



JUBILEE LINES

Keeping our patients informed

2023/24

Volume 20 Issue 1

Winter issue



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



**WINTER EDITION: 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



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!





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REGISTERING WITH US

We are taking registrations online!

WELCOME!

If you reside within our catchment area -
Welcome!

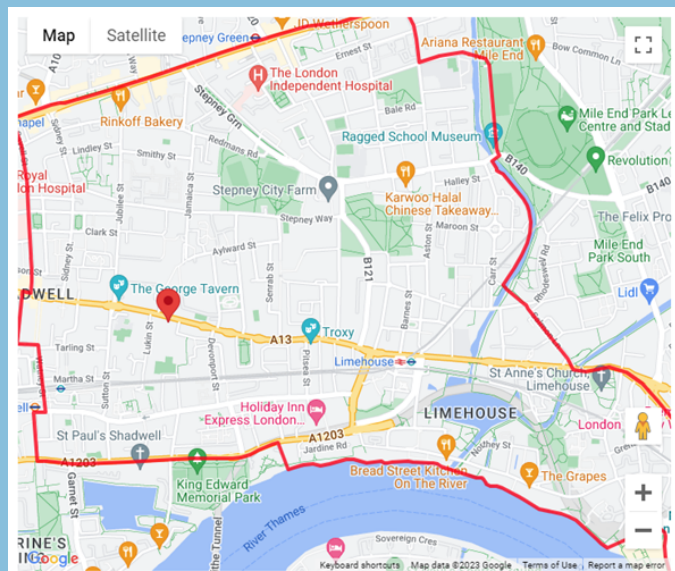
You can sign up via our website or by
following the link below:

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



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

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





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Do more with the NHS App!



-  Order repeat prescriptions
-  Use NHS 111 online
-  Find NHS services
-  View your GP health record
-  Book appointments
-  Get reminders and messages

And much more...

Need help?

Get support in the app or visit
nhs.uk/helpmeapp



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MMR Vaccine!



As we start our new year afresh, we begin to think about the best ways to stay fit and healthy. Certainly, we will be thinking about signing up for the gym, or starting a new diet, but these are resolutions that are hard to keep up without the right motivation, or the time to do them. There are other things we can do to stay healthy- winter has brought a variety of colds, flu and new Covid strains- I'm sure that almost everyone you know will have been affected by one virus or another during this winter so far.

We hold the key to preventing these illnesses by vaccinating ourselves for protection. A one off vaccination can provide a years worth of protection, or sometimes even a lifetimes worth. We can get vaccinated against the flu, against Covid, and most recently, against measles. We are very worried for the children in our area as they can catch measles if they have not received 2 doses of the MMR vaccine. The same goes for adults too.



People do not trust vaccinations, sometimes they are afraid of them and some people simply don't see their benefit. They might ask- if I didn't have to get a vaccine in another country, why am I getting a vaccine in the UK? Are they Halal? Do they contain tracking chips or odd metals? Will they give my child autism?

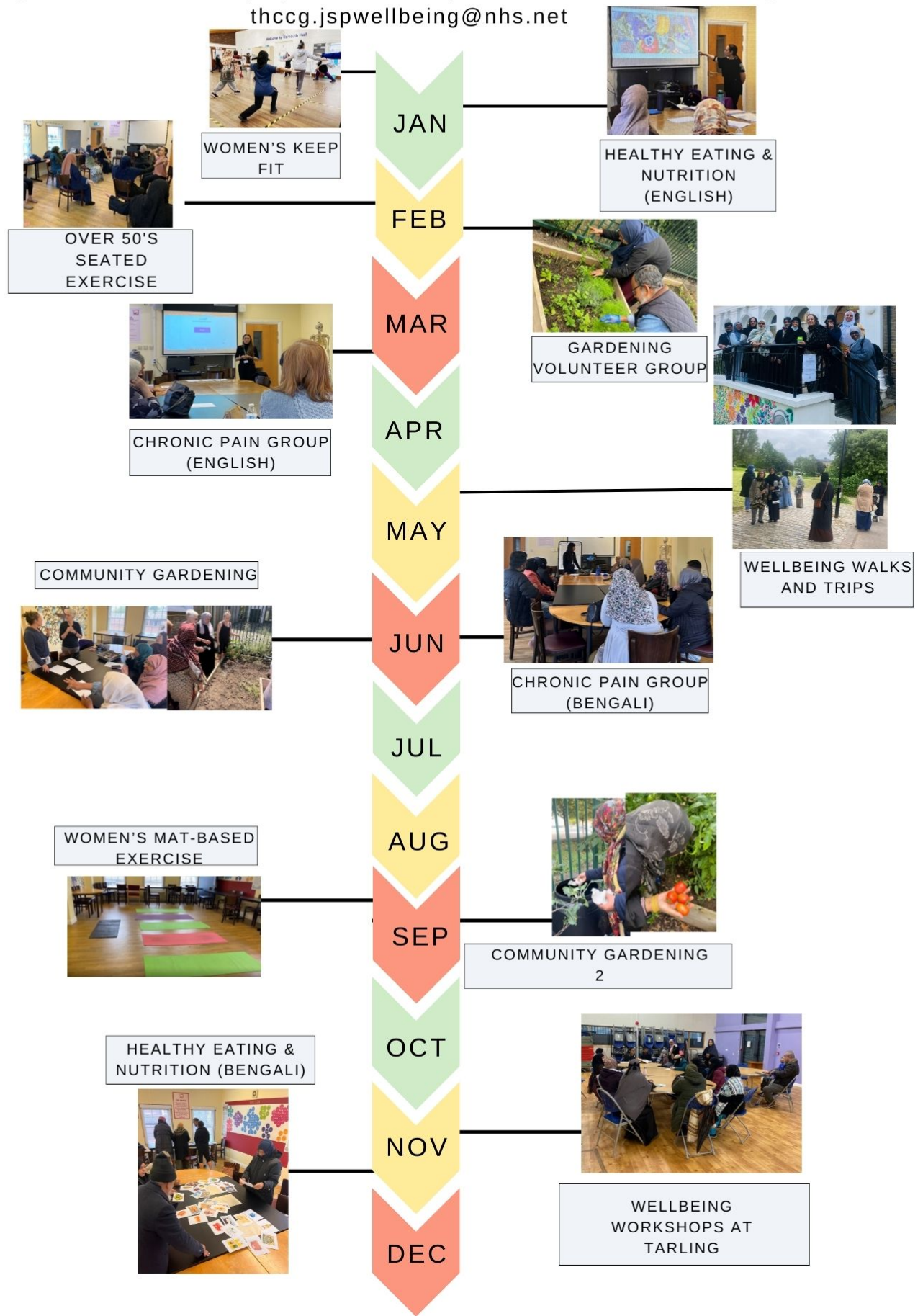
There is a lot of information out there about vaccinations- some of it true, some of it untrue. How will you know which sources to trust? We are always available and happy to discuss your concerns and worries about vaccination. We are there to give you a balanced view of what it involves and guide you with making the decision whether to vaccinate yourself/child/relative or not. Because at the end of the day, we want to make sure that you have the best access possible to the most effective way to prevent illness over the coming winter months.

Article by: Dr Marszalek



2023 JSP WELLBEING HUB ACTIVITIES

What an eventful year at the Hub with new and continuing Health and Wellbeing activities being accessed by our patients and community across the south west locality. We have supported over 300 patients across a range of courses from exercise and community gardening projects to workshops on health eating and general wellbeing related activities. As we step into 2024, we do so with gratitude for the path we've travelled together, and with boundless enthusiasm for the future ahead. Thankyou for being a part of the JSP wellbeing Hub community. If you would like to get involved in new projects for 2024 please contact the Wellbeing team at: thccg.jspwellbeing@nhs.net





WORKSHOPS WITH TALKING THERAPIES

CHRONIC PAIN & WELLBEING WORKSHOPS

The JSP Wellbeing Hub has continued to collaborate with Tower Hamlets Talking Therapies to provide Chronic Pain Management Groups for patients in both English and Bengali. This course utilises CBT principles to teach patients how to change thoughts and feelings related to their behaviour and pain. This group allows patients to share and reflect on experiences when dealing with chronic pain in a group setting. Similarly we have launched a general Wellbeing Programme of workshops for patients to receive support with common mental health disorders, within a group setting and this runs at the Tarling East Community Centre once a month.



CASE STUDIES

Due to my chronic pain, I can't do a lot of my day-to-day tasks, doing simple things such as walking on my own or being able to cook meals for my family. The services are an excellent way to help me as the pain management "**Helps a little every time I come with the ideas and practices they give me**", as there are a lot of good ideas that I can take away from the sessions and use in my own life.

-Chronic Pain Group Bengali Attender, Female (34), Jubilee Street Practice

My chronic pain stops me from being able to leave the house on my own, as I feel so much pain just from walking. I am unable to work because of my health conditions and this means that I'm prevented from having any goals for the future. I rely on my family to support me with my daily routine and I have lost my independence. Although my family is a good support system, I am not as social as I used to be. The chronic pain group allows me to be out of the house and socialise with people which is not something I can do regularly. It feels good for someone ask me how my day is going. I would like to continue attending the programme.

-Chronic Pain Group Attender, Male (57), Jubilee Street Practice



JOIN OUR PATIENT PARTICIPATION MEETING

WE ARE LOOKING TO HOLD A MEN'S WELLBEING GROUP IN 2024, WHERE MEN CAN COME TOGETHER IN A SPACE THAT PROMOTES POSITIVE HEALTH AND WELLBEING.

WE WOULD LIKE YOU TO ATTEND TO SHARE YOUR IDEAS ON WHAT ACTIVITIES/WORKSHOPS YOU WOULD LIKE TO SEE FROM THIS MEN'S COMMUNITY GROUP

SOME IDEAS WE HAVE ALREADY GATHERED INCLUDE:

- Badminton Tournaments
- Board Games
- Basketball
- Men's Mental Health Workshops
- Tea & Social Groups

WHEN:

**THURSDAY
25TH
JANUARY**

11AM-1PM

WHERE

**TARLING
COMMUNITY
CENTRE**
63 Martha St,
London E1 2PA

To find out more contact:
thccg.jspwellbeing@nhs.net or call us on:
07498862419

KEEPING WELL THIS WINTER

As the days get colder, it is important to think about ways you can keep well over the winter months.



Cold weather can make some health problems worse and even lead to serious complications. It also means diseases spread more easily as we spend more time indoors. Keeping warm and well over the winter can help to prevent colds, Covid-19, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

This is especially important for people who may need a little more support over the winter months due to the effects of the cold weather, such as people who are 65 or older, or those who have an ongoing health condition such as heart or kidney disease, COPD, bronchitis, emphysema, asthma or diabetes.

The good news is there are lots of ways you can keep well over winter.

See the next page!

STAY SAFE

WINTER WELLNESS TIPS



STAY WARM

- Heat your home to a temperature that's comfortable for you, at least 18°C in the rooms that you regularly use, such as your living room and bedroom.
- Wearing several layers of clothing will keep you warmer than one thicker layer.
- If you are struggling to heat your home, visit a number of warm hubs at Idea Stores and libraries with some offering hot drinks and wi-fi.

www.towerhamlets.gov.uk/warmhubs



STAY HEALTHY

- Reduce the amount of time you spend sitting down. It doesn't matter what you do, as long as it's something you enjoy and keeps you moving.
- Eating a healthy balanced diet can help you feel your best and keep your energy levels up.
 - Wear shoes with good grip when you go outside to avoid slips and falls on slippery or icy surfaces.



STAY CONNECTED

- Keep in touch with your friends, neighbours and family.
- Speak to someone if you're feeling unwell, and don't be afraid to ask if you or they need any help.



CHECK YOUR MEDICINE CABINET

- Stock up early on prescription medicines as your pharmacy or GP practice may be closed for the holidays.
- Make sure the medication that you do have is still in date.
- Stock up on essential over-the-counter medications for common winter illnesses like coughs, colds, sore throats and general aches and pains. Ask your pharmacist for advice.



GET VACCINATED

- Getting the flu and Covid-19 vaccines ahead of winter are two of the most important things you can do to keep yourself and others around you safe. Both are free if you are aged 65 and over, are pregnant or have a long-term health condition.
- Children aged 2 to 16 or aged 6 months to 17 years old with certain health conditions can get a flu vaccine. Make sure they are also up to date with their MMR, polio and other childhood vaccinations.
- Get a free shingles vaccination from your GP if you are aged 70 to 79, or 50 or above and have a weakened immune system. The shingles vaccine is also being offered to people turning 65 on or after 1 September 2023.

Health
is wealth

MEET OUR NEW TEAM MEMBERS!

JOLI TALUKDER - **PATIENT** **ASSISTANT**

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

What I like about working at JSP is that everyone is very helpful, also everyone works hard.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

What I like doing outside of work is doing beauty treatments on myself, watching movies such as go cinema's and I love doing makeup on other people, I've done a bridal hair & makeup for a family wedding.

WHERE DID YOU WORK BEFORE JSP?

Before working for JSP I worked in a private dental practice as a trainee dental nurse.

FUN FACT ABOUT YOURSELF?

Fun fact about me is that I spend a crazy amount of money on skin care!



SOFIA DJABIRI - PATIENT **ASSISTANT**

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

I have been here for less than a week, but I can already tell how the staff is prioritising patients' care and actively working to support greater independence for patients, including independence in using online services.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

I like teaching tajweed, also, walking helps clear up my mind. I like spending time with my friends and family.

WHERE DID YOU WORK BEFORE JSP?

I worked as a tajweed teacher and a medical secretary at Mile End Hospital.

FUN FACT ABOUT YOURSELF?

I love watching wildlife documentaries.



MEET OUR NEW TEAM MEMBERS!

LAUNTHIA MCTAVISH- **PATIENT** **ASSISTANT**

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

I have been there for less than a week, but I can see that the practice has a real sense of community and togetherness. Patients and staff included.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

I enjoy spending time with family and retail therapy. I love assisting my elderly aunt whenever I can. I enjoy hearing her stories about her walks of life.

WHERE DID YOU WORK BEFORE JSP?

Before coming to JSP I worked in retail and was also a pharmacy assistant.

FUN FACT ABOUT YOURSELF?

I love watching crime series. I'm really into problem solving.

DR. DHIR - GP

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

I like working with a diverse patient population where every day is different and interesting. I enjoy being part of a great team at the surgery.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

Outside of work I love music, travelling, and trying new recipes.

WHERE DID YOU WORK BEFORE JSP?

Before working here I was based in Bromley, in South London.

FUN FACT ABOUT YOURSELF?

Fun fact: I probably bought far too many house plants during the pandemic!





OUR JSP MINIS!



Sweet little contributions from our very own JSP minis!

Every issue we will be sharing the fabulous and creative talents of one of our colleague's mini family members...

You are in for a treat!

Winter Wellness

In winter, start a healthy journey,
Enjoy the cold, and let good health be your gurney.

Fresh air energizes, take a brisk walk,
Nature's cure, find relief in the cold's sweet talk.

Stay warm with teas, soups, a cozy blaze,
Bundle up and stay well in winter's maze.

In viral waves that subtly brew,
Vaccines guard against the viral flu.
Snowflakes dance, a reminder to have fun,
In the icy hug, let wellness be won.

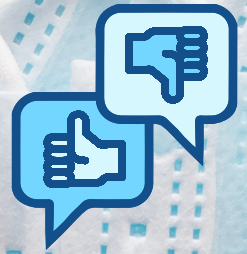
By Tahseen Siyam (Year 8)

This lovely poem was written by our HCA Subarna's son.



COMMENTS

FROM OUR PATIENTS



Could not be bothered

★

Rated 1 star out of 5

by Anonymous - Posted on 18 October 2023

After calling and waiting 40 minutes I got a different answer every time, none of the things I was told were true it seems. The people who answer the phones just want you off the line as soon as possible and will tell you anything you want to hear no matter if it's true or not. Not once did anyone genuinely try to answer me correctly or in a way that would at least sound honest. I'm not asking for much, just not to be brushed off as soon as possible. I don't know how other GP's are but I will be changing to a different one.

Visited October 2023

really hard to cancel appointments

★★★

Rated 3 stars out of 5

by Niamh Darlington - Posted on 28 November 2023

Hi

Tried calling but ended up on hold for ages to cancel a flu jab. I am really loath to be a no-show but work commitments mean i can't attend anymore. Tried calling but was on hold for ages, emailing but kept getting bounce backs so ended up filling in an online medical form- hopefully gets picked up. An easier service to cancel appointments would eb appreciated. Like i said, hate to be a no show when nhs is stressed but also cannot afford to be on hold for ages as am at work. hopefully one of the forms submitted gets through and the slot can be given to someone else.

Visited November 2023

Great care

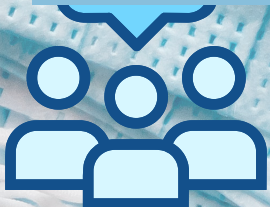
★★★★★

Rated 5 stars out of 5

by Anonymous - Posted on 12 December 2023

I had excellent care from the nurse at jubilee street practise. It was easy to book appointments and be seen. The care was efficient and of high level and we discussed my care rather than just being told what to do (which I like).

Visited December 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
Sofia Djabiri
Joli Talukder
Launthia McTavish
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 Tanya Dhir

Transformation Co-ordinator

Kamal Uddin

Senior Patient Assistants

Nicola Cyprien
Yasmin Rahman
Amin Nafnaf

Administrators

Christine Hulbert
Helen Olajorin
Majeda Khanom
Asma Begum

GP Registrars

Dr Luke Gutjahr
Dr Yusuf Siddique

Nurse Care Co-ordinator

Rukshana Muquit

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*)

Practice Nurses

Liz Hands
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

Practice Pharmacists

Michelle Gayle
Tanya Ali
Nazifa Akthar

Wellbeing Hub

Marjia Sultana
Halima Rashid

First Contact Practitioner (Physiotherapists)

Muraliraj Rajan
Monika Naresh

Caterer

Hamida Chowdhury

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