

Jubilee Lines

Keeping our patients informed

WWW.JUBILEESTREETPRACTICE.NHS.UK

Oct—Dec 2020

Volume 16, Issue 4



DURING THE PANDEMIC THE SURGERY IS STILL OPEN HOWEVER PLEASE FOLLOW THE GOVERNMENT GUIDELINES AND DO NOT COME INTO THE SURGERY AND MAKE USE OF OUR ONLINE SERVICES TO GET IN TOUCH WITH CLINICIANS/ ADMINISTRATIVE STAFF. PLEASE DO NOT COME INTO THE SURGERY UNLESS IT IS ESSENTIAL OR IF YOU HAVE A BOOKED APPOINTMENT.

FLU SEASON 2020

This will be a unique year for flu vaccinations with the risk of COVID and flu circulating at the same time and the need for social distancing.

- ◆ This year we are prioritising our most vulnerable patients starting with those who were on the shielding list and those with high risk long-term conditions.
- ◆ So we can keep patients and staff safe, there will be **no walk-ins this year**, all appointments will need to be booked in advance.
- ◆ Patients who are eligible will receive a letter or a text message from 14th September with instructions for booking.
- ◆ Our Saturday clinics will be held at **St Mary & St Michael's church hall, The Presbytery, 2 Lukin Street, Shadwell, London E1 0AA** on 26th September, 3rd October and 17th October. There will also be weekday appointments.

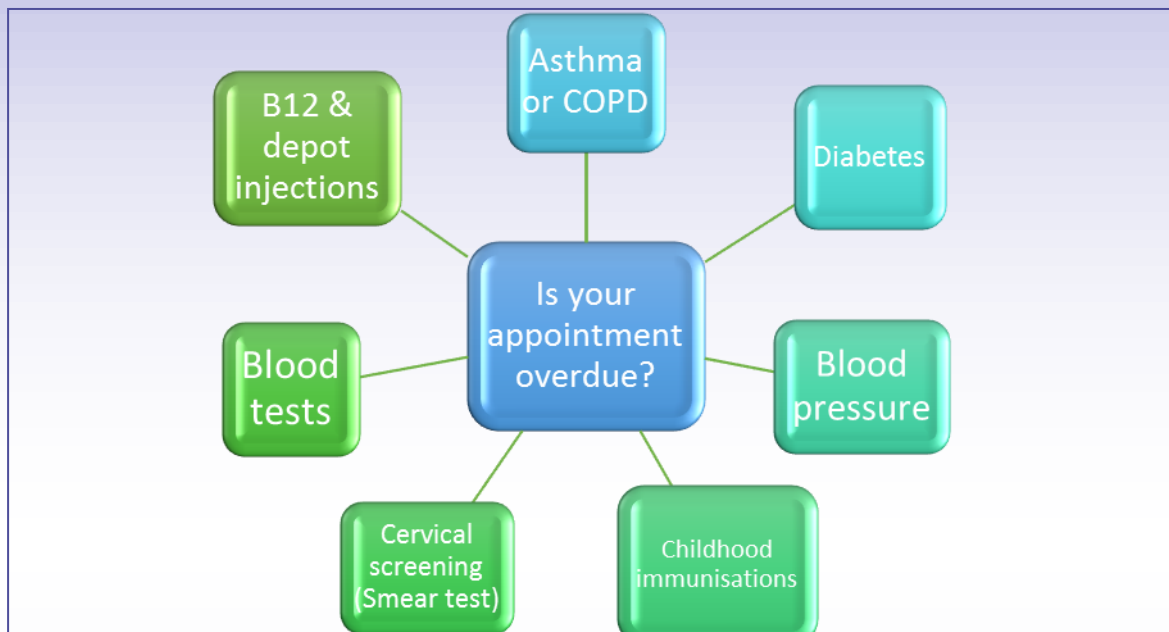


Group 1 – Extremely Vulnerable	This group includes all patients who were advised to shield at the start of the COVID-19 pandemic.	PRIORITY BOOKING Weekdays from 21st Sep Saturday clinics on 26th Sep and 3rd Oct
Group 2 – High Clinical Risk	This group includes people with severe liver or kidney disease, severe asthma or COPD and people with a weakened immune system who did not fall into the government shielding group.	Bookings start Monday 5th Oct Saturday Clinics 3rd Oct and 17th Oct
Group 3 – Clinically At Risk	This group includes people with other long term conditions such as heart disease, neurological conditions, diabetes and mild respiratory and kidney disease as well as pregnant women and people with learning disabilities.	Bookings start Monday 19th Oct Saturday Clinic 17th Oct
Group 4 – Over 65	People over 65 years of age with no additional clinical risks	Appointments available from 2nd Nov onwards

Keeping Your Health on Track During COVID-19

It has become clear over the last few months that the 'new normal' is here to stay for a while. At JSP, we are proud that we continued to offer essential care throughout the peak of the pandemic and over the subsequent months, made adaptations to enable us to re-start almost all routine care.

With pre-booked appointments only, social distancing, face coverings and a new cleaning team to name just a few of our measures, we are doing everything we can to keep our patients and staff as safe as possible. Please do not let your long-term health suffer by delaying your health checks – these are important even during the pandemic and our team will be happy to see you. If you are feeling worried about attending for an appointment, please do discuss this with a member of the team and together we can weigh up the risks and benefits for your health.



New ways of collecting information on your health

Your essential care remains our top priority. To keep you and us safe, the way we deliver some types of care may be different at the moment. For example, you may be asked to book an appointment to use the blood pressure machine 'the POD' in reception, rather than seeing someone in person and we are doing most routine asthma and COPD reviews by phone or video. We are also making use of new ways of collecting information on your health, including surveys sent by text message and forms on our website.

One of the biggest impacts of the coronavirus pandemic on healthcare has been the necessity to offer more care remotely. This has driven a rapid acceleration in digital usage as we have adapted the way the NHS delivers care. At Jubilee Street, we were in a great position with an established telephone triage system, the facility for online consultations on our website and technology that already allowed us to send information by text message.

Coming Soon – Online Group Consultations

We will soon be offering a new way of engaging with our team. Virtual groups are a new way to get advice on your condition from the comfort of your own home and to learn from other patients with similar needs. Our online hypertension reviews will be launching soon. Where needed, there will still always be the option to see a clinician one to one.

Harriet Abbiss—Pharmacist

Say Hello to the new GP trainees at JSP

Ismail, Ismail

Hi everyone, my name is Ismail and I am one of the new trainees at Jubilee Street Practice. I am originally from Myanmar, and did the first two years of medical school in Malaysia before arriving in the UK to finish my training. I have been in the UK for the past 4 years.

My hobbies include cooking, watching TV shows and keeping active. I love making Indian and Korean food and am always on the lookout for new recipes.

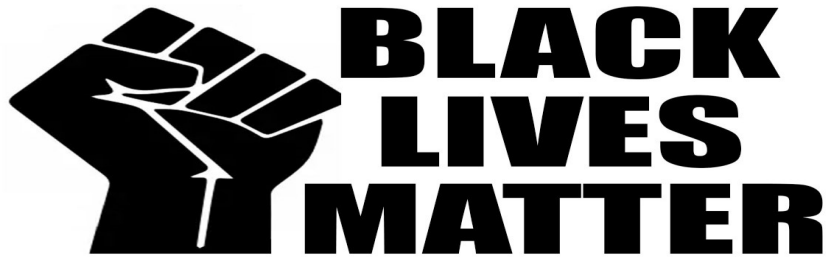


Milena Marszalek

Milena Marszalek is a part-time General Practice registrar who is working at the practice on Mondays and Fridays. She works on vaccine research with the local CEG on the other days of the week. In her spare time, she likes to play the piano, go swimming and tend to her tomato plants.

Miriam

I'm Miriam. I am an ST3 in Academic GP Trainee. Before training as a GP I did a lot of work in hospital medicine. I specialised in HIV medicine and Sexual Health. I have also been trained in contraception and can insert (and remove) coils and implants.



“No matter how big a nation is, it is no stronger than its weakest people, and as long as you keep a person down, some part of you has to be down there to hold him down, so it means you cannot soar as you might otherwise”

Arif Uddin—Patient Assistant



“Help us to help you keep safe”

COVID-19 cases are rising again, so it's more important than ever to follow guidance about:

HANDS - wash your hands regularly using soap and water for 20 seconds

FACE - wear a face covering

SPACE - keep at least 1m away from other people

As cases increase and demand for our services continues to increase, please help us to help those who need our care the most by making use of the other services available to you:

- Your local community pharmacist is well trained in managing minor ailments and is able to advise you on medications

- The Tower Hamlets Minor Eye Condition Service offers appointments for urgent eye conditions <http://www.elcloc.org/index.asp?id=20&page=215>

- Make use of the self help information available through econsult on a wide range of conditions at <https://jubileestreetpractice.webgp.com/treatmentCategory/showAll>

The practice remains open but the safest way to contact us, both for you and for our staff, is remotely. You can request repeat prescriptions or access your medical records via the NHS App, and you can contact us to request medical or administrative help by sending us an econsult through our website (see above). You can also contact us by phone, but unfortunately as demand rises it may take longer for us to answer your call, and often the best way to contact us is online. Please do not come to the surgery unless you have a booked appointment.”

Dr Emma Ovink—GP

The next generation!

JSP has a long and proud history of teaching and training.

Future pharmacists, doctors, nurses and physician associates (PAs) come to our practice to learn and complete their training.

You may have been seen by a registrar/training doctor/medical student/student nurse or trainee PA or pharmacist in your time as a patient here. We rely on you to help us to teach.

This year has brought many challenges to all of us and teaching will be harder this year. Health professionals learn primarily through seeing, talking to and examining patients. We are working hard to find innovative ways of doing this.

JSP thanks all our patients for helping us to teach. If you would like to get more involved in teaching please do email us at THCCG.jubileestreetpractice@nhs.net.



Harriet Abbiss—Pharmacist



Jubilee Street Practice Staff

Transformation Manager

Virginia Patania

Practice co-ordinator

Lyn Owens

Senior Patient Assistant

Nicola Cyprien

Yasmin Rahman

Administrators

Christine Hulbert

Helen Olajorin

Majeda Khanom

Asma Begum

Assistant Practitioner

Marjia Sultana

Health Care Assistants

Kamal Uddin

Maria Rodriguez

Albab Chowdhury

Phlebotomists

Ayesha Khatun

Nicola Cyprien

Valentina Bettozzi

Caterer

Shakila Wakili

GP's

Dr Nicola Hagdrup

Dr Salma Ahmed

Dr Jens Ruhbach

Dr Emma Ovink

Dr Natalie Symes

Dr Ali Klaber

Dr Clare Andrews

Dr Zahra Husain

Dr Ursula White

Dr Anoushka Seegobin

GP Registrars

Dr Aziz Ahmed

Dr Milena Marszaleck

Dr Max Tomer

Dr Ismail Ismail

Dr Mariam Samuel

Physician Associate

Tabana Gohar

Practice Nurses

Liz Hands

Lauryn Murdoch

Amy Endersby

Bonnie Mpofu – Diabetes specialist

Patients Assistants

Rukshana Muquit

Nipa Khanom

Valentina Bettozzi

Rahima Begum

Imane Saidane

Arif Uddin

Farjana Sheri

Danielle Bramble

Bangladeshi Health

Advocates

Saleha Uddin (Monday am)

Aniss uzaman (Tuesday am)

Jakia Haque (Wednesday am)

Kamal Uddin (Thu & Fri am/pm)

Specialist Community Public Health Nurse (Health Visitors)

Josephine Walker

Lucy Sandi

Kehinde Idahosa

Smoking cessation advisor

Emma Montero

Hypertension specialist nurse

Anne-Marie Martin

Practice Pharmacist

Harriet Abbiss

Walk - In blood test

Mon - Thu

08:30 - 12:30;

13.00 - 14.45;

15:00 - 16:20

Fri -

08.30 - 12.30;

14.15 - 16.20

Please note, clinic times might be subject to changes, check website for up to date times.



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