

JUBILEE LINES

Keeping our patients informed

2024

Volume 20 Issue 2

Spring issue



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



The Jubilee Street Practice

368-374 Commercial Road, London E1 0LS

Tel: 020 7780 8000

www.jubileestreetpractice.nhs.uk

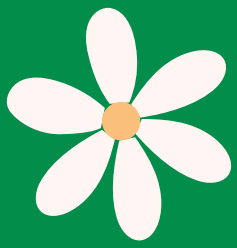
Surgery Hours:

*Monday-Thursday 8:30-18:30 Friday 8:30-12:30 & 13:30-18:30

We also offer late evening surgeries - ask inside

Out of surgery hours and emergency telephone: 020 7377 7151

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.

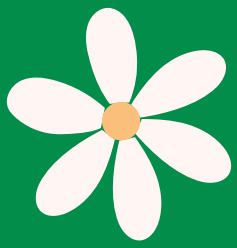


The benefits for you are:

- 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!

WELCOME!

If you reside within our catchment area -
Welcome!

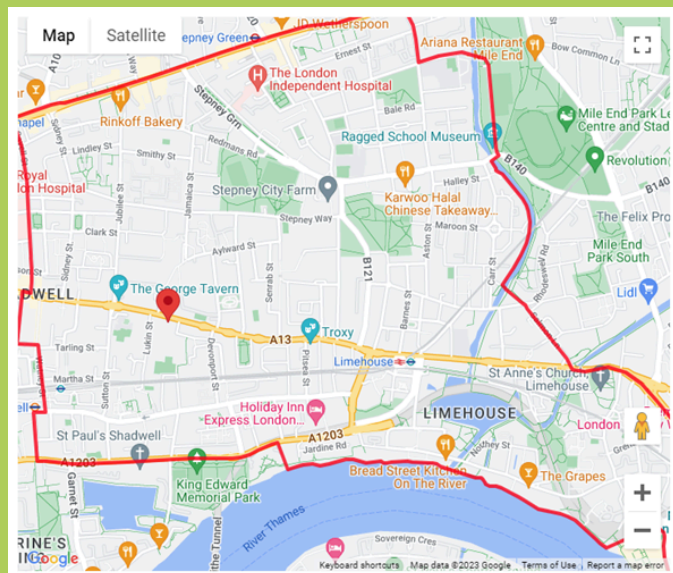
You can sign up via our website or by
following the link below:

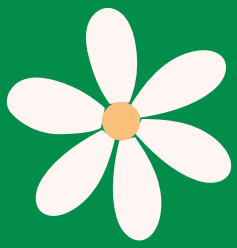
<https://gp-registration.nhs.uk/F84031>



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

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







JUBILEE LINES

Keeping our patients informed

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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MEET OUR NEW TEAM MEMBERS!

NABILAH RAHMAN - PHARMACIST

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

The team here are very friendly and have been really welcoming since I've joined. JSP also has a diverse group of patients with different backgrounds making every patient interaction unique.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

I enjoy travelling, going on long walks and trying out different foods.

WHERE DID YOU WORK BEFORE JSP?

I used to work at GP practices around North London and prior to that I was working at a hospital also based in North London.

FUN FACT ABOUT YOURSELF?

I can solve the Rubik's cube in under 2 minutes!



JUBAIR RAHMAN - PATIENT ASSISTANT

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

The things i like about working at jsp is the environment and how everyone looks out for everyone and work as a team and how everyday at jsp brings a challenge.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

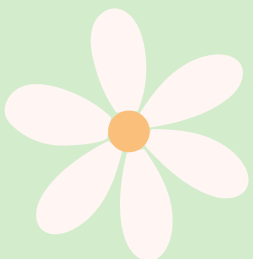
The things i like doing outside work is socialising with friends and family and playing video games.

WHERE DID YOU WORK BEFORE JSP?

I worked in a car rental business.

FUN FACT ABOUT YOURSELF?

A fun act about me is my enthusiasm about cars!



MEET OUR NEW TEAM MEMBERS!



DR. LUKE GUTJAHR - GP

WHAT DO YOU LIKE ABOUT WORKING AT JSP?

I love the teams can do attitude and willingness to embrace improvement. The variability and variety of my work is exciting and engaging.

WHAT DO YOU LIKE DOING OUTSIDE OF WORK?

I like to unwind by practicing yoga, my ideal weekend would involve meeting up with some friends to play a board game.

WHERE DID YOU WORK BEFORE JSP?

I've worked at a few other Tower Hamlets GP practices, prior to joining the team at JSP, most recently I was at Harley Grove medical centre.

FUN FACT ABOUT YOURSELF?

I lived and worked in Australia for 6 years, where I was lucky enough to have a car with a roof top tent!

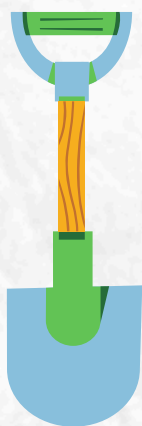


COMMUNITY GARDENING

by Naimah Karim

A much-loved activity within the wellbeing hub, community gardening has been ongoing since February. Patients are offered gardening space to grow whatever they please, with full support from a gardening facilitator and the wellbeing hub team at JSP.

So far, we have cleaned out the garden ready for the new growing season, and have seeded a range of plants and vegetables - from daffodils to coriander!



WHAT DO OUR PATIENTS SAY?

I enjoy gardening and socializing with my community members. I value this activity so much as no other GP surgery in the area offer something like this. I do not have access to green space and have been waiting for a long time for an opportunity like this to come along. I am over-joyed that I am now able to do gardening at the JSP Wellbeing Hub. I struggle with chronic pain and have concerns with my back and lower body which can impact my physical mobility at times however I do not let it prevent me from doing what I love to do and hope that I can improve my physical health by taking part in the gardening activity as it will be good for my health and wellbeing overall. I really enjoy gardening and am very excited and grateful for the opportunity to be part of the JSP community gardening group. I have lots of ideas and am looking forward to share this with the group to see what we can grow together this year.

Join our weekly sessions on Mondays 11am -12:30pm to learn valuable gardening skills from our gardening facilitator and socialise with local residents. Gardening has many health benefits e.g. improve physical activity and anxiety!



**Join Our
WOMENS
ONLY:**

Healthy



Lifestyle Improvement Course



ARE YOU LOOKING FOR IMPROVEMENTS IN WEIGHT MANAGEMENT, BLOOD PRESSURE OR DIABETES? OR INTERESTED IN LEARNING HOW TO EAT HEALTHIER?

IF SO... JOIN OUR 6-WEEK HEALTHY LIFESTYLE IMPROVEMENT COURSE WITH WEEKLY EXERCISE AND LESSONS ON HEALTHY EATING



**WHERE : TARLING EAST COMMUNITY CENTRE
(63 Martha St, London E1 2PA)**



**WHEN : SESSIONS EVERY THURSDAYS 9:30AM-11 AM
YOU MUST BE ABLE TO ATTEND ALL 6 SESSIONS**



Upcoming Session Dates:

Session 1: **25/04/24**

Session 2: **02/05/24**

Session 3: **09/05/24**

Session 4: **16/05/24**

Session 5: **23/05/24**

Session 6: **30/05/24**



**IF YOU ARE
INTERESTED
PLEASE SIGN UP
HERE →**




CONTACT US :
thcg.jspwellbeing@nhs.net OR 07498862419

HOW CAN OUR PHARMACISTS HELP YOU?


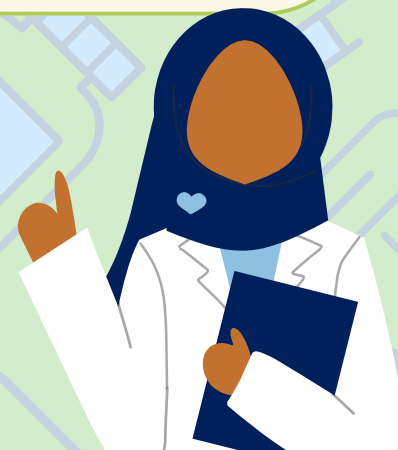
Did you know that we have in-house pharmacists working at JSP? Clinical pharmacists are placed in GP practices to help both patients and clinical colleagues. We are experts in medicines and help answer medication queries and conduct medication reviews.

This involves assessing the appropriateness, effectiveness, and safety of prescribed medications, as well as identifying any potential drug interactions or adverse effects. By reviewing patients' medication regimens and discussing them with patients and prescribers, clinical pharmacists help enhance medication adherence and minimize the risk of medication-related problems such as managing potential side effects you may be experiencing. Another aspect of our role is patient education. We provide valuable information to you about your medications, including proper usage, potential side effects, and strategies for improving medication adherence. By empowering you with knowledge about your treatment regimens, it will help you to actively participate in your own healthcare, leading to better treatment outcomes and improved overall health.

We are also involved in the management of chronic diseases such as hypertension (high blood pressure), and asthma within GP practices. We work closely with patients to optimize medication adherence, monitor disease progression, and provide ongoing support for lifestyle changes. Through regular follow-up appointments and medication adjustments, we help you achieve better control of your condition, reduce the risk of complications, and improve your quality of life. If you wish to talk to one of us at the practice to find out more or you feel you will benefit from our services please feel free to contact the surgery and book an appointment.



Nabilah Rahman
Practice Pharmacist



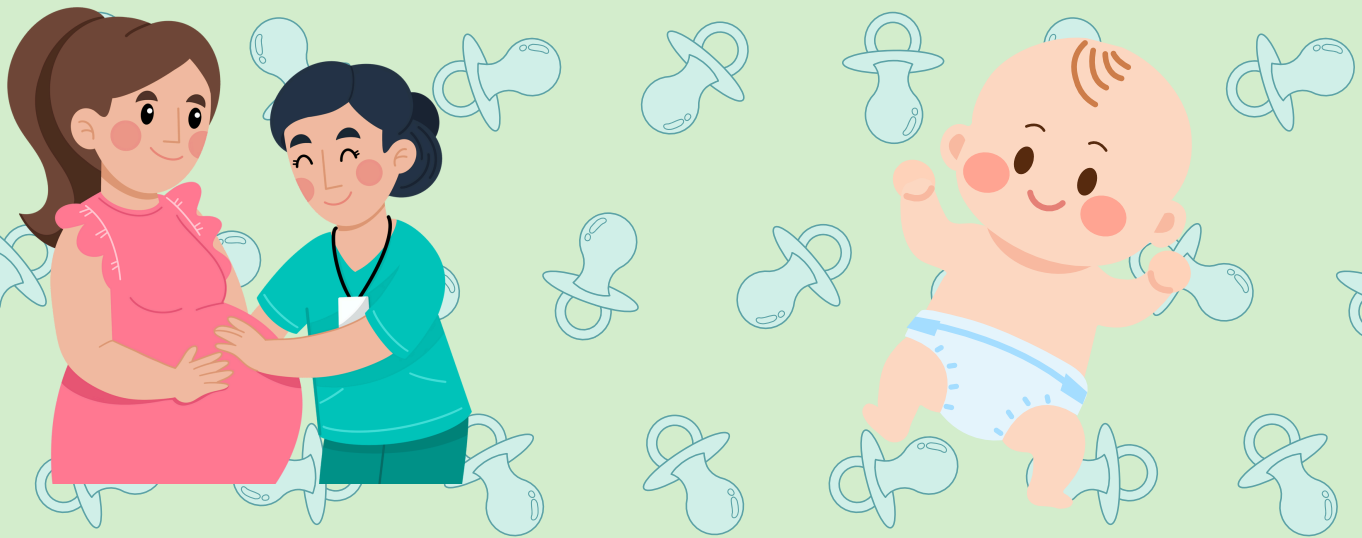
HOW OUR MIDWIVES CARE FOR YOU

Hi my name is Wendy Laurent and I'm the case load midwife for Jubilee Street Practice.

I have worked in the practice for many years now caring for women during their antenatal and postnatal stage of pregnancy. Over the years our responsibilities have varied, from booking our women and seeing them until their 41st week of pregnancy. We used to share the women's care with the antenatal GP's but now we are solely responsible for our women from 16 weeks of pregnancy till their 41st week of pregnancy. We see women in their postnatal stage either in their homes or in the local Children's Centres, We perform the newborn blood spot and weights for our babies as well as provide postnatal care for our women. We work very closely with the GPs and Health Visiting team to provide comprehensive, collaborative care pathways for our women and their babies, where necessary to sign post our women, babies and families to external agencies for holistic care planning.

Midwives within the team are normally based in a designated GP practice to provide continuity of care for the women. This helps in providing individualised care for our women we care for. Strong relationships are formed and women are able to feel empowered to make informed choices from their midwife. We offer a range of things for our women, this includes antenatal classes for first time mothers, breastfeeding classes including colostrum harvesting, hand expression and physiotherapy referrals.

Being a midwife is such a privileged profession, to be able to be with women in the pregnancy and birth continuum brings me great pleasure.



ADHD

Over the last few years we have had a huge increase in the number of consultations with patients who wonder if they have got ADHD, and so we thought it would be useful to give some information about this.

What is ADHD?

- ADHD is a neurodevelopmental condition – this means that it is present from birth, and is not something that can develop over the course of your life. It causes people to have problems such as difficulty concentrating on tasks, people can appear restless, and it can result in impulsive behaviour.

What causes ADHD?

- It is not known what causes ADHD, but it does sometimes run in families.

What should I do if I think I have ADHD?

- Many children go through phases when they are restless or inattentive, and many adults can go through periods of having difficulty with concentration and impulsivity, but this does not necessarily mean that they have ADHD.
- If you or your child are having persistent difficulties with these behaviours and this has been an issue since childhood, it is a good idea to get assessed.



ADHD

How do I get assessed for ADHD?

- Children can be referred for assessment via their school. The assessment process requires specific information to be given by the child, the parents and the teachers. GPs are not able to make this referral as we don't have the information from the school.
- Adults should make an appointment to discuss with a GP. Your GP will want to ask you for more detailed information about what symptoms you have and whether there could be other causes for your symptoms, such as anxiety or other mental health conditions.
- If your GP agrees that this may be ADHD then they will make a referral to secondary care services for you. At this point they will require records from your school and/or parents about what symptoms you had in childhood, so it is a good idea to get hold of these early so as not to delay referral.

How is ADHD treated?

- For children with ADHD, the symptoms can be managed with appropriate educational support, advice and support for parents and affected children, alongside medication if necessary.
- For adults with ADHD medication is often offered, and psychological therapies can also help.
- The medication that is used for ADHD is a stimulant medication which can cause appetite suppression and raised pulse and blood pressure, so your pulse, BP and weight need to be monitored regularly when you are taking it.



COMMENTS

FROM OUR PATIENTS



Really good care



Rated 5 stars out of 5

by James Payne - Posted on 15 February 2024

Friendly, professional and caring. I had stitches removed by one of the practices nurses. he put me at ease and gave me very clear guidance. Didn't have to wait long, and was impressed by the standard of Care

Visited February 2024

The Jubilee Street Practice Ltd

Replied on 16 February 2024

Dear James Payne,

Thank you for taking the time to share your experience with us. We are delighted to hear that you found our nurse to be friendly, professional, and caring during your visit. Providing clear guidance and putting our patients at ease are top priorities for us, and we're glad to hear that you felt well taken care of. We strive to maintain high standards of care and efficiency, so it's rewarding to know that your experience met your expectations. If you have any further feedback or questions, please don't hesitate to reach out.

Wishing you good health.



COMMENTS

FROM OUR PATIENTS



Worst Practice



Rated 1 star out of 5

by Anonymous - Posted on 08 April 2024

This is the worst practice in the whole of London. The workers are lazy and makes such a difficult experience in trying to make an appointment. The practice is always empty yet they have all the time to sit and do nothing.

The wait for a call can be over an hour to answer however, when I go there it is empty and no one is picking up calls or busy . I went to the practice to provide my information and waited for an appointment text. However, I didn't receive nothing has been updated meaning I had to do all the process and wait again.

Very Lazy!!!! Avoid at all cost !!!

Visited April 2024

The Jubilee Street Practice Ltd

Replied on 09 April 2024

Dear Patient,

We sincerely apologise for the inconvenience you experienced at our practice. Your feedback is invaluable to us, as it helps us identify areas for improvement. We are deeply concerned to hear about your negative experience with our service.

On average we process around 500 online consultations a week and receive around 1400 calls in the same period of time, not to mention all the other back-office / admin work that also has to be processed during opening hours, unfortunately we do not have protected time to do this. Often colleagues need to discuss / confer with each other and it can seem from a patient's perspective that they are not being productive. However, it's disheartening to learn that we fell short of your expectations. Rest assured, we take your concerns seriously, and we are actively investigating the issues you've raised.

Please accept our apologies for any inconvenience caused, and we thank you for bringing these matters to our attention. We are committed to making the necessary improvements to enhance the quality of care we provide. If you would like to discuss your experience further or have any additional feedback, please feel free to contact us directly.

Kind regards



JUBILEE STREET STAFF TEAM

Practice Co-ordinator

Lyn Owens

GPs

Dr Nicola Hagdrup
Dr Jens Ruhbach
Dr Emma Ovink
Dr Ali Klaber
Dr Zahra Husain
Dr Milena Marszalek
Dr Tanya Dhir
Dr Luke Gutjahr

GP Registrars

Dr Yusuf Siddique
Dr Isma Rafiq

Physician Associates

Tabana Gohar
Aine Begley

Practice Nurses

Liz Hands
Amy Endersby
Bonnie Mpofo
(Diabetes specialist)
Fatima Ali-Yousuf
Terence Riley
Anne-Marie Martin
(Hypertension specialist)

Practice Pharmacists

Michelle Gayle
Tanya Ali
Nazifa Akthar
Nabilah Rahman

Transformation Manager

Virginia Patania

Transformation Co-ordinator

Kamal Uddin

Senior Patient Assistants

Nicola Cyprien
Yasmin Rahman
Amin Nafnaf

Administrators

Christine Hulbert
Helen Olajorin
Majeda Khanom
Asma Begum

Health Care Assistants

Ayesha Khatun
Subarna Barua
Wahida Begum
Oluwaseyi Kayode

Phlebotomists

Nicola Cyprien
Mahmuda Daham
Nipa Khanom
Ayesha Khatun

Wellbeing Hub

Marjia Sultana
Bouchra Djenadou

Caterer

Hamida Chowdhury

Patient Assistants

Nipa Khanom
Rajna Begum
Rahima Begum
Imane Saidani
Farjana Hussain Sheri
Danielle Bramble
Nisa Khan
Molly Radford
Sofia Djabiri
Joli Talukder
Lanthia McTavish
Jubair Rahman
Juned Ali
(Patient Co-ordinator)

Nurse Care Co-ordinator

Rukshana Muquit

Bangladeshi Health Advocates

Saleha Uddin *(Monday AM)*
Anis Uzaman *(Tuesday AM)*

Network Staff (Recalls)

Chadni Samad
Rahila Khanum

First Contact Practitioner (Physiotherapists)

Muraliraj Rajan
Monika Naresh

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Majeda Khanom, Kamal Uddin

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<https://jubileestreetpractice.nhs.uk/>