



# JUBILEE LINES

*Keeping our patients informed*

**2023**

Volume 19 Issue 3

Autumn/Winter issue



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



**AUTUMN/WINTER EDITION: BACK TO SCHOOL,  
STAYING WELL IN COLD WEATHER AND MORE!**

**WWW.JUBILEESTREETPRACTICE.NHS.UK**





# JUBILEE LINES

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## JSP - CONTACT US ONLINE

You can contact us about a medical or administrative issue by visiting:  
[jubileestreetpractice.webgp.com](http://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

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## REGISTERING WITH US

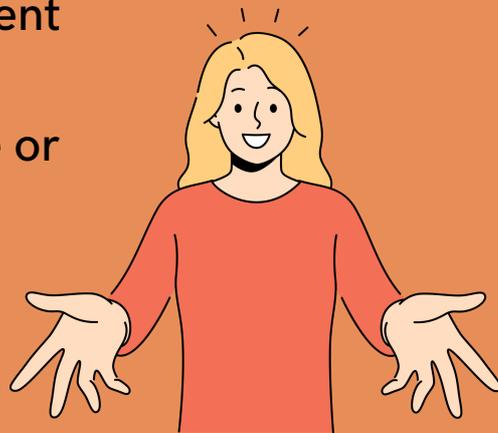
We are taking registrations online!

WELCOME!

If you reside within our catchment area - Welcome!

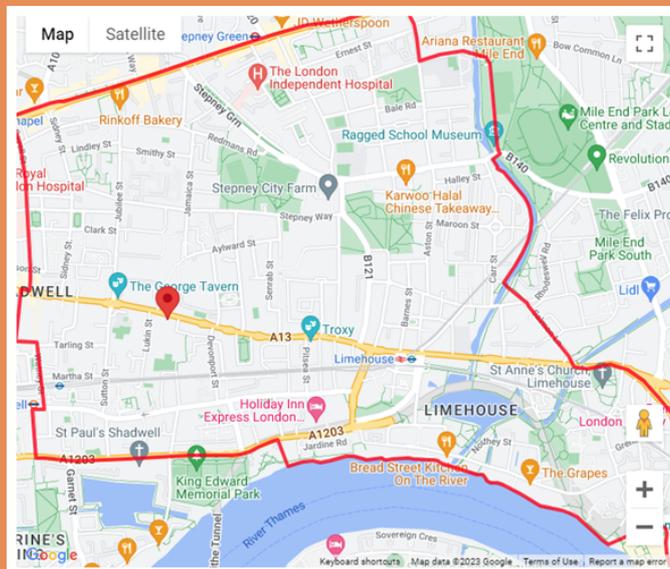
You can sign up via our website or by following the link below:

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



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

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



# GP/ANP 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**



# GP/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.**

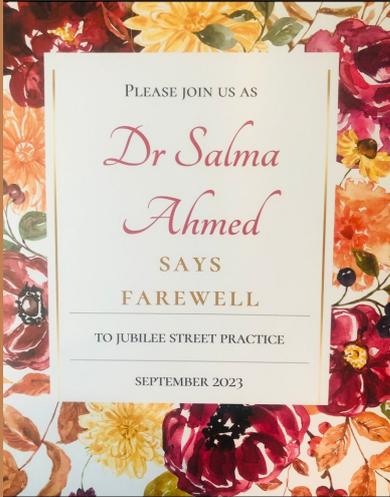
**ANPs can:**

- 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.**





# JSP TEAM UPDATES



*Wishing you all the best Dr. Ahmed!*

## Salma's Leaving Poem:

As I stand here in Tayyabs, surrounded by friends  
 There's a sense of contentment as, though something ends  
 Like my time in this practice, it can't seem so bad  
 When I think of the fun and adventures we've had  
 All those parties and speeches, the food people cooked  
 The kindness and friendship wherever I looked  
 The patients who came to us day after day  
 With their worries and illnesses yet, come what may  
 The help and compassion at Team JSP  
 Was always outstanding – ask the CQC!  
 And I say to my colleagues, we stood side by side  
 Facing up to all challenges- we would never hide  
 We've been there for each other and so deep inside  
 As we come in to work we can feel full of pride  
 That we all have been members of JSP Clan  
 And for my part, though leaving, I think that I can  
 Say my life in this practice is etched on my heart  
 Because our time together has been the best part  
 Of my GP career, so to close I must say  
 How much you all mean to me and how every day  
 I've felt thankful to have you as colleagues and friends  
 And that feeling of gratitude will never end.





# FLU CLINIC

Our weekend flu vaccination clinic will be running on  
Saturday 14th October 2023.

We will be running the walk-in service from 9am - 1pm.

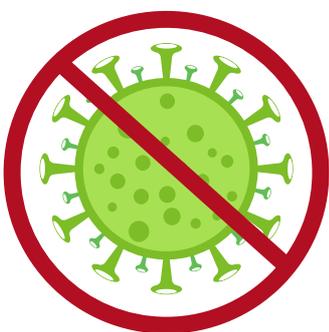
Although we seem to be in the throws of a second summer, here at JSP, we are looking towards planning for the autumn months. Our annual flu campaign returns- we offer an extra clinic for walk-in flu vaccinations, to make sure your most vulnerable family and friends are protected from Flu.



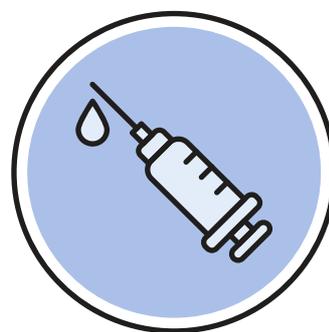
Like any vaccination offered by your nurse or doctor, you may think, why do I need this? Isn't it a lot of bother if I'm not even going to get the flu?

In our lives we don't wait for things to happen until it's too late- in the way that we wouldn't wait to put on sunscreen until our skin is already sunburnt, or only pay our rent if we were being evicted, we shouldn't be doing the same with flu season. A flu jab isn't just protecting your child, it's also protecting you, your vulnerable elders, or those with diabetes or other conditions more likely to get quite sick. We've seen it happen with Covid and it's just as likely to happen with the flu.

We offer the nasal spray for children aged 2-18 years old, and the injection for those with any concerns about ingredients derived from pork, and it's a 2 minute job to make sure you stay healthy over the winter.



See you on the  
**14th October!**



# BREAKING STEREOTYPES: LIVING WITH TYPE 2 DIABETES AT AGE 40 AND YOUNGER

In the past decade, there has been an increase in the diagnosis of people within a younger age group.

Whether you are in the prime of your life or not quite there yet, receiving a diabetes diagnosis can be quite shocking. Many may have previously believed that Type 2 Diabetes only affected elderly individuals. It's important to understand that there is no need for stigma, shame, or guilt associated with this diagnosis. You don't have to keep it a secret; seeking support from friends and family can make a significant difference.

Once you've overcome the initial shock, it's crucial to accept the medical support and guidance provided to you. Unfortunately, many young people living with diabetes do not attend their regular reviews or take their medications consistently. While not everyone with Type 2 Diabetes requires medication, everyone does need regular blood tests, including an annual eye screening at diabetes screening centers.

The most important thing is to understand what Type 2 Diabetes means for you as an individual. Even if your parents, siblings, or spouse have it, managing your diabetes is essential for your well-being. The structured X-pert Diabetes education program is comprehensive but is divided into six parts, with each session lasting approximately 2 hours and 30 minutes. This approach prevents information overload, which can be confusing. You can also speak to your employer about arranging time to attend these sessions held at the Mile End Diabetes Care Centre.

It's worth noting that Type 2 Diabetes can be reversed, and remission is possible for a long time with lifestyle changes that include diet and exercise. The best chances of achieving remission occur early on at the time of diagnosis, but it can still happen later.

If diabetes is not well controlled over many years, various complications can arise. If you develop diabetes before the age of 40 and it remains poorly controlled, these complications can occur when you are still relatively young, perhaps in your early 50s or even earlier for some.

I urge you to find motivation to improve your lifestyle for the better. By doing so, you may also protect your own children from experiencing early onset Type 2 Diabetes.

Please keep in mind that this information is a general summary. For more in-depth information, Diabetes UK is a valuable resource to explore. However, structured diabetes education remains crucial for reaping the full benefits of managing your condition.

Bonnie Mpofu  
Diabetes Specialist Nurse  
Jubilee Street Practice Pvt Ltd





# BACK TO SCHOOL

New school new chapter!

Hi, my name is Maryam. This September I started secondary school. I was feeling scared, anxious, nervous but also excited, quite a lot of mixed feelings.

My first day at school was fun as there was only year 7 and year 11 students. First lesson was Maths I like maths as it is one of my favourite subjects. We had half day on the first day and we got free school lunch then it was time to go home.

On the second day, it hit me hard the entire school was open for all the students. The students were everywhere, and I was feeling overwhelmed I was so worried of getting lost. That evening I couldn't stop crying; my parents comforted me telling me that it is normal how I am feeling right now, and I will feel better soon, it may take me a few weeks. My Mum suggested we look through my timetable and the school map this really helped me to familiarise myself with my new school.

As days passed by, my mum was right that pain in my chest slowly disappeared as I made lots of friends each day.

Please remember you are not alone you have your teachers, friends, parents, and your family to talk to.



Maryam  
Year 7 Student

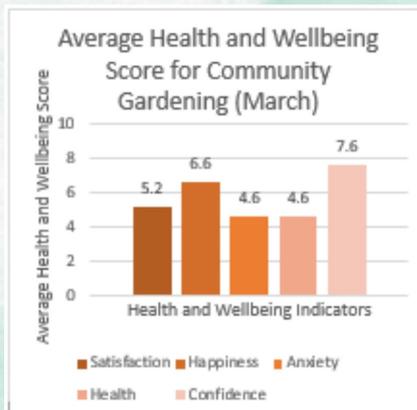


# GARDENING

The Community Gardening has come into full swing over the Summer. Our plotholders and community members have been tending to our communal space and producing fresh produce to share with each other and the practice. Our community garden has produced coriander, cress, parsley, strawberries, tomato's, courgettes, pumpkin and so much more.



Gardening can have multiple benefits to our health and wellbeing such as improve physical activity levels, increase mobility, promote happiness, reduce social isolation and emotional problems such as depression and anxiety. Our recent Wellbeing Evaluation conducted by the JSP Wellbeing Hub aimed to measure health and wellbeing outcomes of patients prior to and after engaging in our community gardening course. The following outcomes were reported in our summer evaluation report



# MEET OUR NEW TEAM MEMBERS

## **JUNED ALI - PATIENT CO-ORDINATOR**

### **WHAT DO YOU LIKE ABOUT WORKING AT JSP?**

Staff are so welcoming, feels like home, patients are so friendly, staff welcomed me with open arms. I'm able to build strong relationships/bonds and grow.

### **WHAT DO YOU LIKE DOING OUTSIDE OF WORK?**

Football and gaming, eating my favourite foods!

### **WHERE DID YOU WORK BEFORE JSP?**

I was doing a placement at Queen Mary's, I was an intern at an award winning programme called Project SEARCH, there are 122 sites across the UK, and I graduated in July 2023, with an employment outcome, which I'm proud to say is JSP!

## **HAMIDA CHOWDHURY - CATERER**

Hi all! My name is Hamida and I am the caterer here at JSP.

### **WHAT DO YOU LIKE ABOUT WORKING AT JSP?**

Everyone is so friendly and caring!

### **WHAT DO YOU LIKE DOING OUTSIDE OF WORK?**

I love socialising and gardening!

### **WHERE DID YOU WORK BEFORE JSP?**

I worked at a school.



# COMMENTS

## FROM OUR PATIENTS

### Friendly and efficient practice



Rated 5 stars out of 5

by Anonymous - Posted on 25 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

Visited June 2023

### Great experience



Rated 5 stars out of 5

by Anonymous - Posted on 06 September 2023

Today I saw a phlebotomist for blood test, she was very friendly and completed it very efficiently I didn't even feel the needle go in. Secondly I saw the nurse who was lovely and put me at ease and I was in and out in no time with no issues . I would like to thank both for their pleasant friendly nature, it really goes a long way .

Visited September 2023

### Fantastic service: prompt, professional and approachable



Rated 5 stars out of 5

by CASibley - Posted on 21 September 2023

I was discharged late evening from RLH following day surgery. I was given a bag containing my discharge notes which I was in no state to read, a few dressings and sachets of water. I felt totally lost and disorientated. I called Jubilee Street the next morning and from that first point of contact I have recieved the most excellent care and support. Without exception everyone who has dealt with me has been thoughtful, polite and infomative, always taking the time and trouble to sort out issues as they have arisen

I am currently under the regular care of a practice nurse who provides excellent guidance on the teatment of my wound which is taking a considerable time to heal. She is positive yet also realistic in managing me and my expectations. Her advice is clear and very helpful, and I am given all of the supplies I need to see me through til my next appointment. Also she ensured that I recieved my flu and shingles jabs on my last visit so I didn't have to make any additional appointments which was most welcome.

I could not possibly ask for more.

Visited September 2023

# JUBILEE STREET STAFF TEAM

## Practice Co-ordinator

Lyn Owens

## Transformation Manager

Virginia Patania

## Patient Assistants

Nipa Khanom

Rajna Begum

Rahima Begum

Imane Saidani

Farjana Hussain Sheri

Danielle Bramble

Nisa Khan

Molly Radford

Nadhira Jannat

Masuma Hussain

Nurin Begum

Juned Ali (patient co-ordinator)

## GPs

Dr Nicola Hagdrup

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 Assistants

Nicola Cyprien

Yasmin Rahman

Amin Nafnaf

## Administrators

Christine Hulbert

Helen Olajorin

Majeda Khanom

Asma Begum (HR)

Faiz Mahmudul Hussain

## Nurse Care Co-ordinator

Rukshana Muquit

## GP Registrars

Dr Luke Gutjahr

Dr. Yusuf Siddique

## Physician Associate

Tabana Gohar

## Health Care Assistants

Ayesha Khatun

Subarna Barua

Wahida Begum

Oluwaseyi Kayode

## Bangladeshi Health Advocates

Saleha Uddin (Monday AM)

Anis 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)

## Phlebotomists

Nicola Cyprien

Mahmuda Daham

Nipa Khanom

Ayesha Khatun

## Network Staff (Recalls)

Chadni Samad

Rahila Khanum

## Wellbeing Hub

Marjia Sultana

Halima Rashid

## First Contact Practitioner (Physiotherapists)

Muraliraj Rajan

Monika Naresh

## Practice Pharmacists

Michelle Gayle

Tanya Ali

Nazifa Akthar

## Caterer

Hamida Chowdhury

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London E1 0LS

Phone: 020 7780 8000

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Molly Radford, Majeda Khanom

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