



JUBILEE LINES

2023

Keeping our patients informed

Volume 19 Issue 2

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

JSP - CONTACT US ONLINE

You can contact us about a medical or administrative issue by visiting:
jubileestreetpractice.webgp.com



All patients with internet access are encouraged to contact us online.

You are now able to submit URGENT queries via e-Consult. If you have an emergency please call 999.

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 LINES

Keeping our patients informed

REGISTERING WITH US

We are taking registrations online!

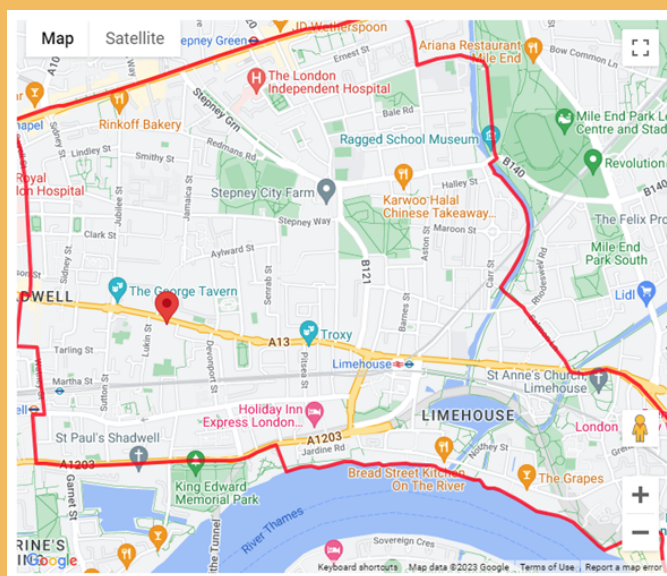
If you reside within our catchment area - Welcome!

You can sign up via our website or by following the link below:

<https://gp-registration.nhs.uk/F84031>

You can check if you are within our catchment area here:

<https://jubileestreetpractice.nhs.uk/find-us/>



Community Pharmacist Consultation Service (CPCS)

Dr Emma Ovink

A 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.



GP Hub Appointments

Anyone living in Tower Hamlets who is registered with a GP is also entitled access to GP "hubs" across the borough. At these hubs, you will see a Tower Hamlets GP or nurse, face-to-face, with access in the evening and at weekends.

If you contact us to request an appointment and we have reached capacity for the day, our team will often be able to book you a hub appointment where available.

Our local GP hubs are located at:

- Goodman's Field Medical Practice - Field 9, 11 Stable Walk, E1 8ZF**
- City Square Medical Group, Cable Street Branch, 445 Cable Street, E1W 3DP**

It is extremely important that if you are offered one of these Hub appointments, but cannot keep the appointment then you cancel this as soon as possible by replying with 'Cancel' to the SMS text you will receive from the Hub to confirm your appointment.

ANP Hub Appointments

You may also be offered a hub appointment with an Advanced Nurse Practitioner.

The ANP role was developed partly to address demand and workforce issues. In general practice it is generally understood to mean a nurse who has undertaken extra training in clinical assessment, including history-taking and physical examination, so they can safely manage patients presenting with undifferentiated and undiagnosed conditions.

ANPs can:

- **prescribe any medicine for any condition within their competence (including some controlled medicines) provided they have completed an Independent Prescribing qualification**
- **see patients with undiagnosed, undifferentiated medical conditions and make treatment decisions, including ordering necessary investigations**
- **refer patients to secondary care, although this can vary depending on local arrangements and protocols**
- **sign fit notes.**

Air Pollution & You

Air pollution is in the air that we breathe in, and there are lots of different types of pollution in the air around us. Different types of pollution are caused by different things, and can affect you in different ways as they are inhaled and absorbed into the body.

Pollution can come from lots of sources, including; fires, cleaning products, car fumes, air fresheners and smoking.

Air pollution can play a part in causing asthma for some children.

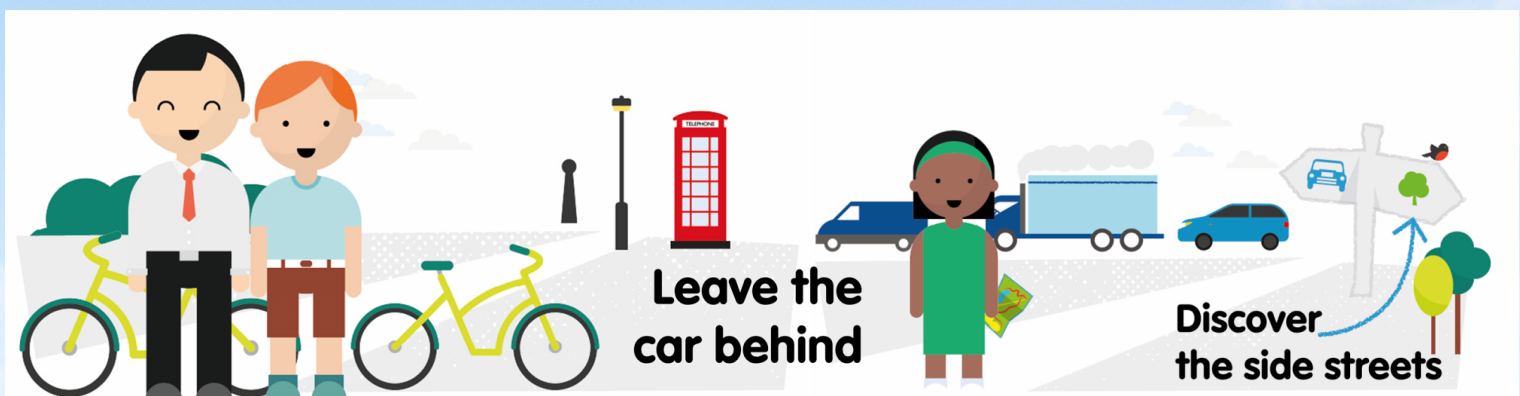
For children who already have asthma, being exposed to more air pollution can increase how bad their symptoms are and how often they have chronic symptoms.

Air pollution can worsen asthma symptoms, including coughing, wheezing and breathlessness, so we've worked with GPs, young people with asthma and their families and climate charity, Global Action Plan, to put together some resources to help you learn about practical actions you can take to reduce your exposure to air pollution.

You can have a look at the Air Pollution and You checklist to see what actions you can do to help to reduce your exposure to air pollution.

Visit the Global Action Plan website to find out more:

<https://www.cleanairhub.org.uk/tower-hamlets>

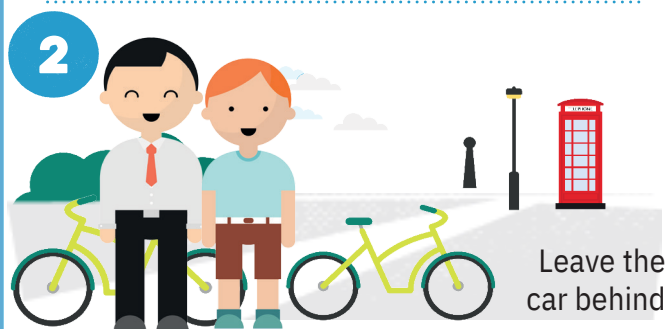


Air Pollution & You

Air pollution can worsen asthma symptoms including coughing, wheezing and breathlessness. The actions below can help:



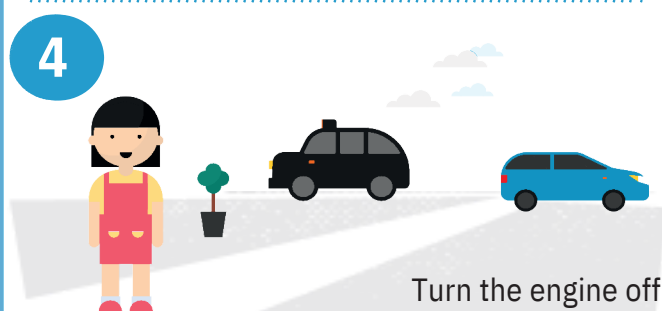
Use quieter roads and paths to keep away from heavy polluting traffic.



Encourage your whole family to walk, cycle and scoot more - air pollution can be higher inside a car than outside.



Sign up at AirText.info to get air pollution alerts sent to your phone.



If you do need to use a car, ask the driver to turn the engine off when the car isn't moving.



Use fragrance free and low-chemical cleaning products. Stop air pollution collecting in your home by using extractor fans and opening windows away from busy roads.

For more information on how air pollution can affect your health, and how to reduce your exposure, visit www.cleanairhub.org.uk/tower-hamlets

My air pollution plan:

Plan out the actions that you and your family can take to reduce the impact of air pollution on your health

**On all
days**

**On high
pollution days**

I will use my inhaler as recommended by my GP or asthma nurse

I will treat air pollution the same way I treat other asthma triggers

We will walk, cycle or scoot to school

We will look up quieter routes to avoid roads with heavy traffic

We will turn on the extractor fan when cooking

We will swap our cleaning products to low chemical options

We will open the window when cooking

We will open the windows when cleaning

We will always turn the engine off when our car is stationary

If we paint, we will check it is labelled “low VOC”

We will leave the car at home when we can

We will ask people not to smoke in our home

This leaflet was designed in collaboration with:
children with asthma, their families, GPs and clinicians.

Thank you to Tower Hamlets Together and Global Action Plan as the original creators.

The 'Fabulous' Caregiver's Checklist:

Flexibility: constantly adapting to changing situations

Attitude: approaching the role with gratitude

Boundaries: respect your personal limits

Understanding Job Satisfaction: understanding the meaning of your role

Laughter: find the humour, especially in stressful situations

Optimism: understanding the positive impact you make

United: staying connected to those you love

Self-Compassion: remember to always be kind to yourself.

*Article from: 'Good Housekeeping'
December 2022 by Lizz Schumer.*



JSP WELLBEING HUB SUMMER 2023



FUN FACT!

**SUNLIGHT LOWERS BLOOD
PRESSURE AS WELL AS
INCREASING VITAMIN D LEVELS**



Our Community Garden project has recently launched to give our patients an opportunity to become their very own gardeners. Patients are taught how to look after, grow and maintain our garden space to grow flowers and vegetables. By joining our community garden patients can take a break from their busy schedule to connect with nature and socialise with others

Community gardeners regularly meet to discuss how to utilise the community garden space to produce the best crops for patients to use. Currently, our community gardeners are growing a range of vegetables such as tomatoes, spinach, pumpkin, radish, coriander, parsley, as well as fruits like strawberries for our patients to harvest. The community gardeners are also learning how to best water plants to grow nutritious crops, as well as experimenting creating organic fertilisers.



JSP TEAM UPDATES



Our dear Dr. Ahmed will be leaving us soon...



How did you become a GP at the Jubilee Street Practice (JSP)?

I first came to the practice as a 20-year-old medical student working as an interpreter in the summer of 1988 at Steels Lane Health Centre. I fell in love with the practice and the area. Coming from a Bangladeshi family myself, I was captivated by the spirit, ethnic diversity, the atmosphere and the shops - which my Mum also loved! So, after qualifying, I applied for the Tower Hamlets GP 3-year vocational training scheme and Dr Brian Harris interviewed me. He was a partner at JSP and well known in the area. The equally legendary Dr Sally Hull was my GP trainer at JSP in 1994. She was so supportive and clever and a great role model, so that I too wanted to be a trainer like her. After having my children and doing a Masters I was considering another job when fate took a turn and I was offered a job as a GP partner here. In fact I took over from Brian Harris himself, so perhaps everything comes in circles.

What does JSP mean to you?

JSP is like a second family - in fact we often refer to the JSP Clan! To me, being in the clan means hard work and dedication, support without judgement, helping patients and colleagues stay well and happy. I'm so proud of having been at this amazing practice for so many years and I feel we achieved a lot together. Most of all, JSP is about the people - the staff and the patients. I remember how we all came together to march through the streets in the Save Our Surgeries campaign and how proud we all were when the practice was inspected by the CQC and rated outstanding.

Why are you leaving?

I have reached a stage in life at the age of 55 years that my priorities have changed. I have moved house and taken on more caring responsibilities for my father and father in law and want to spend time with our new granddaughter who was born recently. I will be a GP nearer to where I am living now and will carry on teaching.

Who are you wanting to thank?

Honestly, there are too many to mention them all! I want to thank all my previous GP colleagues and mention some of them like Sally Hull, Naomi Beer and Mary Edmondson as they have been an inspiration. My previous partners Virginia, Nicola, Jens and Emma have been the most wonderful people to have worked with. I have so many grateful memories of the whole practice team. I have shared births, deaths and beautiful life experiences with you all. But the little moments in life and work will be equally memorable. Many of you are life long friends now as well as colleagues. A lot of my memories are about food actually and why we were together - everyone seems to have a favourite food recipe to share and they are all delicious.

JSP TEAM UPDATES



I would like to thank everyone in JSP Clan, past and present for memories that I will always treasure. Some are dramatic, like the patient whose heart stopped in the waiting room and we saved his life before the ambulance arrived. Some are funny, like the speeches at our practice Christmas parties and the infamous occasion when Naomi and I were being interviewed together on the news and I suddenly stopped talking and just handed over abruptly to Naomi (who was totally unprepared but rose to the occasion). And many of my memories are about patients. Times when it was just me and the patient in a consulting room or in their home, when it was my honour to try to help them and share their time. My patients every day humble me, surprise and interest me with their stories and resilience and strength. Colleagues in Tower Hamlets such as the trainers and appraisers and previous GPs in the area have all helped me become who I am. I would like to thank my husband Anisur, children Lana and Asif and son in law Qasim as well as my siblings for their support and encouragement. In fact Lana and Qasim are training to be GPs and follow in my footsteps which makes me happy and proud.

Above all I want to thank my parents because I owe everything to them. I became a GP because I watched my Dad working as a GP and he was my role model. He still lives in the area where he practised and is recognised whenever he goes out even after being retired for 25 years. My Mum was a massive support and always showed endless love and generosity.

How would I like to be remembered?

As someone who cared about patients and colleagues and did their best. Who worked hard and went the extra mile to make a difference, who was kind and approachable. I'm also happy to be remembered for my training and teaching and I have loved training 30 different junior Drs/ GP registrars over the time I have been at JSP. I learnt so much from them and also from medical students and anyone I have supervised. I would like to be known as someone happy to help make changes and who always wants the best for others. Since I know that so many people at JSP have helped shape who I am as a doctor and a human being, I hope that I have also been able to do that for others. On a lighter front I would like to be remembered for my banana cake and my unintentionally hilarious speeches. I have been known as the "Feedback Queen" because I'm also known for giving honest but hopefully kind feedback!

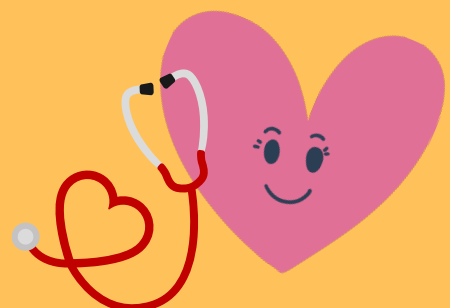
I would like to leave with this poem my husband wrote for me.
I will miss you all and my patients and the area. I have been blessed and humbled by you all.
My Mum said "Be grateful for what Allah gave you" and I am so thankful.

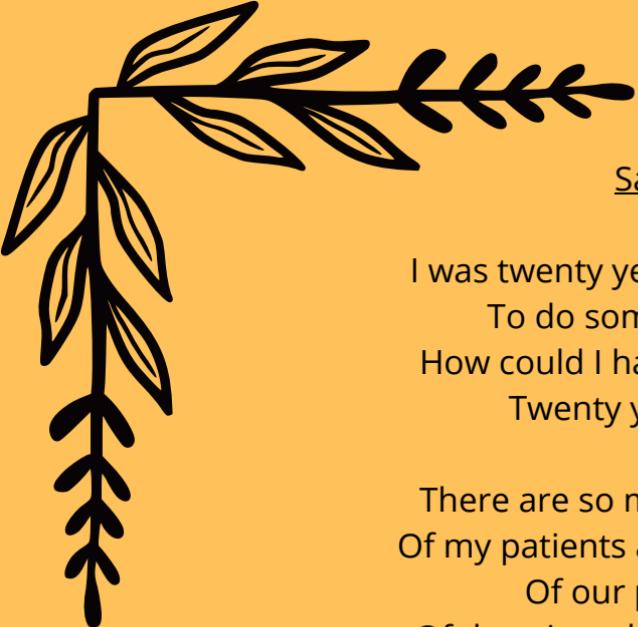
I leave you with memories of my banana cake. This represents warmth, tasty, home, wholesome, support and love. The fact that I change the recipe often means we can always still change and adapt.

With love and
respect,

Salma

Dr. Salma Ahmed





Salma's Goodbye Poem

I was twenty years old when I came to Steels Lane
To do some interpreting but, then again
How could I have predicted the future would see
Twenty years as a partner here at JSP

There are so many memories crowding my mind
Of my patients and colleagues, so good and so kind
Of our parties to celebrate JSP Clan
Of the triumphs and challenges, circles and plans

Here in East London, GP work can be tough
But with colleagues like you there is always enough
Love and caring to mean that we somehow sustain
Our devotion to duty and rise up again


There are so many funny times that I recall
Like that TV news interview outside our wall
When I suddenly dried up in front of the crew
Exclaiming "Well Naomi, over to you"

There were times I gave speeches that raised quite a laugh
As I talked about unusual quirks of the staff
And the buildings and practices at JSP
That make life so enthralling for you and for me

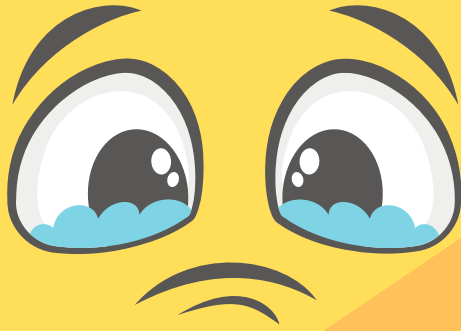
And the food here is legendary – so many cooks!
And so much variety – we should write books.
My banana cake never stays long on the shelf
It's tasty, nutritious and bursting with health

Now our future looks different and that can be good
But although looking forward, I think that we should
Take immense pride in thinking of all that we've done
And achieved here together in deepest E1

And so, to conclude, I would just like to say
How much you all mean to me and how every day
I feel thankful to have you as colleagues and friends
And that feeling of gratitude will never end



JSP TEAM UPDATES



Our dear Dr. Symes will also be leaving us...



To my patients

It is with great sadness that I am leaving Jubilee St.

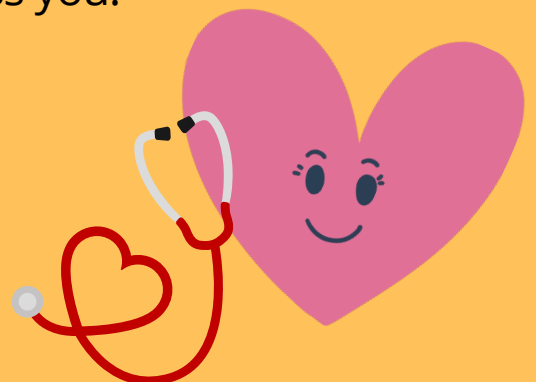
It has been an incredible privilege to have been your GP, for some of you for almost 20 years. I have learnt so much from you all. I am leaving you in the safe hands of my wonderful colleagues who continue to work hard to give you the best quality of care possible despite the challenges facing general practice at this time.

As some of you know I am writing a book and am also now working at the medical school. I also hope to be working at the community women's health clinic in Tower Hamlets later this year so may see some of you then. I will also be back at the practice from time to time doing a contraception clinic as well as teaching medical students.

Thank you all. I shall miss you.

Best wishes.

Dr. Natalie Symes



MEET OUR NEW TEAM MEMBERS

MILENA MARSZALEK - **GP**

Milena is a new salaried GP joining the team at JSP. She was a trainee at the practice, took a small travelling break after she finished her training and now is back at the practice! Milena works at the practice two days a week, and spends the rest of the week doing research at Queen Mary's University of London. She has a particular interest in childhood immunisations at work, and enjoys the outdoor life outside of work. Milena is also bilingual and is able to speak both English and Polish.



TANYA ALI - **PRACTICE PHARMACIST**

Hi, My name is Tanya. I'm one of the pharmacists from Greenlight that has joined the JSP family. I work Monday - Wednesdays from 9:30-4:30. I'm relatively new but it was easy to settle in as everyone is so welcoming. I can speak Bengali, which can be helpful for some of the patients here. Please feel free to ask me anything, I'll try to answer to the best of my ability. I am in training so it may take longer for me to answer some questions.

NISA KHAN - **PATIENT ASSISTANT**

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

My colleagues, they are extremely supportive with everything & they make JSP an environment where you want to work.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

Socialising, travelling

WHERE DID YOU WORK BEFORE JSP?

Pharmacy

COMMENTS

FROM OUR PATIENTS

Anonymous – June 2023



Always receive a fast response (typically same day mostly within an hour or so of submitting an econsult.) Reception are friendly and knowledgeable and the doctors and nurses are friendly, caring and show genuine interest and concern.

Anonymous – May 2023



My clinician was punctual, kind, and a true delight. I have absolutely nothing negative to say about her, the practice in general, or the staff in particular. So my only negative comment has nothing to do with her at all; she was great. But I do think that 5-year intervals for check-ups isn't necessarily sound medical practice, particularly with an aging population. I'd love to see data which would support this practice and I do wonder whether this isn't simply a symptom of a medical system without enough resources to support more frequent, routine, preventive visits.

Anonymous – May 2023



The reception team responded to my online request in 1 hour and they arranged an in person appointment with my GP 2 hours later, which was very helpful and quick. Then, my amazing GP examined me thoroughly, asked me questions about my health holistically and took the time to listen to me and how I was feeling. I felt heard and supported by all today. Thank you!

JUBILEE STREET STAFF TEAM

Transformation Manager

Virginia Patania

Practice Co-Ordinator

Lyn Owens

Patient Assistants

Nipa Khanom
Rajna Begum
Rahima Begum
Imane Saidani
Farjana Hussain Sheri
Danielle Bramble
Nisa Khan
Molly Radford
Nadhira Jannat
Masuma Hussain
Abdul Majed
Nurin Begum

GPs

Dr Nicola Hagdrup
Dr Salma Ahmed
Dr Jens Ruhbach
Dr Emma Ovink
Dr Ali Klaber
Dr Zahra Husain
Dr. Milena Marszalek
Dr. Raoul Li-Everington
Dr Meabh Kinsella

Transformation Co-ordinator

Kamal Uddin

Senior Patient Assistant

Nicola Cyprien
Yasmin Rahman
Amin Nafnaf

Administrators

Christine Hulbert
Helen Olajorin
Majeda Khanom
Asma Begum (HR)
Faiz Mahmudul Hussain

GP Registrars

Dr Luke Gutjahr

Bangladeshi Health Advocates

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

Practice Nurses

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

Health care Assistants

Ayesha Khatun
Subarna Barua
Wahida Begum
Oluwaseyi Kayode

Network staff (recalls)

Chadni Samad
Rahila Khanum

Phlebotomists

Nicola Cyprien
Mahmuda Daham
Nipa Khanom
Ayesha Khatun

First Contact Practitioner (Physiotherapists)

Muraliraj Rajan
Monika Naresh

Physician Associate

Tabana Gohar

Assistant Practitioner

Marjia Sultana
Helima Rashid

Nurse Care Coordinator

Rukshana Muquit

Practice Pharmacist

Michelle Gayle
Tanya Ali
Nazifa Akthar

Caterer

Hamida Chowdhury

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