

# TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter March 2022

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

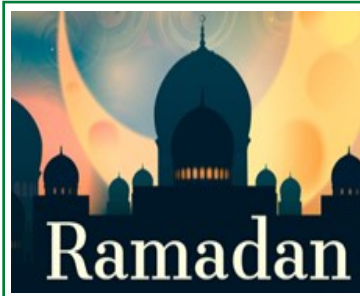


Welcome to the Community Health Services Newsletter. Our aim is to provide you with service updates and information that we hope will be of interest to you.

**Covid-19 and Bank Holidays update: Our services operate and are open as normal.**

## Top Tips to help you store insulin correctly at home to ensure it works to maintain your well-being

- The fridge is the best place to keep the insulin you're not using.
- Insulin needs to be kept at temperatures lower than 25°C. The ideal storage temperature is 2 to 6°C
- For the insulin you're using on the day, room temperature is usually fine. On hot summer days or if your heating is turned to high, it is better to put it in the fridge.
- Do not put insulin in the freezer, as this will damage the insulin.
- Insulin that has been out of the fridge for more than 28 days needs to be thrown away, as it will have broken down.
- Some insulins need to be stored differently — make sure you read the information leaflet that comes with yours, or ask your healthcare team for more advice.
- Keep spare vials or cartridges of insulin in their boxes in the fridge.
- Check the pack for the expiry date and don't use it if it has expired.
- Don't expose insulin to sunlight or high temperatures, so no leaving it near the cooker or in



## Ramadan & Fasting

If you are diabetic and using insulin, you must consult your doctor or diabetes specialist nurse before deciding on fasting.

If you take regular medication, speak to your doctor or pharmacist about changing your regime to suit the needs of Ramadan.

## Macmillan Care Navigators

**We offer personalised and coordinated support for people with cancer who:**

- have complex health and social care needs
- are vulnerable and isolated
- need ongoing support close to home
- live in Tower Hamlets and are aged 18 years and over

➤ The service aims to help to enhance the communication with patients, carers and other professionals and services you come in contact with, empowering you along your journey.

**In partnership with:**

East London  
NHS Foundation Trust



**MACMILLAN  
CANCER SUPPORT**

### How can we help?

Our navigators :

- ✓ Will have personalised conversations to assess your wider support needs
- ✓ Together, produce a care plan, focusing on your needs.
- ✓ Coordinate care and support with other professionals as a team around you, including the GP and hospital teams
- ✓ Provide you with access to urgent information advice and support in the community
- ✓ Enable you to take control, be independent and manage your health

**For more information please contact:**

[elft.macmillan-carenavigation@nhs.net](mailto:elft.macmillan-carenavigation@nhs.net)

Tel: 0300 033 5000

# Healthy Influencers

## Improve the health of your community

Are you an ELFT service user or staff member who would like to help yourself and others improve their health, build confidence and become more physically active?

The Level 1 Influencing Health & Wellbeing programme teaches you valuable skills about health and wellbeing that you can then use to support members of your community.



### The course will cover:

- Fitness and diet
- Sleep and wellbeing
- Behaviour change
- Communication skills
- How to influence and motivate others

Once completed, there are volunteering, further training and mentoring opportunities to make long-term positive changes for yourself and others.

Whether you are living with a mental health condition yourself or support those living with a mental health condition, this programme is for you.

**7-day online course via Zoom**

**Starting May 3rd 2022**

Tuesdays & Thursdays 10.30am-12.30pm

For more information, Contact Alison

Sports Inclusion Coordinator

[alison.crompton@bbbc.org.uk](mailto:alison.crompton@bbbc.org.uk)

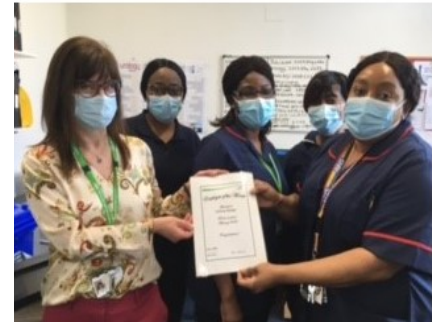
07584 899 362

**Scan the QR code to register, or click here.**



Employee of the month goes to.....

**Chinny Ejiogu, Continence nurse.**



### Feedback from patients using the Older People Clinic

**You said...**it is difficult to re-arrange appointments

**We did...**put a new phone in place

**You said...**letters do not say whether appointment are by telephone or at the clinic

**We did...**change the letters to say whether the appointment is by phone

### Services and contact details for help with mental health issues:

**Tower Hamlets Crisis Line** —24 hour Mental Health Crisis Helpline **08000730003**. Available 24 hours a day including weekends and bank holidays.

**NHS 111:** dial 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)

### 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*