



**FOR ALL PATIENTS AND STAFF**

# Your Good Health

## Search for all the 'missing' patients

Five surgeries in Central Walthamstow are planning to reclaim patients who have slipped through the system at an event in the Community Hub on Orford Road next month.

They are targeting people with specific underlying conditions such as diabetes or chronic kidney disease who haven't seen a doctor in the past 3-5 years. And they are inviting other groups, such as the homeless, drug users, refugees or those not registered with a practice, so they can connect them with local voluntary organisations that can help them improve their lives – and health.

“We aim to reach out into community spaces in order to best serve those who struggle to access services,” said Roisin Reilly, a social prescriber at Addison Road and The Firs who is leading a health equity project with Sue Kofi, her counterpart at the other three surgeries in the Central Walthamstow primary care network.

“There are many barriers that exclude people from healthcare: mobility, isolation, digital exclusion or language,” said Reilly. “We aim to break down those barriers.”

The event on Tuesday January 30 is regarded as a pilot for regular future such sessions. In May, Addison Road and The Firs formed a health equity group meeting monthly aimed at ensuring everyone can get the best possible deal from the NHS.

Eligible patients will be contacted to attend. Organisers are looking for volunteers to meet and greet patients. Let your surgery know if you can help. **Neil Levis**

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### Stay in touch

To receive this newsletter on your phone or tablet every three months, email [jegarcia.pm@gmail.com](mailto:jegarcia.pm@gmail.com)



**GOOD DEATH, GOOD GRIEF CAFE**  
Thur 18th January 2024  
6.30pm - 8.30pm  
Addison Road Medical Practice, 46 Ravenswood Road E17 9LY

**What is a Good Death, Good Grief Cafe?**  
A safe, confidential and friendly space where people, usually strangers, meet to talk openly about death, dying and grief. It is not therapy or counselling. There is no agenda, and the conversation is entirely group-led.

**Why attend a Good Death, Good Grief Cafe?**  
For all sorts of reasons: bereavement or illness where death and grief are more present, some want to discuss broaching the subject with someone close, it could be fear of death or dying, or just a desire to be more open about it.

More details & events across Waltham Forest at [www.creatingconversations.uk](http://www.creatingconversations.uk)

To reserve a free spot contact [debbie@creatingconversations.uk](mailto:debbie@creatingconversations.uk)  
07592 908134  
or scan QR code



# Help for the under-served

## **AT YOUR SERVICE**

### **Support for local communities**

**T**ony Blair believes Labour's most significant achievement under him was Sure Start, a vital part of its attempt to lift 3 million children out of poverty. When the coalition government's cuts led to many children and family centres closing – in 2010, the budget was £1.8bn but that was soon slashed by two-thirds – there was widespread astonishment and dismay.

But now Surestart is back, renamed as Family Hubs. Waltham Forest is one of 75 English local authorities sharing £82m to pilot the new scheme. The difference is that whereas Sure Start concentrated on pre-school children, the new hubs support families with children up to 19 and up to 25 for children with additional or special needs. The thinking here is that parents need support at any point in their offsprings' lives

I met Joanna Wilby, an outreach worker at the Leytonstone hub, one of four in the borough. She was publicising their work – it has not received much media attention – at Addison Road's Wellness Day in September.

"We are signposters," says Joanna. "Our job is seek out and help the under-served, those people who are not using available services. There might be any number of barriers stopping them: language, disability, culture. We put families in touch with what's on offer."

The problem is getting the message out there. Outreach workers attend coffee mornings in schools and clubs, fetes, any events where they can meet people. They even put posters in fast-food shops to inform younger parents what they could be missing out on.

"We point people to services, charities and organisations that can offer them financial assistance and show them how to get a better deal," says Joanna, who started in work in June.

Outreach workers are not allowed to enter people's homes. They meet them outside their front door and take them to the food bank, the playgroup, toy library, language lessons or drop-in centres. There is a strong emphasis on courses to help people find work or retrain, as well as practical advice and help, say for victims of domestic abuse. "We have a lot of local knowledge," says Joanna. "Our job is to share it widely."

Interview by Neil Levis



Hub outreach workers introduce parents and children to playgroups

*Photograph: Segun Osunyemi*

### **Pointers to a better future**

[Turn2US](#) Online tool where you can check which benefits you can claim  
[YUAF](#), Young Urban Arts Foundation, creative programmes to help youngsters prepare for life and careers  
[Space4all](#) Basically, youth clubs and activities available locally.  
[Ramfel](#), Local refugee and migrant forum for Essex and east London.



## Next patients' meetings

The Patient Participation Group has two meetings in the new year.

**January:** Tuesday 23 5.30-7pm.

**February:** Tuesday 28 5.30-7pm.

Both at the surgery in the second-floor meeting room. There is a strict 90-minute limit. All welcome. There is no meeting in December.

## Death Cafe at surgery

After a successful inaugural meeting at the surgery in October, the next session will be held on Thursday January 18 in 6.30-8.30pm. People attend if they want to talk about death, dying, grief or bereavement. There is no obligation to speak and discussion is informal, supportive and led by attendees, not a convenor. All welcome. For other local sessions in the new year go to: <https://creatingconversations.uk/events/>

## Mental health problems

The Snug at 4 Greenleaf Road, Walthamstow E17 6QQ is a haven for mental health support locally. Sessions are held every Wednesday and Friday 10-4pm. "We promise a warm and inclusive environment," said Linda Cairns, one of two convenors. "You can discover the power of group befriending in a safe, welcoming space."

There are many peer-to-peer led activities such as ArtSnug, Survivors Poetry, and Discovering Calmness groups. There is a Hearing Voices Group held twice a month. Plus Tea & Toast morning drop-ins starting soon.

Participants are referred through GPs, social prescribers or secondary care, but you can also self-refer. Ring 07919 520422 or email [linda.mccairns@crestwf.org.uk](mailto:linda.mccairns@crestwf.org.uk) or [chris.osullivan@crestwf.org.uk](mailto:chris.osullivan@crestwf.org.uk).

### Stay in touch

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**COMMUNITY SOCIAL CENTRE**  
**@ Ghousia Hall, Grove Rd, E17 9BU.**  
**EVERY TUESDAY 10:30AM to 1PM**

**ACTIVITIES**



**Reminisce Over Good Old Times, Story Telling**  
**Socialising, Networking, Games & Puzzles, Painting,**  
**Crochet Knitting, Cycling, Henna, Parties, Day Trips**  
**and much much more.**  
**Tea, Biscuits & Snacks**

**VOLUNTEERS WELCOME**

**Wiseagers is a project of PakTrust**




[www.paktrust.org](http://www.paktrust.org)  
[info@paktrust.org](mailto:info@paktrust.org)  
07796 568973  
Charity Reg No: 1113301



**HEALTHY ACTIVITIES**

**FREE** EVERY TUESDAY, WEDNESDAY  
(STARTING FROM OCTOBER)

TUESDAY 1:30 TO 3:30 PM  
WEDNESDAY 12:00 TO 2:00 PM

**Stafford Hall**  
(Located in St Barnabas Church)  
London E17 8JZ

**No Registration required**

**OPEN TO ALL**  
WHEELCHAIR ACCESSIBLE

For more information, Contact  
**+44 7519 453813**

## Need help with muscle or joint problems?



Here's a free app to help you!

Full of tips, advice and exercises to relieve aches and strains all over your body!

Legs, neck, back, shoulders, elbows, ankles, knees and hips!

A fully-NHS-backed app to help patients find relief from musculoskeletal problems. Ask at reception in your surgery



# Walthamstow Village Walk

TAKE THE FIRST STEP TOWARDS BETTER HEALTH, WELLBEING AND HAPPINESS

**FREE every Wednesday**

**2-3pm**

**WALTHAM FOREST COMMUNITY HUB**  
18a Orford Road, E17 9LN

WF Community Hub ADDISON ROAD FAMILIAR WALKS WALTHAM FOREST Feel Good Walks

## We Are Looking For...

Young People aged 16-19yrs who want to up their skills around Employment

- FREE FOOD
- FUN ACTIVITIES
- CV WRITING
- INTERVIEW SKILLS
- COOKING
- 20 SPACES AVAILABLE



**Venue**  
Waltham Forest Community Hub  
18a Orford Road, Walthamstow, E17 9LN

**Contact**  
shaun@wfcchub.org

**Times:** 10am-4pm

**Dates:** 23rd, 25th, 27th October 2023

**Must attend all dates**

To register please scan QR code





## A GP'S BLOG

# When demand outweighs supply

Since 2000, visits to surgeries have tripled. **Dr Imran Ahmad** ponders how you can manage such volume and still enable people to see the same doctor

**E**ver since I was a child in Bury just outside Manchester, I have been in the GP business. My father set up a family practice in the 1980s. My mother worked as the practice manager for more than 30 years. In the days before mobile phones, I used to answer the landline and take messages from patients. I saw how the local community respected him as their family GP.



Years later, I qualified as a GP myself and worked in different areas of the country, before becoming a GP partner in Surrey. Like my father, I had my own list of patients who I saw regularly. Over several years I got to know them well. When patients see the same GP over time, a bond is built on trust and understanding. This continuity of care is recognised as a very important in providing excellent health care in general practice.

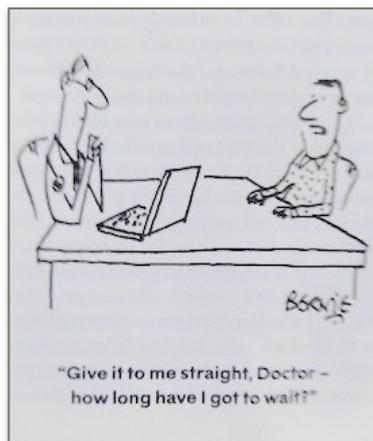
Today the situation is changing rapidly as in so many other aspects of life. People access their doctors far more than ever. In 2019, the average person would consult their GP nearly nine times a year, compared to three times in 2000. It was the Covid-19 pandemic that

forced a huge shift towards the digital age of telemedicine, virtual consultations and digital triaging.

Add this to the challenges of years of underfunding, understaffing and increased workloads for practices and we are faced with a dilemma: how can we cope with so many cases every day and still provide continuity of care to ensure patients can build up trust with the same clinicians?

Since I joined Addison Road as a GP partner in April, this has been the problem we wrestle with regularly, as do many practices around the country.

We find solutions through constantly evolving our digital access model and hybrid approach of ensuring our patients can reach us in the way that is most important for them. For some patients, continuity of care is very important: they might have a long-term health condition or mental illness or have other complex care problems. For others, accessing the GP quickly is important, for instance, when they have an infection. For some people, seeing a GP face-to-face is essential, while for others, having a quick phone or online consultation is far more convenient, avoiding costly time off work. We are determined to get this balance right and are constantly analysing our patient access models through data and feedback.



It clear to me that I have joined a team of enthusiastic and knowledgeable medical staff who provide excellent continuity of care and same-day access. I am excited to have joined Addison Road on its challenging journey!



# New faces at Addison Road

**Sindhu Balakrishnan:**  
**Chief Operating Officer for all the contracts that Addison Road manages.**

“I have been working in NHS for more than 10 years in such positions as head of operations for 111 and CAS (clinical assessment services) for North West London and North Central London. I have managed 13 practices and two extended access hubs while working for the IK’s largest primary care services provider. I plan to use my experience to introduce processes and structure which will translate into better patient care.”



**Roisin Reilly: Social Prescriber and health equity project co-ordinator.** “I worked as a social prescriber in Chingford. I am a qualified counsellor and most recently a Health

Engagement manager for Leyton Orient Trust. My role is to support patients to access local specialist support services and healthy activities in order to benefit their individual health and wellbeing.



Patients often know what is best for them and sometimes have social barriers (through no fault of their own) which means staying well is more challenging. Any practice staff member can refer a patient to me.

My co-ordinator role is to focus on reaching out into the local community, building stronger partnerships with the voluntary sector and making resources more accessible for our patients.

**Continued over page**

**WALTHAM FOREST**  
**FAMILY HUBS**  
WELLBEING, CONNECTION, SUPPORT

**FAMILY WELLBEING IN YOUR NEIGHBOURHOOD**

Our **Family Hubs** provide a wide range of information, activities and services in your local area including **Best Start in Life** programme, health, learning and play activities, family support, employment support, housing advice, money and benefits advice and much more.

We know that all families need support from time to time to look after their wellbeing and help their babies, children and young people thrive.

Our **Family Hubs** are a place where families, friends and professionals can come together in a relaxed and friendly environment and support each other.

**FAMILY HUB LOCATIONS**  
Open Monday – Saturday, check Hub website for timetables

- 1 Chingford Family Hub**  
5 Oaks Grove, Chingford, E4 6EY
- 2 Walthamstow Family Hub**  
313 Billet Road, Walthamstow, E17 5PX
- 3 Leyton Family Hub**  
215 Queens Road, Leyton, E17 8PJ
- 4 Leytonstone Family Hub**  
2-8 Cathall Road, Leytonstone, E11 4LF

There are play sessions happening in your neighbourhood. Please contact your hub for details

**YOUTH SPACES LOCATIONS**  
To see all opening days and times, please visit: [walthamforest.gov.uk/familyhubs](http://walthamforest.gov.uk/familyhubs)

Find out about family activities and sessions in your area

Contact our Family Information service advice line on 020 8496 4965

Visit [walthamforest.gov.uk/familyhubs](http://walthamforest.gov.uk/familyhubs) for more information.

# More new faces

## Michael

**McQuaid:** "I am a GP trainee in my second year of specialty training. I studied medicine at Keele



University. I completed foundation training in Manchester and have spent most of my non-GP training years in A & E. I am currently a tutor for the first year medical students at Addison Road part of the project tackling health

inequality within the Walthamstow Central primary care network."

**Ravina Bhanot,**  
**third-year GP registrar.**

"I love working in east London as there is such a diversity of people, cultures and pathology. A few of my favourite things to do outside work are reading, travelling to new places and spin classes."



To receive this newsletter every March, June, September and December, email [jegarcia.pm@gmail.com](mailto:jegarcia.pm@gmail.com)

If you have any suggestions for features or stories, contact the editor: [neil48levis@gmail.com](mailto:neil48levis@gmail.com)



## HEALTH CHAMPIONS FREE WELLBEING WALKS

Getting active can be difficult, but we want to make it easier.

Join us for a short, friendly 30 minute walk in the park to help you get active and stay active at a pace that works for you.

Open to all ages, wheelchair & pram accessible. It is a great way to enjoy this green space and make new friends.

How can it help your health?

- Help your heart & lungs work better
- Lower your blood pressure
- Keep your weight down
- Lighten your mood
- Keep your joints, muscles and bones strong

The walks will be at a steady pace

Date: Starting 1st November and every Tuesday thereafter

Time: Meet at 10.50am

Location: Thomas Gamuel Park (Chelmsford Road entrance), E17 8NP

Facilities: Free cuppa & toilet nearby

No booking required, just turn up on the day! If you have any questions or would like to have buddy support on the day contact:

Adnan Choudry  
T: 07519 453813 | E: [adnan.choudry@leytonorienttrust.org.uk](mailto:adnan.choudry@leytonorienttrust.org.uk)



To find out more scan the QR code, go to [bit.ly/CHCW2022](http://bit.ly/CHCW2022)

STAY CONNECTED  
IN YOUR COMMUNITY




**THE SNUG**  
Building summer friends, supporting winter

- Artsnug** - Get creative with Jane on Wednesdays 2pm - 3:30pm
- Mental health Stigma and Awareness Training for Frontline Staff** with Jon & Chris - Flexible dates
- Soundcastle** - Music Creation for All - dates TBA
- IT** - Sessions taking place between 11am - 4pm every Wed & Fri
- Survivors Poetry** - Jessica & Pat starting 8th November, 2pm - 3:30pm every fortnight
- Beginners Yoga** - Relaxing sessions with Laura - Starting in November
- WF Hearing Voices Group** with Hannah & Kris from 1pm - 3pm every 2nd & 4th Friday of the month

**COMING SOON**

Starting in the New Year an on-line peer support group for Neurodiverse Adults delivered by Peter.

All taking place at The Snug, Greenleaf Road, E17 6QQ (rear of Baptist Church)

Supported by **CREST** Greenleaf Road Baptist Church

For full details/information on any of the above groups please contact Linda on 07881 017368 or Chris on 07919 520422

**TIME TO TALK** WALTHAM FOREST




**CHANGE GROW LIVE WALTHAM FOREST**  
1 Beulah Road, Walthamstow, E17 9LG

We offer drug and alcohol support services for adults and young people (11-25 yrs). We also offer outreach for rough sleeping clients. Change Grow Live Waltham Forest offer a wide range of drug and alcohol interventions for our clients. These include OST (Opiate Substitute Prescribing), 1-2-1 support, groupwork, harm minimisation (BBV screening, Hep C clinic, needle exchange, Naloxone), aftercare support, referral to inpatient detox and residential rehab.

**PARTNERSHIP WORKING**

We work closely with primary care and local partners such as IAPT, Smoking Cessation, Hep C Trust, Barts Health (Hep C clinic), Waltham Forest Sexual Health (monthly clinic)

**HOW WE CAN WORK WITH PRIMARY CARE**

Provide direct referral for patients via EMIS (direct referral form on EMIS) to support with drug and/or alcohol misuse. We also offer bespoke training for practitioners.

*Examples of bespoke training includes:*

**ADULT SERVICES:**  
Substance use awareness.  
Early brief interventions

**HARM MINIMISATION**  
Overdose awareness and Naloxone training

**YOUNG PEOPLES SERVICES**  
Young people and substances.  
Hidden harm and family work

**Believe in people**

PLEASE EMAIL [CGL.WALTHAMFOREST@CGLORG.UK](mailto:CGL.WALTHAMFOREST@CGLORG.UK) FOR ENQUIRIES

# Menopause/ Perimenopause Circle

Weekly, warm, welcoming, safe space for all effected by or experiencing peri/menopause.

**WEDNESDAYS**  
6-7pm  
THE ANNEX  
GOOD SHEPHERD STUDIOS  
15A DAVIES LANE E11 3DR




An open and supportive space where everyone is welcome to share their experience of menopause. These sessions will be free, but for those who are able to contribute we would appreciate a small donation towards room hire.

Let us know you are coming by signing up here:  
[www.jessicagreen.net](http://www.jessicagreen.net)  
Contact: 07904517465 [contact@jessicagreen.net](mailto:contact@jessicagreen.net)



# Neurodiversity Social Club



Wednesdays 7.15 - 8.45pm

Upcoming Dates:  
26 Jul, 20 Sept, 18 Oct,  
22 Nov, 6 Dec 2023

17 Jan, 21 Feb, 20 Mar, 17  
Apr, 22 May, 5 Jun, 19 June,  
17 Jul, 18 Sep, 16 Oct 2024

Young People age 10 - 17  
Bring your own games  
Parents must attend  
Siblings welcome

Advance Registration required  
<http://bit.ly/3YCqskE>



The Mill, 7-11 Coppermill Lane, E17 7HA  
(Mission Grove Car Park - free after 5pm)



**PARENT FORUM** The Mill **MAYOR OF LONDON** Waltham Forest

# The Walthamstow WELCOME



All welcome

ALTERNATE THURSDAYS  
10-12.30

Lessons:  
**KNITTING  
SEWING  
CROCHET  
COLLAGE  
& MORE...**

From 7 September

info:  
[thewalthamstowwelcome@gmail.com](mailto:thewalthamstowwelcome@gmail.com)  
23 Orford Rd, London E17 9NL



# In the counsellor's chair

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## **FIRST PERSON**

### **Focus on mental health**

#### **By Pauline Hunt**

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**T**he tins of tuna in Asda were piled high in a very attractive display. I was teaching a student with learning difficulties some basic life skills. Suddenly he reached into the middle of the stack and the whole lot came tumbling down. Chaos ensued. Not an easy situation to rescue.



Another time I was gardening with group of Down's Syndrome students. They enjoyed cutting down the shrubs and flowers, but left all the weeds behind and planted the bulbs upside down. A bit challenging that proved.

Carl Rogers, the father of humanistic psychology, would have observed that anything planted incorrectly would still find a way to grow sideways and upwards. Rogers believed that parents, teachers and counsellors should always give unconditional acceptance and understanding to children. Humans were capable of becoming whole persons through self-discovery, he believed.

I chose to study humanistic/integrative counselling because I like the first word – humanistic - meaning that we work the whole person: a healthy body and mind help you achieve physical and emotional balance.

My view, based on many years as a counsellor and teacher/social worker, is that every client or student with learning disabilities deserves not to be only listened to but to be heard. With patience, calm and

humour, together you can develop more positive attitudes and achieve wellbeing.

I had great fondness for my students with Down's Syndrome. They share many behavioural and physical features but there is a varied level of intelligence. You may have seen in Call the Midwife the character of Reggie Jackson, played by Daniel Laurie, an actor with Down's, showing that such people can live full and active lives.

My counselling work is different: you're really offering someone a safe space where they are able to express themselves. One client, Mary\*, was not agoraphobic, nor was she shy. Quite outgoing in fact. After the birth of two of her children she received treatment for post natal depression.

Her problem was she felt unable to go anywhere alone, either by bus or train. Her husband had to accompany her everywhere. Over the first year we worked together, she became more confident and little by little tested the ground for travelling by herself.

I encouraged her to try the bus first: if she became anxious, she could get off at the next stop. Next was overground train. Again, she could get off when she felt stressed.

Finally she faced the biggest challenge: travelling underground where she could neither see outside nor exit quickly. She took it station by station, taking one more stop at a time until she completed the whole journey. Success for her and satisfaction for me.

Therapists do not wield a magic wand. We are not here to fix problems or make things better. There are problems that are soluble; others not. People must learn to accept or manage them. Life is always challenging.

Pauline Hunt is a member of Addison Road's Patient Participation Group. \*Mary is a pseudonym



## A MATTER OF FACT

# Loneliness, child poverty but less crime

### A report on Waltham Forest reveals depressing statistics, but it's not all negative

Last year Waltham Forest commissioned Michael Marmot to review the social determinants of health equity in the borough. Marmot is professor of public health at University College London and director of UCL's Institute of Health Equity. The borough felt that focusing simply on changing people's behaviour (for example, advising them to exercise more, eat less) was failing to address the root causes. This is a summary of the main findings;

**Deprivation:** WF is the 82nd most deprived authority out of 318 in England. It is 12th out of 32 in London.

**Council funding:** In 2010-18 WF lost £444 of funding per person as budgets were cut – more than the national average.

**Life expectancy:** In 2020 women's lifespan fell by 2.6 years (more than double the national drop) and men's moved below the national average for the first time since 2015. In wards covered by our surgery, women's lifespan is well below the national average.

**Education:** WF achieves well against national averages by the end of reception. Children on free school meals at 11 and 16 achieve better than national figures. Black pupils have the highest exclusion rates. Numbers of 16-17-year-olds not in education, work or training is below the national and London average.

**Poverty:** In 6 wards 30% of older people are living in poverty. In 13 wards including our area poverty is higher than the England average. There are high levels of child poverty

in 14 out of 20 wards. When housing costs are added it jumps from 22% to 43%. Fuel poverty is high in most wards. GP practices with the most deprived patients receive 7% less funding per person.

**Access to the internet:** 7% of people in the borough do not have computers or smartphones; of these, 36% are elderly, 23% have chronic health conditions and 16% are on low incomes.

**Housing:** The percentage of people living in poor accommodation has decreased and is now better than comparable areas nationally.

**Crime:** Rates have decreased significantly (particularly violent crime) and are now below the national average. However, fear of crime is still a major issue for many residents.

**Environment:** Traffic calming measures have made significant improvements, particularly for cyclists whose numbers have risen. More needs to be done to reduce congestion. The number of adults walking for any purpose is below the London average. WF has the worst outcomes for hospital admissions in children and young people under 19 with asthma; it has the lowest percentage of people living close to green spaces compared to similar areas across the country; 7% of people stated they were "often or always" lonely in 2020-21

**Homelessness:** Numbers are above both London and national averages.

**Health:** Much of ill health is avoidable. Rates of obesity in children are higher than the national average and particularly high in wards covered by our surgery. There is a lack of ethnic breakdown for such data.

**2021 Census:** 61% of WF residents were born in UK, compared to 83% nationally; 15% were born in the EU (6% nationally).



Low-traffic areas encouraged more cycling in the borough  
Photograph: Dan Russo/Unsplash

Compiled by Patrick Morgan



# A better deal for all patients

## **ON THE JOB**

**By Mathumai Kanthasamy**

**Clinical director of Walthamstow  
Central primary care network**

**I joined Addison Road** as a GP partner in 2016. I have lived in Walthamstow most of my life. I came to London as toddler with my family fleeing the civil war in Sri Lanka in the 1980s. Since then my family and I have established strong ties to the local Tamil diaspora, of which I am still very much a part. Both my parents worked all their lives serving the local community: my mother at Whipps Cross hospital and my father in the local employment service. You can understand why I care so much about our community.



**In September this year I was appointed** clinical director for the primary care network which links Addison Road and four other local practices, caring for a total of 41,00 patients: The Firs near James Street station, Claremont in Higham Hill and the two practices sharing Wood Street Medical Centre. By sharing resources we can deliver an enhanced range of services to patients.

**I took over from Dr Dhittal** of Wood Street, who led the network since its inception in 2019. He has done an excellent job in getting the network started and co-ordinating the very effective Covid vaccination programme in Walthamstow.

**Our main focus** is to establish a strong multi-professional workforce to support the broad variety of needs of our patients. This

will include a diverse skills-mix of not only GPs but new roles such as pharmacists, physiotherapists, mental health practitioners, physician associates, GP assistants and care co-ordinators. I am determined to get people with the right experience into these positions but such a task is likely to take some months.

**Care closer to home** is a programme we are currently focusing on which transforms how healthcare is delivered to our community. The programme transforms how primary, community and secondary care work together to promote well-being. It aims to support patients, especially those with long term conditions, to manage their treatment at home, rather than having to go into hospital. It means multidisciplinary meetings to review patients who have been identified within our network as being at risk. The meeting will be chaired by myself. Dr Seamus Cooney, managing partner of Addison Road until Last Christmas before going part-time, runs a multidisciplinary meeting for care home residents alongside this programme.

**I am proud** to say we now employ two social prescribers, Sue Kofi and Roisin Reilly, who connect us more effectively to our communities and the vast assets we have in terms of the local voluntary sector. Sue and Roisin are taking the lead for all five surgeries in developing an exciting project to create health equity. Many patients are disproportionately affected by the wider determinants of health such as socio-economic status, housing, employment and the environment. The plan is to hold a GP pop clinic at the Community Hub on Orford Road on Friday January 30. An exciting and challenging plan.

Interview: Patrick Morgan



# Calling all missing patients

We would like to see you at the Community Hub  
in Orford Road, Walthamstow E17 9LN

**Tuesday January 30, 2024**  
**1pm-5pm (food from 12 noon)**



If haven't seen a doctor for 3-5 years ...

If you have a long-term condition: eg diabetes ...

If you've fallen out of the healthcare system ...

We offer: health checks, housing help,  
heating advice, warm food, play space for children,  
translation service, family support and lots more

**Eligible patients will be contacted**

A joint project by Addison Road Medical Practice, The Firs, Claremont and Wood Street Medical Centre, which form the Walthamstow Central primary care network