

TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter March 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.

Service User Event

Foot Health Service User Focus Group.

Tea & Coffee Morning- Thursday 6th April 2023 at 11 am - 12 noon

This event is to welcome you to enrol into our Focus Group where we hear your feedback to improve our Community Health Services.



Refreshments will be provided

Location: The Foot Health Dept, 2nd Floor Grove Building at Mile End Hospital E1 4DG

Feedback from patients in Continenence



What you told us

You told us to offer more afternoon face to face review as it was difficult to attend morning appointments.

You told us to continue with Telephone reviews



What we did

We now offer afternoon appointments face to face and is offered to patients who request for afternoon appointment.

We continue to use telephone consultation to review patients as requested.

Advice & Information



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.



Announcements...

Employee of the month for March 2023 goes to...

Nichola Murphy
Cancer Care Navigation.



Congratulations to...

The Pressure Ulcer Team in Tower Hamlets and Newham were nominated and shortlisted for the British Journal of Nursing Wound Care Nurse of the Year 2023, in recognition for our work in raising awareness of pressure ulcer prevention and care for patients with pressure ulcers.

"We are so proud that we won Silver and will continue to support our patients and other health professionals in promoting good practice for pressure ulcer care. Well done to ELFT!!"...

Important Updates



Tower Hamlets Community Equipment Service



Changing From Medequip to NRS Healthcare from 1st April 2023

From the 1st April 2023 the provider for the Tower Hamlets Community Equipment Service will be changing from Medequip to NRS Healthcare.

If you any equipment from the council (LBTH) such as a hospital bed, mattress or hoist, etc that needs repair or collecting please contact NRS Healthcare.

Equipment you currently have may display a Medequip sticker on it with support details, but you should now contact NRS Healthcare for support. These stickers will be replaced over time whenever there is a repair or maintenance visit.

New Service:

- New longer operating hours of 8am-8pm
- Working days are now Monday – Saturday, for NRS Healthcare.
- Evenings, weekend and Bank Holiday out of hours service via the number below.

New phone number for service users:

- NRS phone number for all depots/customer service **0300 100 0253**

The best of London
in one borough



Nursing Equipment.



Enabled Living have been appointed by East London NHS foundation Trust (ELFT) to supply consumables and medical devices for you and your family from 1st February 2023.

Enabled Living will provide you with medical device support such as suction machines, nebulisers, syringe drivers and vac pumps as well as regular delivery of your consumables such as tracheostomy tubes, suctioning accessories or filters for devices.

You no longer need to contact anyone and these orders will be delivered to you automatically on a 4, 8 or 12 weekly basis as prescribed by your District Nurse.

If you have any queries you can contact enabled Living on **02033732222** or
info@enabledlivinghealthcare.co.uk.

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
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*