

TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter December 2020

Enhanced Primary Care Team | Foot Health | Continence Service |
Admission Avoidance & Discharge Service | Continuing Health Care



Welcome to the Community Health Services Newsletter. Our aim is to provide you with service updates and information that we hope will be of interest to you.

Winter Safety



Keeping Warm this winter.

Temperatures have fallen. Please wrap up and keep warm.

If you are using supplementary heating please ensure to follow safety instructions.

We have had people come to very bad harm and accidents due to stumbling over leads and cables. **Please take care, be warm and be safe.**

Covid-19 update & Bank Holidays

We are managing well through 2nd wave of covid.

Our services are open as normal.



The Older Person`s Clinic (OPC)

The Older Person`s Clinic (OPC) offers a comprehensive geriatric assessment to residents of Tower Hamlets who are over 65 years old and show early signs of physical and mental decline.

The aim of the service is to identify issues early and create a detailed support plan. The clinic offers advice, investigations, treatment and onward referrals if needed to improve outcomes for older adults by reducing avoidable hospitalisation, providing comprehensive old age assessment, plan individually tailored interventions and support patients to be cared for in their own home/communities.

Patients are referred to the clinic by their general practitioners or by senior staff members in hospital and community.

People Participation - More Patient and Carer Members Wanted

People Participation provides a strong voice to patients and carers to improve our services. More than that, it is about working together, in partnership, to continually provide care that of high quality that meets the needs of all.

Contact John Louis Kauzeni (People Participation Lead) on 07939 931650 or john.kauzeni@nhs.net to find out more.

Patient Experience Feedback

November 2020.

You said... This has been a lonely time and you miss your family and friend and would like more contact

We did... We have included information on the befriending and advocacy services available in Tower Hamlets and within ELFT

We would like to thank all of the service users and family members who have given us feedback, your comments count and helps us to improve our services.

Information and ideas on how you can manage and cope during this challenging time.

Breathing Exercises can benefit both our physical and mental health. Sit or lie comfortably...Take a deep breath in...hold it for 5 seconds...raise your shoulders...clench your fists...Count slowly to 5 as you breathe out...Do this 5 times.



Mind: <https://www.mind.org.uk>

Advice and Support Charity for anyone experiencing a mental health problem. Lots of free resources and information.

Tower Hamlets Talking Therapies: <https://towerhamletstalkingtherapies.nhs.uk>

Providing face-to-face, video/online, and telephone counselling and psychological therapy for residents of Tower Hamlets.

Support for Older People: Reengage offer telephone calls to older people to promote social interaction. <https://www.reengage.org.uk/>. **0800 71543** and **020 7240 0630**

The Friends and Family Test

"We need your feedback"



What it is: The Friends and Family Test (FFT) is being used across the NHS to understand how people experience using our services. Locally we use the feedback to identify areas which require improvement and change.

How to take part: Your healthcare professional may ask you to complete the FFT when they see you next but you can also ask to fill it in. Family and carers can also complete the FFT.

Contact Numbers (by service):

Admission
Avoidance &
Discharge Service



0300 033 5000 *

Continence
Service



020 7771 5795

Continuing
Health Care



020 7771 5680

Enhanced Primary
Care Team

(Community Health
Teams)



0300 033 5000 *

Foot Health
Service



020 7771 5775

* The Single Point of Access (SPA) is the first point of contact for patients and referrers for these services