

TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter June 2023

Enhanced Primary Care Team | Foot Health | Continenence 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.

Advice & Information

Storing your medication safely over the summer.

During the summer, extra care must be taken to ensure that medication is stored correctly for the best use of medication. If medication is exposed to high temperatures, they may lose their form and become difficult to use. For example, creams may become thin like liquid and capsules may split.



Tips to safely store and use medication in your home:

- Store in a locked cupboard which is out of direct sunlight and out of the reach of Children.
- Bathrooms and kitchens are not suitable for medication storage as these places can become hot and humid.
- Keep the storage area of medication cool. Usually below 25°C.
- Medication which requires fridge storage should be managed carefully and should be returned to the fridge immediately after use. Read the Patient information leaflet or label or check with your community pharmacy if you are unsure.

Service User Event

Keep Hydrated in the heat.

Drink plenty of water and keep hydrated as the temperature is getting warmer.



Congratulations...

Team of the month for June 2023 goes to...

The Continuing Health Care Team

Festival of Community in collaboration with Queen Mary University

The Continenence service and Foot Health took part in the festival of communities on the 10th and 11th of June along side Queen Mary and local community groups and organisations. It brings together people across the borough to explore living and learning in Tower Hamlets, building connections within our community. It was fun filled and engaging and was a successful event.



Foot health service can be contacted on 0207 771 5775 Monday-Friday , 8:30-5 pm, and elft.thchsfoothealth@nhs.net.

Emergency foot clinics from 8:30 am prompt to 8:45 am Monday to Friday , 2nd Floor, Grove Building, Mile End Hospital.

Continenence service can be contacted on 0207 7715795 Monday to Friday , 9.00 am – 5 pm , or email ELFT.TH.CONTINENCE.SERVICE@NHS.NET

Important Updates

Carers Awareness week event.

During Carers Awareness Week (5-11 June 2023)

Tower Hamlets CHS held a tea party for staff who are also informal carers for a family member or friend. Those who

attended were able to find out about how the Trust can support staff who are carers, for example carers leave and flexible working. They were also able to meet Sian from the Tower Hamlets Carers Centre and hear about the range of support that the Carers Centre provide for carers across the borough. Rachel, our fantastic service user, also came to the event and shared her own experiences about being a carer.



Welcome to the team...

Hi! My name is Ellie and I joined the Tower Hamlets Community Health Service as a Clinical Associate in Psychology Apprentice in January this year and this is a new role.



The purpose of my role is to provide psychological support to patients who live with type 2 diabetes and have been identified as patients who could work towards managing their own medication. This is a very rewarding role for me as it is patient centred and focuses on increasing their independence and confidence. So far this work has included educating individuals on how high and low blood sugar levels effect their daily moods, addressing any anxieties surrounding needles/ health responsibility and working on harmful behaviours such as binge eating.

I feel particularly grateful to be working with these patients as they kindly welcome me into their homes and continue to show interest and engage in our work. I am excited to work with more patients and the many wonderful teams in the community health service.

Mens Health Week.

It was Men's Health Awareness Week (12th - 18th) June, which shines a spotlight on physical and mental health problems affecting men. The theme this year was encouraging men to prioritise their health and wellbeing. It was great to see a good turnout for the screening of the Men's Health Webinar on 14th June. Staff across the service have been encouraged to consider booking a Men's Health MOT."



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.

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

Contact Numbers by Service

Rapid Response

Open 8am-8pm
7 days



0300 033 5000 *

Continance 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



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*