

JUBILEE LINES

keeping our patients informed

2022

Volume 18 Issue 1

Summer issue



**SCAN OUR QR
CODE TO ACCESS
THE NEWSLETTER
ONLINE**



**SUMMER EDITION: FIND OUT MORE ABOUT HOW TO
STAY WELL THIS SUMMER!**

WWW.JUBILEESTREETPRACTICE.NHS.UK

JUBILEE LINES

keeping our patients informed

JSP4U – CONTACT US ONLINE

You can contact us about a medical, administrative or prescription issue by clicking here: jubileestreetpractice.webgp.com



All patients with internet access are encouraged to contact us online unless it is an emergency.

This helps us get the information we need to help you efficiently and safely, whilst prioritising the most urgent cases.

Please avoid coming into the surgery in person unless it is essential or if you have a booked appointment.



The benefits for you are:

- You can seek help from the comfort of your own home
- No need to wait in a phone queue
- You can let us know how you prefer to be contacted and what you are hoping for, helping us to provide a service that works for you

It's 'Click and Easy' so try contacting us online!

Jubilee Street Garden

Written by Suraya Khan, JSP Patient

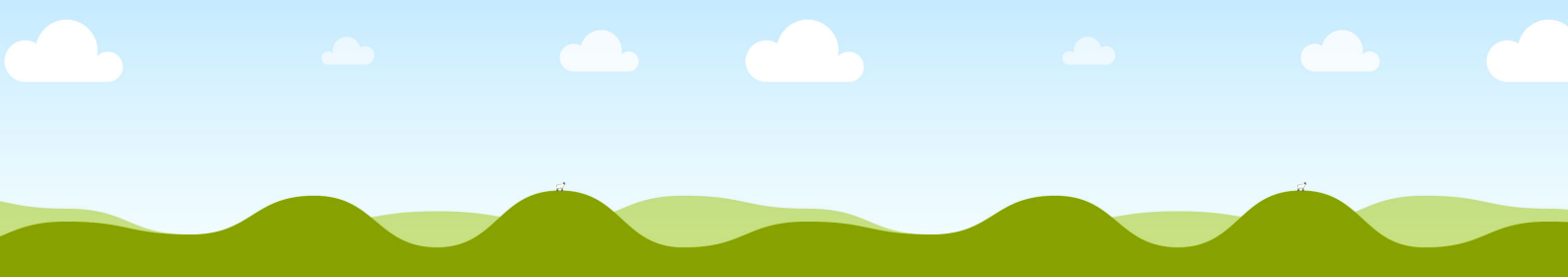
My name is Suraya Begum, I'm a busy mum of three and I was invited to a new initiative called 'come let's grow' as part of the new wellbeing hub project that the surgery is providing for their patients.

Since joining the garden, I've grown in confidence with gardening as an amateur. I feel it's been brilliant for my mental health as it's allowed me to come out and meet all kinds of people, something to do as a routine and look forward to, a new skill to learn and be part of the community.

Before

Here's what the space looked like originally:

The boxes needed to be cleared, cleaned, weeds taken out, compost put in, seeds in and watered.

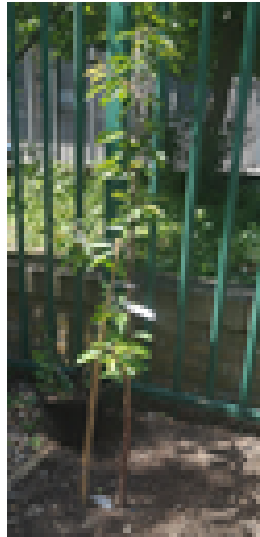
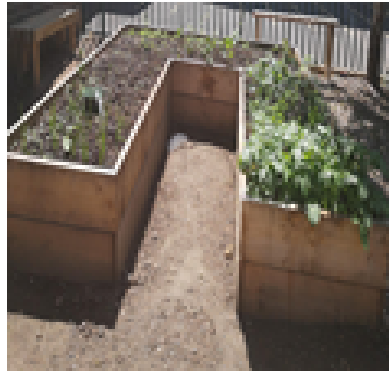
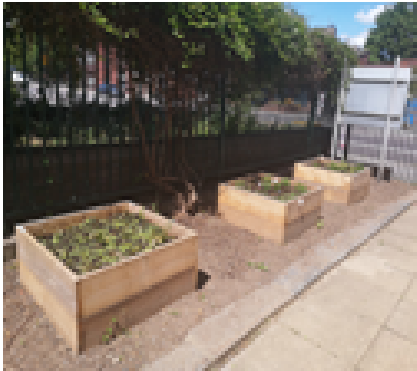


Jubilee Street Garden

Written by Suraya Khan, JSP Patient

After

Fruits and flowers have started growing within weeks. The area has been cleaned and weeds taken out around the beds. There is still loads to be done!



Ongoing Long Term Project

Anyone can come and join the gardening sessions on Thursdays between 10-12!

We would recommend anyone to come and join the group to learn and have fun along the way.

We have a lovely, friendly, project manager, who is always there to help and answer any queries. We have local people and patients from the surgery who have been involved since the beginning, ranging from kids to adults to older members, and we are proud of what we achieved!

Our aim is to turn the space into a beautiful sanctuary which the community can use for gardening and a quiet space surrounded by nature.



JSP Wellbeing Hub

Come Grow With Us

GROW YOUR VERY OWN HERBS,
FLOWERS, FRUIT AND VEG

Thursdays 10am -12 noon
Jubilee Street Practice
368-374 Commercial Road
London E1 0LS

Community Gardens are a great way to:

- Improve your health and wellbeing
- Grow your own food
- Meet new people
- Socialise with friends
- Learn new skills
- Have Fun!

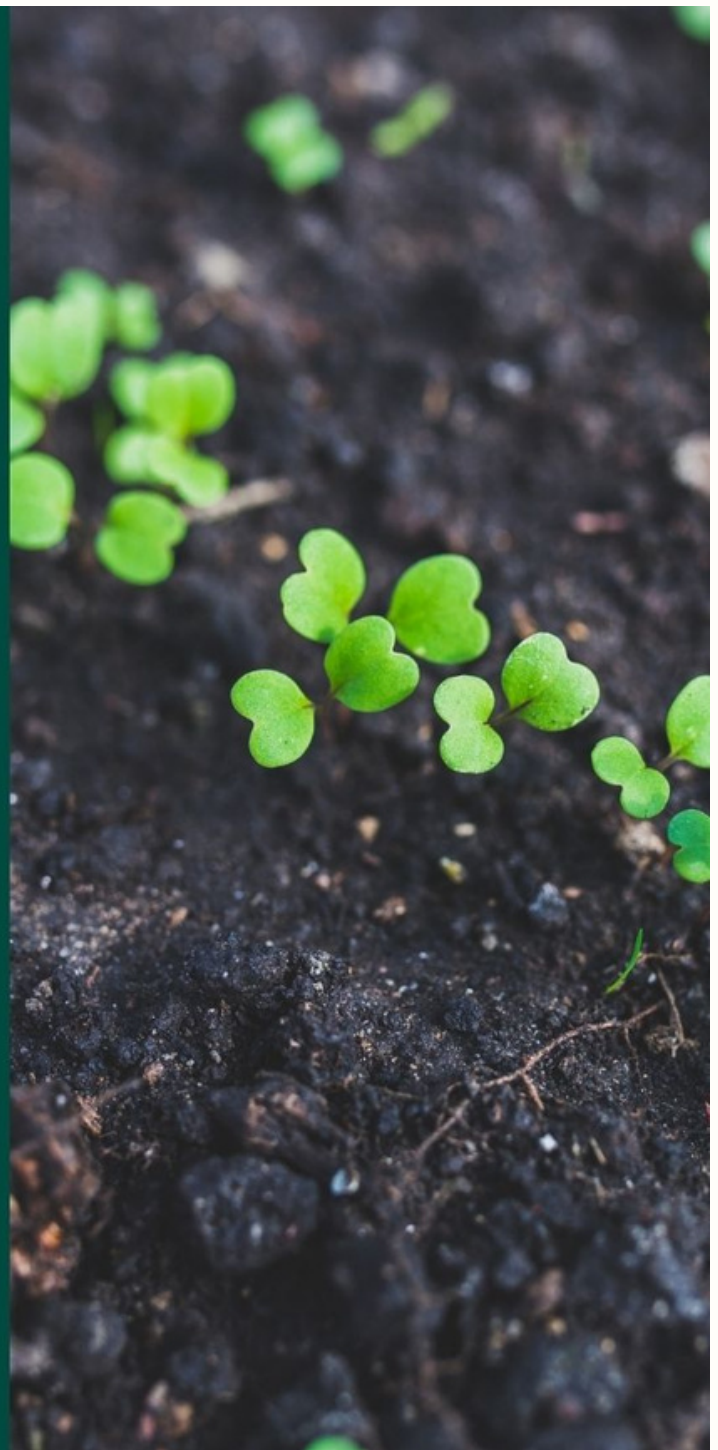
TO GET INVOLVED CONTACT

JSP WELLBEING HUB ON:

MOBILE: 07498862419

EMAIL:

THCCG.JSPWELLBEING@NHS.NET



Email: Thccg.jspwellbeing@nhs.net

Mobile: 07498862419

Marjia/Fahmida – Project Manager



@jubilee.st



07498862419



@Thejubileestreetpractice





JSP WELLBEING HUB

TIMETABLE 2022

TUESDAY

Coffee Morning and
Exercise for Over 50s

10.00 – 11.30am

@ Exmouth Community
Hub

To register your place for any of the activities or to
find out more – please contact the team.

Email: Thccg.jspwellbeing@nhs.net

Mobile: 07498862419

Marjia- Project Manager

WEDNESDAY

Women's Keep Fit

10.00-12.00pm

@ Exmouth Community
Hub

WEDNESDAY

Coffee Morning/Gardening

@ Jubilee Street Practice

9:30 – 11.00 am

Healthy Body & Mind Workshops

Pain Group

@ Various locations

Runs in English &

Bengali language

Workshops take place once a
month

(To find out more contact us)

THURSDAY

Wellbeing walk

@ Stepney Green Park

9:00-11.00am

THURSDAY

Social Hub

2.00pm – 3.30pm

@ Carers Centre

THURSDAY

Come Grow With Us

10.00-11.30pm

@ Jubilee Street Practice

Community Garden

Expression of interest



@Jubilee.st

@jspcommunityhub



07498862419



@Thejubileestreetpractice



Compassionate
Neighbours
in East London



Tower Hamlets Talking Therapies
Making a positive difference through Talking Therapies



Allergy Tips

Dr Salma Ahmed

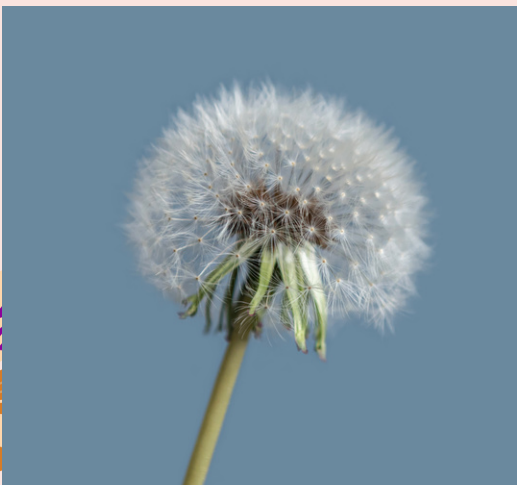
I attended a conference on allergies in Edinburgh with my daughter Lana (a junior doctor) on April 25th 2022.

I wanted to share some useful tips.

About Dry Skin

If dry skin is not treated you can get eczema (atopic dermatitis). It itches a lot – this can make you feel quite miserable.

When you scratch it releases chemicals called histamine and this then causes more itching.



Useful tips

- You can buy emollients over the counter for dry skin
- You can use them to protect and soothe the skin
- You should use them frequently
- Ointments are greasy but can be more effective for eczema
- Creams are less greasy but less effective
- Apply an emollient first then the steroid if you have been prescribed one
- Ideally wait 15 min before applying the steroid
- If swimming apply emollients before (with clean hands)
- Continue using an emollient even when the skin is better. You can keep it in the fridge too as it can be soothing.
- Never put it on a hot radiator.
- Don't use bath additives, they don't add much benefit

Allergy Tips

Dr Salma Ahmed

Allergies

Another lecture by Melissa Singh I went to was on allergies by the Natural Allergy Society.

The message was:

- Treat allergies seriously if you have a reaction that affects your breathing or lips or severe urticaria
- If someone has identified a clear allergic reaction and ended up in hospital, you may get offered an epipen (an injectable auto device)
- If so you should always have two not one in case the first one doesn't work. There is training for this:

<https://www.anaphylaxis.org.uk/hcp/tailored-resources/patient-education-training-in-use-of-injectors-and-inhalers/>

- You should tell your friends and family about what you are allergic to
- Don't be afraid to talk about your allergies. We can code them in your records if you have a true allergy.
- If you think you have an allergy or rash send a photo via e consult or ask admin staff how to send a photo if you are unsure how.

Finally as a fellow hayfever sufferer, don't forget you can use more than daily antihistamines and get eye drops and nasal spray advice from your local community pharmacist.



Factsheets and Helplines

Useful fact sheet:

<https://www.allergyuk.org/resources/eczema-in-children-factsheet/>

We use the Tower hamlets formulary and these are the top four choices.
Tower Hamlets Formulary Helpline:

0800 448 0818
013226 19898

Community Pharmacist Consultation Service (CPCS)

Dr Emma Ovink

A new national service aimed at improving access for patients.

Why are we doing this?

Pharmacists are qualified healthcare professionals and experts in medicines. They can offer clinical advice and over-the-counter medicines for all sorts of minor illnesses, and a same day consultation can be arranged quickly and at a time to suit.

An estimated 6%–8% of all GP consultation could be transferred to CPCS which helped freeing more GP appointment slot for urgent and vulnerable patients.

Why is this a good thing for patients?

Patients referred will have a consultation within the next 24 hrs and the consultation will be saved in the GP record via a monitored secure pathway.

Community pharmacies are local and many conditions can be managed safely by a pharmacist, freeing up GP appointments for those that cannot.

If the pharmacist thinks you need to see the GP, they can arrange an urgent appointment for you.

Patients who have already used the service liked the convenience of having a consultation on the same day, or a day that suited them, at a pharmacy of their choice. 78% of people who had a consultation with a community pharmacist were successfully helped.



JSP TEAM UPDATES

Dr Salma Ahmed is stepping down from being a partner from July 1st after 21 plus years. Salma will continue working but as a salaried GP from August after some leave. She will continue working at the practice but will cut down a clinical session. Salma has felt it has been a privilege to work as a partner with such an amazingly dedicated team and will continue to look after her patients and be a part of the JSP team. She will continue training and supervising.



MEET OUR NEW TEAM MEMBERS

NADIA - PHYSICIAN ASSOCIATE

WHAT DOES YOUR ROLE INVOLVE?

My role is to work alongside the supervising doctors in triaging and managing patients and carry out a range of examinations and investigations. the only thing we don't do is prescribe and request scans with ionising radiation. I started in January with the team and am enjoying my time here so far!

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

There is a real sense of community, everyone is very supportive and welcoming! I know I haven't gotten around to meeting everyone, so here's my hello ☺

FUN FACT ABOUT YOURSELF?

I'm often confused with one of our lovely pharmacists because we have very similar names!

RAHILA - RECALL ADMINISTRATOR

WHERE DID YOU WORK BEFORE JSP?

I worked as a receptionist in Limehouse GP practice for 8 years.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

Baking (I do this as a side business!), going to boxercise classes to keep fit, and spending time with my family.

JOE - PATIENT ASSISTANT

WHERE DID YOU WORK BEFORE JSP?

I worked as a technician in theatre!

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

I like sports, playing football, playing golf, and spending time with friends and family.

FUN FACT ABOUT YOURSELF?

I was in a McDonald's advert when i was 16!



FAIZ - PATIENT ASSISTANT

WHERE DID YOU WORK BEFORE JSP?

I was a Business Development intern at Queen Mary, and used to work at Next and Sixt Car Rental.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

I'm a big football fan! I love watching football, playing football, playing FIFA and going to the gym.



FATIMA - NURSE

WHERE DID YOU WORK BEFORE JSP?

I used to be a specialist practitioner district nurse, working in the community in Tower Hamlets. I love working at JSP because of the sense of teamwork here!

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

Walking, spirituality, spending time with my children.

DESCRIBE YOURSELF IN A FEW WORDS.

Kind and curious!

NURIN - PATIENT ASSISTANT

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

I love spending time with family!

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

100% the support and team, everyone is literally just the best! Makes it easier that we have such awesome people too and always someone to turn to

WHERE DID YOU WORK BEFORE JSP?

I was doing family support work!

SHEREEN - NOTE SUMMARISER

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

I love to travel and explore new places, and I do aerial gymnastics! Also love to cook and spend time with friends and family.

WHERE DID YOU WORK BEFORE JSP?

I was a dental student and administered COVID vaccines at Guy's and St Thomas' Hospital!



COMMENTS

FROM OUR PATIENTS

Best Practice Ever

Mrs Griffin - 25 May 2022



The doctor phone me in the evening when they should have been relaxing. Listen to all my symptoms was extremely understanding and so caring as always. Organised my medication to collect the next day. I couldn't ask for better care. Thank you so much!

Jubilee Street Practice replied on 25 May 2022

How refreshing reading your comments and couldn't agree more that even doctor's deserve to relax in the evenings! Sadly the truth is that a lot of our admin and clinicians are working well beyond the practice's closing time, and sometimes even on weekends on admin related work which just cant be completed during normal business hours. We are really happy to hear that your medication was organised with such efficiency. We wish you good health!

Excellent service and responsiveness

Paula - 22 December 2021



I only joined this practice in the last two years and have been absolutely blown away by the care and attention I have received on every interaction I've had. My GP always responds to my enquiries and questions swiftly and often by return, always far exceeding my expectations. I have been extremely impressed and very grateful indeed. Thank you so much.

Jubilee Street Practice replied on 23 December 2021

Thank you for your kind comments, although we are really happy to hear that you have received such great care since joining us in the past 2 years, we feel as a team we have some big hurdles to overcome. Putting aside the Covid-19 issue we have been struggling with our growing patient numbers and meeting the demand to the highest standards. As such we have begun some improvement work in the last month or so and hope this will enable us to continue helping our patients like your self for many more years to come.

COMMENTS

FROM OUR PATIENTS

Disappointed with online and telephone services



Tina - 14 March 2022

Very disappointed with the online service and the fact that it is impossible to get a face to face consultation, either by phone or at the reception, this has been a problem since the covid outbreak, when at it height was understandable, but doctors need to start seeing patients again, I was always pleased with the service before covid and the online service, when you could phone speak to an operator and the doctor would phone you back during the course of the day, and see you if necessary.

Jubilee Street Practice replied on 23 December 2021

We are really sorry to learn that you have been very disappointed with our online service and have found it difficult to get a face to face appointment. Covid or not we have always tried to ensure if a patient needs a face to face appointment this will happen. However due to a few factors and Covid being one of them we have had to adapt our consultation model to ensure we are still safely able to deal with patient needs given the fact that we have increased our patient list size by about 3,000 over the last few years.. We have been working on improvement phases over the last few months to hone this new model of access and at the same time gather data and feedback to help shape things better. In essence we encourage wherever possible patients contact us via the our online consultation portal, however for patients such as those that are vulnerable, have digital poverty etc we are still contactable on the telephone. We hope to find a safe and sustainable balance between ease of access and matching capacity with demand.

Excellent GP practice



21 December 2021

When I hear reports of other GP practices and problems with appointments etc - I can't believe how very lucky we are to have a practice where if you can't see your GP they actually contact you by phone, within 24 hours. They are very proactive and the reception staff are always extremely polite and helpful.

Jubilee Street Practice replied on 23 December 2021

Thank you for taking the time to share your wonderful feedback with us. We will share this with the rest of our team, which is sure to bring a smile on all our faces.

JUBILEE STREET STAFF TEAM

Transformation Manager

Virginia Patania

GPs

Dr Nicola Hagdrup
Dr Salma Ahmed
Dr Jens Ruhbach
Dr Emma Ovink
Dr Natalie Symes
Dr Ali Klaber
Dr Zahra Husain

GP Registrars

Dr Milena Marszaleck
Dr Miriam Samuel
Dr Sophie Fidoe
Dr Umair Nazir

Practice Nurses

Liz Hands
Lauryn Murdoch
Amy Endersby
Bonnie Mpofu
(Diabetes specialist)
Fatima Ali-Yousuf
Anne-Marie Martin
(Hypertension specialist)

Physician Associate

Nadia Aktar
Tabana Gohar

Practice Pharmacist

Harriet Abbiss
Nazifa Akhtar

**Editors: Shereen Hussain
Kamal Uddin, Majeda Khanom**

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Lyn Owens

Transformation Co-ordinator

Kamal Uddin

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Nicola Cyprien
Yasmin Rahman

Administrators

Christine Hulbert
Helen Olajorin
Majeda Khanom
Asma Begum

Healthcare Assistants

Ayesha Khatun
Subarna Barua
Wahida Begum

Phlebotomists

Nicola Cyprien
Valentina Bettozzi
Mahmuda Daham

Assistant Practitioner

Marjia Sultana

Note Summariser

Shereen Hussain

Caterer

Shakila Wakili

Patient Assistants

Rukshana Muquit
Nipa Khanom
Rajna Begum
Rahima Begum
Imane Saidane
Faiz Hussain
Joe Nicholls
Danielle Bramble
Amin Nafnaf
Farjana Sheri
Najia Begum
Nurin Begum
Sultana Begum
Abeda Siddika

Bangladeshi Health Advocates

Saleha Uddin (Monday AM)
Aniss Uzaman (Tuesday AM)
Jakia Haque (Wed AM)
Kamal Uddin (Fri AM/PM)

Network staff (recalls)

Chadni Samad
Rahila Khanum

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