

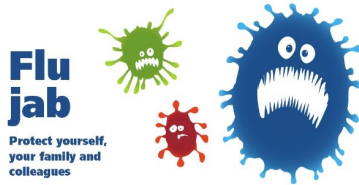
TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter September 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.



Flu Jab - Protect you and your family from Flu

A challenging winter is expected this year. With Covid-19 causing more risk to health and wellbeing, it is more important now than ever to stop the spread of Flu and reduce pressure on the NHS.

Our staff will be provide flu jabs to those on our housebound caseloads .

Anyone not on the caseload, please book your appointment for a flu jab with your GP.

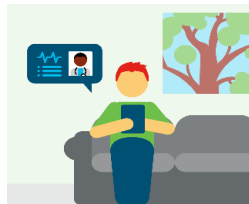
Our staff are also getting their flu jabs to help stop flu from spreading.

Covid-19 update

We have been fortunate not to lose any staff due to Covid 19. However, a few colleagues were badly affected but have made a good recovery.

We have used the summer months to ensure that we are prepared as much as possible for a 2nd wave.

Remote Care



We have set up remote working to save visits to clinics so that you can keep as safe as possible.



This means that therapists and nurses are providing their services using the phone or screen time for assessments and advice or to keep in touch.

Personal Protective Equipment



ELFT staff are issued with PPE to use when seeing patients, that follows government guidelines.

Where there is close contact, patients are offered masks to wear to maximise their protection.

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.



Gardening for Health goes Virtual!

“..The connecting...the growing...the showing... the seeing... the sharing... and the learning... “

Case Study: Benefits of Self Management

Enabling a family to be in control of their meal times.

A patient was fed using a PEG tube and administration of medication by the Twilight Team.

The family wanted to include their father in their mealtimes, but had to plan this around the arrival of the nurse, which could vary.

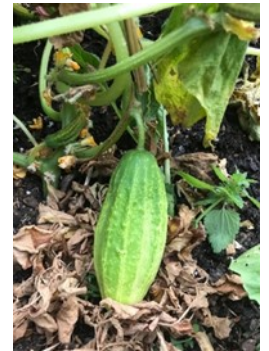
After discussion, the family agreed to be trained and supervised on how to administer the PEG feed and medication and now can eat whenever it suits.

In addition, the patient is now able to leave the family home for holidays and visits of his daughter outside London.

After our successful 2019 pilot project, the Gardening for Health group re-started in May 2020 .

Aim is to provide an integrated therapies approach to improving physical and emotional well-being for Bengali women who experience chronic pain that significantly impacts on their overall quality of life.

We have been meeting weekly for virtual sessions hosted from Spitalfields City Farm where our raised bed has been producing crops ready for harvesting.



The Friends and Family Test

“We need your feedback”



What is it:

The Friends and Family Test (FFT) is being used across the NHS to understand how people experience using our services. Its one way of helping us to focus on what we need to improve as well as highlight areas we are doing well in.

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.

What happens to your feedback:

Locally we use the feedback to identify areas which require improvement and change.

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