

TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter June 2021

Enhanced Primary Care Team | Foot Health | Continence Service |
Admission Avoidance & Discharge Service | Continuing Health Care



Welcome to the Community Health Services Newsletter. Our aim is to provide you with service updates and information that we hope will be of interest to you.

Medicines Management

The Pharmacy Corner

Are your medicines out of date? Here's how to dispose of them safely:

Don't throw your meds in the bin, down the sink or toilet. Throwing medicines away incorrectly such as in the bin could lead to them being found by children or those that they are not intended for.

Flushing meds or pouring them down the sink also poses risks to the environment.

Take old or unwanted meds to pharmacy.

Unopened, unused and out-of-date medicines should be returned to pharmacies for disposal.

Inhalers should not be put in the waste bin as they contain gases which are harmful to the environment.

Instead they can be recycled at any pharmacy. Return them to a pharmacy or chemist for safe disposal.

If you are unable to do so yourself, could family, friends or carers support you with this?

Our Pharmacy team will be sharing some useful information with you every newsletter so that you can make the most out of your medicines! We look forward to sharing more useful information, hints & tips with you soon.



Patient Feedback

You said... The service rushes during home visits.

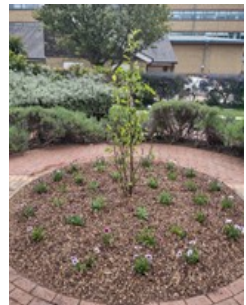
We did... The service has been short of nursing staff and is in the process of recruiting additional staff, we apologise for any rushed visits.

You said... Family aren't informed of visits, nurses just turn up.

We did... The service will inform you of your scheduled visits, where there have been changes to your visit schedule we will arrange for a team member to get in contact with you or your family.

Tree of Remembrance

A magnolia tree has been planted on the grounds of Mile End Hospital to pay respect to staff, service users, family, friends and community members who have died during the Pandemic.



Tower Hamlets Crisis Line

24 hour Mental Health Crisis Helpline **08000730003**. Available 24 hours a day including weekends and bank holidays. Other useful numbers and websites:

NHS 111

Sane Line: **03003047000**. (6pm-11pm everyday) www.sane.org.uk.

Samaritans: **08457909090** (24hours everyday) www.samaritans.org

People Participation - More Patient and Carer Members Wanted

People Participation provides a strong voice to patients and carers to improve our services. More than that, it is about working together, in partnership, to continually provide care that of high quality that meets the needs of all.

Contact John Louis Kauzeni (People Participation Lead) on 07939 931650 or john.kauzeni@nhs.net to find out more.

CHS Newsletter: Meet the Team

Peer Support Worker (PSW)

We are delighted to introduce our very first Peer Support Worker for Community Health Services, Shanaiz Khatun. Shanaiz works with the district nurses in the Expanded Primary Care Teams (EPCT) and with the Continence Service.



What is a Peer Support Worker?

It is a salaried role in ELFT supporting people who are receiving care from one of our services. It is a role for people who have a lived experience of using services – this perspective and experience is the unique skill and expertise that a PSW brings to a team. PSWs support people to achieve the very best outcomes from their treatment plans. I work alongside people to build trusting, mutually respectful and transparent working relationships. These elements are important as they can enable people to feel safe and listened to which can lead to possibilities and meaningful positive change.

How did you become a Peer Support Worker?

I joined People Participation in 2018 and became interested in raising the voices of service users to help teams improve how they develop and deliver services. As a service user myself, I have experience of being at the receiving end of services and I use this expertise to guide how I engage with people. I was then given the opportunity to join the Continence Service and subsequently the EPCT as a PSW. All PSWs have to attend an accreditation training to ensure we work to the highest standards.

What does a typical day look like for you?

Meeting with a person who has a catheter to think with them about how they may best look after their health and overall wellbeing. I actively listen with a compassionate ear, help problem solve and think outside of the box with the person. For example, the person may need to drink more fluids to reduce the risk of their catheter blocking. I work with the person and come up with ideas to help them achieve this.

What do you like most about your role?

I enjoy working with people and supporting them to overcome barriers to improve their health and wellbeing. Having been in their shoes myself, I value being able to accompany them in a supportive and understanding way. This is exactly the type of help I would have benefited from when I was faced with challenges to my own health. I also like the fact that by working with people from all walks of life, my own sense of confidence has grown– this has helped me to support others in more of a holistic and meaningful way. I am motivated and inspired by the people I work with and feel a huge sense of pride in my work. Being a PSW brings me joy and I really enjoy seeing people reaching their self-management goals.

The Friends and Family Test

"We need your feedback"



What it is: The Friends and Family Test (FFT) is being used across the NHS to understand how people experience using our services. Locally we use the feedback to identify areas which require improvement and change.

How to take part: Your healthcare professional may ask you to complete the FFT when they see you next but you can also ask to fill it in. Family and carers can also complete the FFT.

Contact Numbers by Service:

Rapid Response

Open 8am-8pm
7 days



0300 033 5000 *

Continence Service

Open 9am –5pm
Mon– Friday



020 7771 5795

Continuing Health Care

Open 9am-5pm
Mon-Fri



020 7771 5680

Enhanced Primary Care Team

(Community Health Teams)

Open 24 hours
7 days



0300 033 5000 *

Foot Health Service

Open 8.30am—
5.00pm
Mon– Fri



020 7771 5775

* The Single Point of Access (SPA) is the first point of contact for patients and referrers for these services