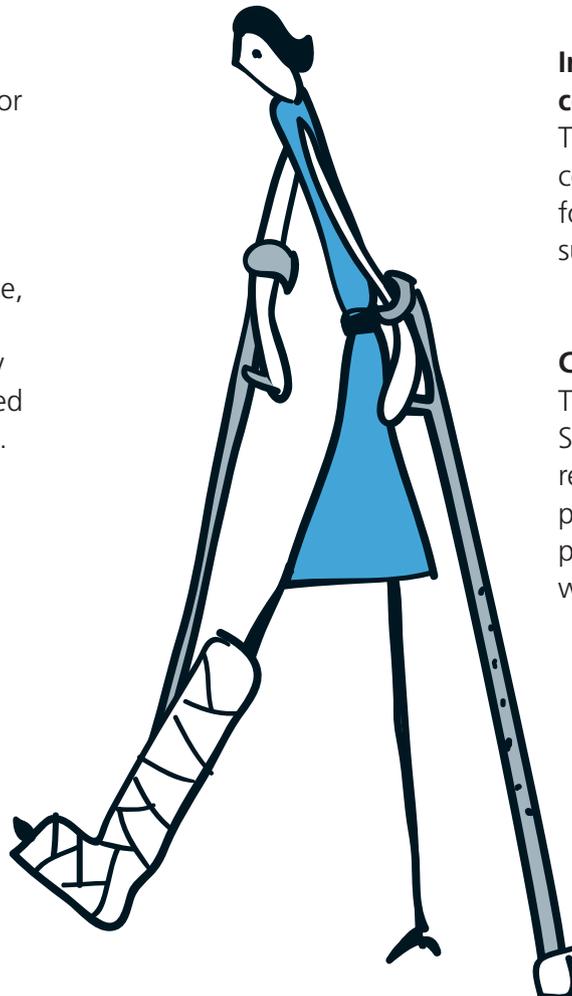
Our plans to jointly commission services with Barking & Dagenham, Havering and Waltham Forest focus on major improvements to care outside hospital and will deliver significant improvements in healthcare and to the health of local people.

Urgent Care Centres

Urgent care centres deal with minor injuries and urgent cases that are not emergencies. They work to common rules and offer the same range of services. All three local A&E departments – at King George, Queen's and Whipps Cross – have urgent care centres run by primary care teams. These will be developed further to a common specification.

Community Rapid Response teams

Community rapid support teams linked to each urgent care centre will provide an alternative to hospital admission and also help support patients with long term conditions in the community.

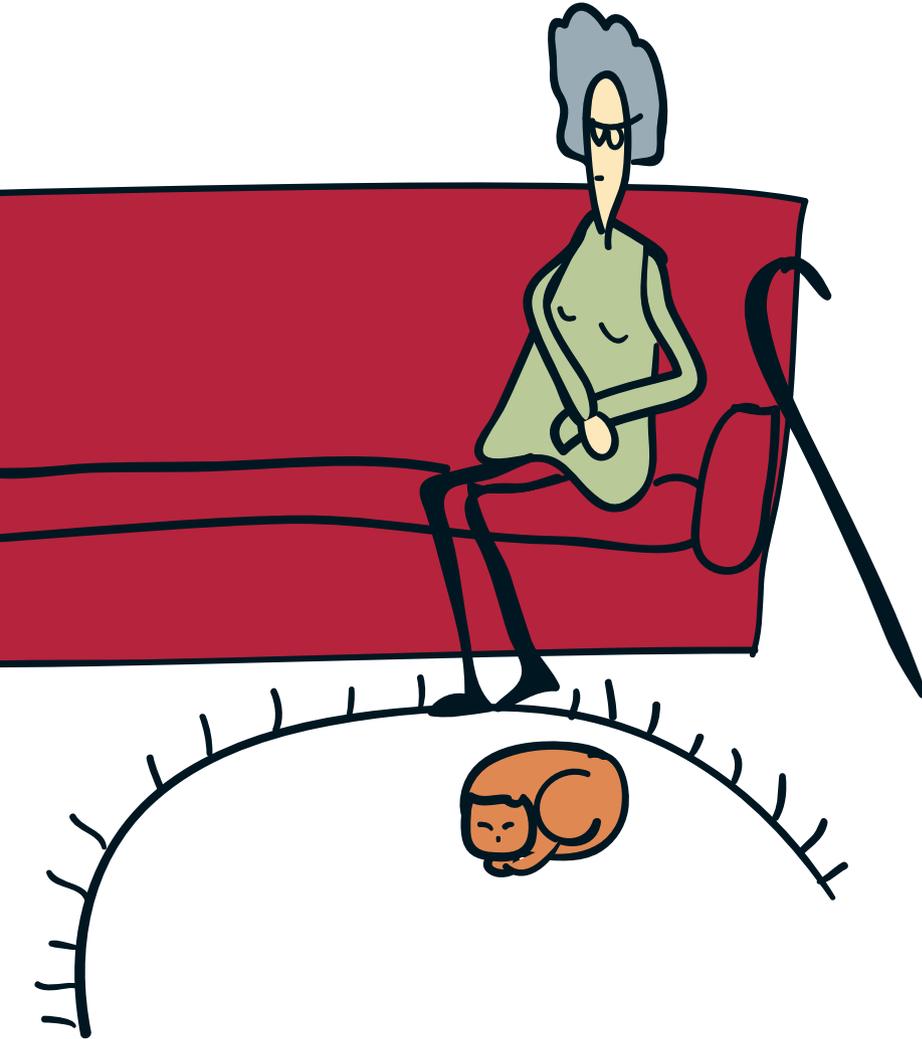


Integrated discharge co-ordination service

There will be a single telephone contact number across the four PCTs for local hospitals to call to seek support for discharge arrangements.

Community rehabilitation teams

The Community Rehabilitation Service will provide a home-based rehabilitation service wherever possible, but it will also support patients in community care to get well in order to go home.



Community beds

There will be 200 community beds across the four PCTs plus borough-based intermediate care teams. In addition to this, there will be stroke rehabilitation beds.

Assisted technology

Across the four boroughs and PCTs we are working together to use technology to assist local residents to stay healthy.

End of Life care

A range of better co-ordinated services will be available for end of life care, enabling patients the choice of dying at home rather than in hospital.

Tell us what you think...

We want to hear from you. Let us know what you think about existing services and we would like your ideas about how to improve them. As well as letting us know by letter, email and phone you could take a more formal role in some of the ways set out below.

Public Consultation Group

This group meets every month to talk about the issues that concern you. It is your opportunity to get involved in day to day business of the PCT whether that is helping design services or simply to feedback on your experiences. Any member of the public is free to attend these meetings.

LINKs

2008 sees the start of a new way of involving people in local health issues. They replace Patient and Public Involvement (PPI) Forums and are intended to provide everyone in the community – from individuals to voluntary groups – with the chance to say what they think about local health services – what is working and what is not. More details of the Redbridge LINK will be published soon on www.redbridge.gov.uk

Loxford Community Panel

This panel is made up of over 30 Loxford residents representing the diverse population of the area. The panel is working closely with the PCT to shape the new health centre and get the views of local people. It is planned that there will be a panel set up for every new development so that local people can be involved from the start.

Values exchange

We have set up a new website to make it easy for you to give your views on a variety of health issues, local and national. For example, you can tell us whether we should refer obese children for weight reduction therapy even if the parents do not consent.



You can see the values exchange web site at www.rbvx.co.uk

Your guide to local health services

You should call '999' for an ambulance when it is obvious that you or another person is seriously ill and in need of immediate emergency care.

Here are some examples of situations when you should call '999':

- ▶ Someone is unconscious.
- ▶ Someone is bleeding a lot.
- ▶ You think someone may have broken bones.
- ▶ Someone has bad pains in their chest.
- ▶ Someone is finding it difficult to breathe.

If the person with a problem could be described as 'walking wounded' you should go to the **Urgent Care Centre at King George hospital** (see map) open 24 hours a day.

If you feel unwell but the condition is not urgent, call your **GP surgery** – if it is out of normal opening hours, a message will tell you how to contact the out of hours service.

You can also call **NHS Direct**, which will give you advice about what you should do or where you should go. Call 0845 4647



Your important numbers

Doctor ☎

Dentist ☎

Other healthcare numbers

☎

☎

We are here to answer your questions

If you want to know what services are available or you do not know where you should go for assistance, contact us. We have a Patient Advice and Liaison Service (PALS) who are dedicated to helping you find the right information or service. This is free and confidential advice and support.

Patient Advice and Liaison Service (PALS)

0800 0926 995

Email: info@redbridge-pct.nhs.uk

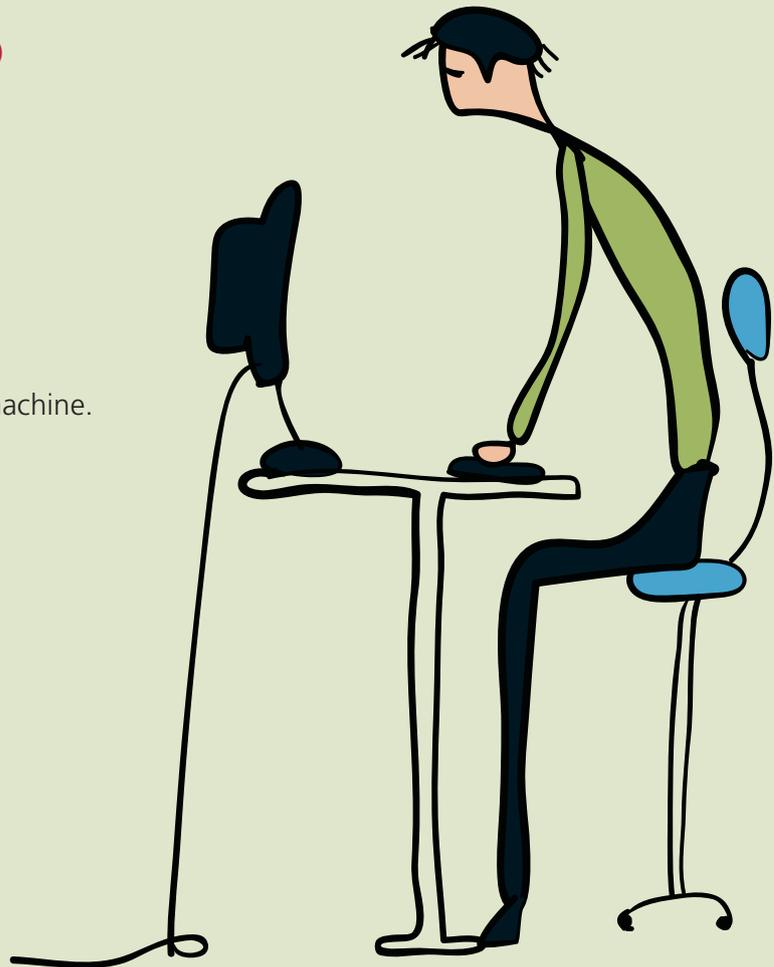
Text phone: 020 8926 5424

Internet: www.redbridgepct.nhs.uk

Contact us 9am to 5pm, Monday to Friday
or leave a message on the 24 hour answer machine.

Or you can write to us at:

Redbridge Primary Care Trust (PCT)
2-14 Ilford Hill
Ilford
IG1 2QX



Important services to help you

To find your nearest GP, dentist, pharmacist or optician in Redbridge call NHS Direct on 0845 4647 or visit www.nhs.uk.

Urgent Care Centre

King George Hospital, Barley Lane,
Goodmayes, IG3 8YB
020 8983 8000

Hospital A&E Services

King George Hospital, Barley Lane,
Goodmayes, IG3 8YB
020 8983 8000

Whipps Cross University Hospital
Whipps Cross Road,
Leytonstone, E11 1NR
020 8539 5522

Patient Advice and Liaison Service (PALS)

0800 0926 995
Email: info@redbridge-pct.nhs.uk
Text phone: 020 8926 5424
www.redbridgepct.nhs.uk

Contact us if you are not sure where
to go. 9am to 5pm, Monday to
Friday or leave a message on the
24 hour answer machine.

Minor Injuries Unit, Barking

For sprains, splinters and non-serious
wounds for those over ten years.
Barking and Dagenham Walk-in
Centre, Upney Lane Centre,
132 Upney Lane, Barking, IG11 9YD
020 8924 6262
Open 7 days a week, 10am to 6pm

Health Centres (see map)

- 1 Urgent Care Centre**
King George Hospital,
Barley Lane, IG3 8YB
020 8983 8000
- 2 Fullwell Cross Health Centre**
1 Tomswood Hill, IG6 2HL
020 8491 1580
- 3 Hainault Health Centre**
Manford Way, IG7 4DF
020 8924 6170
- 4 Heathcote Clinic**
Heathcote Avenue, IG5 0QS
020 8491 3377

- 5 John Telford Clinic**
45/59 Cleveland Road, IG1 1EE
020 8491 2121
- 6 Kenwood Gardens Clinic**
Kenwood Gardens, IG2 6YG
020 8924 6100
- 7 Madeira Grove**
8 Madeira Grove, IG8 7QH
020 8924 6130
- 8 Newbury Park Health Centre**
40 Perrymans Farm Rd, IG2 7LE
020 8491 1550
- 9 Seven Kings Health Centre**
1 Salisbury Road, IG3 8BE
020 8924 6290
- 10 South Woodford Health
Centre**
114 High Road, E18 2QS
020 8491 3333
- 11 Wanstead Place**
35 Wanstead Place, E11 2SW
020 8926 1450



This document is available in large print, braille, CD, audio tape or in your preferred language by request

If you would like this document in your language, please phone 0800 0926 995.

Nëse e kërkoni këtë dokument në gjuhën tuaj, ju lutemi telefononi 0800 0926 995.

Albanian

যদি আপনি এই নথিপত্রটি আপনার নিজের ভাষায় চান, অনুগ্রহ করে ০২০ ৮৯২৬ ৫০৯৩ (0800 0926 995) নম্বরে টেলিফোন করুন।

Bengali

Si vous souhaitez obtenir ce document dans votre langue, appelez le 0800 0926 995.

French

જો તમને આ માહિતી તમારી પોતાની ભાષામાં જોઈતી હોય, તો કૃપા કરીને 0800 0926 995 પર ફોન કરો.

Gujerati

यदि आपको यह दस्तावेज़ आपकी अपनी भाषा में चाहिए, तो कृपया नंबर 0800 0926 995 पर फोन करें।

Hindi

Je li chcesz otrzymać ten dokument przetłumaczony na jzyk polski, prosimy zadzwoni pod numer 0800 0926 995.

Polish

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਨੰਬਰ 0800 0926 995 'ਤੇ ਫੋਨ ਕਰੋ।

Punjabi

Haddii aad rabto warqaddan oo ku tarjuman luqaddaada, fadlan soo wac 0800 0926 995.

Somali

Eğer bu belgenin kendi dilinize tercümesini istiyorsanız lütfen 0800 0926 995 'ü arayın

Turkish

اگر آپ اس دستاویز کا ترجمہ اپنی زبان میں حاصل کرنا چاہتے ہیں تو براۓ مہربانی اس نمبر پر فون کیجئے 0800 0926 995

Urdu

Redbridge Primary Care Trust

2-14 Ilford Hill, Ilford, IG1 2QX

Phone: 020 8478 5151

Textphone: 020 8926 5424

Fax: 020 8926 5001

info@redbridge-pct.nhs.uk

www.redbridgepct.nhs.uk

