

# TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter September 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 Tower Hamlets Community Health Service Pharmacy Team will update you on important information and advice relating to medicines to make sure you get the best out of them.

### [Flu Vaccination 2021/22](#)

The Winter Flu Vaccination campaign will be starting soon with our fantastic district nurses supporting vaccination of those under their care identified by their GPs as eligible and most vulnerable.

As a result of interventions in place for COVID-19 – such as mask-wearing, physical and social distancing, and restricted international travel – flu levels were lower than expected across the world in 2020 to 2021. It is possible there will be higher levels of flu this winter, with more of the population vulnerable given the low levels last season.

The flu vaccine offers the best available protection against the virus and the public can reduce the spread of flu and other winter bugs by regularly washing hands, throwing away used tissues and practising good hygiene.

Eligible groups are urged to get their free vaccine every year and to protect themselves and the most vulnerable people in society ahead of the winter.

There are two essential vaccines that you may need this winter to protect yourself, flu and COVID-19 booster. Vaccines are the best way to protect yourself, friends and family from these dangerous viruses.

Look out for your winter flu vaccine invite, more people are eligible this year than previous years.



### 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](http://www.sane.org.uk).

Samaritans: **08457909090** (24hours everyday) [www.samaritans.org](http://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](mailto:john.kauzeni@nhs.net) to find out more.

## Meet the team : Frances Colley, Senior Care Navigator




Care Navigation involves ongoing communication with patients, carers, and other professionals and services that patients come in contact with. The Care Navigator is responsible in facilitating the delivery of a person's care, working alongside a group of professionals. Their responsibility is around overseeing the care and helping the patient to navigate the health and social care systems and ensure the patient comes in contact with the most appropriate services for their needs.

Care Planning is crucial as this can provide a structure to the patients care and to ensure that all the goals of the different services and the patient's goals are reached. A Navigator does not necessarily deliver the care, but is responsible for overseeing and coordinating the care and supporting the patient to feel that they are at the heart of the decision making. Referrals are via SPA and anyone can refer into the team.

We also accept self referrals.

Contact: Frances on [F.colley@nhs.net](mailto:F.colley@nhs.net) for more information.

## Patient Feedback : You said .. We did

 <b>What you told us</b>	 <b>What we did</b>	 <b>What you told us</b>	 <b>What we did</b>
You don't always feel involved with your care plan.	We have developed a new care plan tool which will help us to talk about your care needs with you.	I have been struggling with my ingrowing toe nail for six months now, my GP didn't tell me about your emergency clinic.	We have treated & assessed you for a nail surgery procedure today and booked you in. We also have reinforced all Tower Hamlets GP Practices regarding our Emergency Clinic Mon-Fri 8:30am.
Your carers do not always know about your care plan.	We are making sure we discuss care plans with your carers where needed.	It gets very warm in this department when its hot. I feel uncomfortable and sweaty in your waiting area.	Heat reflecting film will be applied to all Foot Health Department windows very soon – which we are confident will reduce the temperature and aid our service users / carers / family and staff comfort.

We welcome comments from service users and carers about our services and have developed a number of ways in which people tell us about their experiences.

## 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:

<b>Rapid Response</b>  Open 8am-8pm 7 days	<b>Continence Service</b>  Open 9am –5pm Mon– Friday	<b>Continuing Health Care</b>  Open 9am-5pm Mon-Fri	<b>Enhanced Primary Care Team</b> <i>(Community Health Teams)</i>  Open 24 hours 7 days	<b>Foot Health Service</b>  Open 8.30am— 5.00pm Mon– Fri
↓	↓	↓	↓	↓
<b>0300 033 5000 *</b>	<b>020 7771 5795</b>	<b>020 7771 5680</b>	<b>0300 033 5000 *</b>	<b>020 7771 5775</b>
* The Single Point of Access (SPA) is the first point of contact for patients and referrers for these services				