



Your good health

**FOR ALL STAFF
AND PATIENTS**

Back in the NHS fold

OUR SURGERY staged the first community health pop-up clinic in Waltham Forest on January 30, designed to reconnect with patients who had dropped out of the NHS system. You can watch a filmed report of the event [here](#).

Attendees could speak to health professionals – GPs, pharmacists or dentists – and to community organisations offering support. They were also offered flu and Covid vaccinations plus food provided by the [Hornbeam Cafe](#) on Hoe Street. It was organised for the five surgeries in the Walthamstow Central primary care network: Addison Road, the Firs, Claremont in Higham Hill and the two practices in Wood Street medical centre serving 40,000 patients.

The idea for the clinic came from Janakan Crofton, managing partner at Addison Road, following the [Marmot Review](#) of Waltham Forest in 2022 which highlighted the many health inequities locally. “Rather than just focusing on individual patients sitting in our

consulting rooms,” Dr Crofton explained, “we searched our computer systems for patients with a long-term condition who had not engaged in GP services for over 18 months. We also targeted local food banks, community living rooms and refugee groups. We invited more than 6000 patients who had dropped out of the system.”

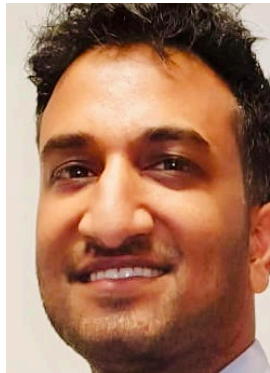
The driving force in organising the clinic was the health equity group set up after

Marmot led by Roisin Reilly and Sue Kofi, the two social prescribers for the primary care network.

“Some people have described this clinic as groundbreaking,” said Dr Crofton. “We thought could we do something a bit different: could we take healthcare professionals out into the community and see missing patients where they are?”

The health equity group is already mapping out future population health management outreach projects. The agenda for 2024 includes targeting underserved populations such as children and homeless residents, promising a sustained effort to eradicate health disparities.

“At Addison Road we want to create more transformative initiatives,” said Dr Crofton. “We are looking to redefine the landscape of community healthcare.”



Dr Crofton: ‘A different approach to healthcare’

ON OTHER PAGES

A GP’s prescription for better health services 3
Why doctors face a bigger workload 5

Noticeboard 7
Support for users 9
The firm giving back to its community 11



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



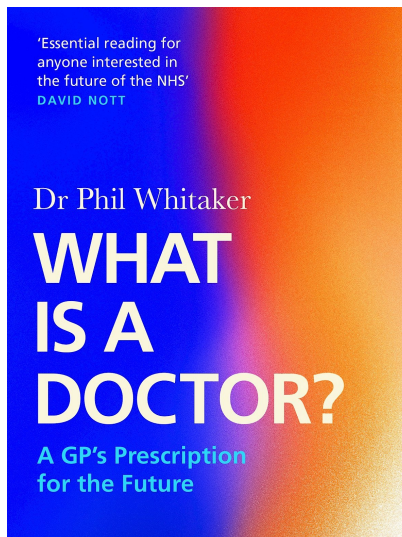


Read this if you take health seriously

1 Phil Whitaker, medical editor of the *New Statesman*, is a practising GP who runs Westfield Surgery in Radstock, near Bath. He is an experienced writer who explains in clear language what is great about the NHS and what is going wrong.

2 He laments the change from evidence-based medicine, a very sensible and good idea, he believes, to evidence-dictated practice. Medicines such as statins – a good solution for high cholesterol but only for patients who are incapacitated and cannot do the necessary exercise – become universally dispensed. The rest of us should be donning trainers, swimming trunks, golf shoes or bicycle clips because exercise is better, he says.

3 He combines an examination of theory with case studies from his 30 years viewing the nation's health from the business end of a stethoscope. Chapters 2 and 7 are compelling tales of people struggling to come to terms with serious problems. But you, the reader, will learn a lot also. For instance, why dialling 111 with anything plausible will almost always lead them to direct you to A&E. The system has to play safety first, where an experienced doctor talking to you directly could use his or her judgement to save money and time.



4 Too many drugs are the wrong prescription for us as we get older. We should all, patients and doctors alike, be questioning the efficacy of everything we take. After all, we think carefully about what we eat. The same should apply to everything we pop in our mouths.

5 Continuity of care – seeing the same doctor on most visits – is something worth fighting to maintain. Covid has hit it badly. The Norway experience, where most patients do see a regular doctor, is that mortality is reduced by 25%.

6 You get what you pay for. Investment in our health service does not guarantee an improved service but it helps. We would need to triple our expenditure (nearly) to match the US; Germany and Norway both spend nearly double the UK. Nine other European countries spend more than us, the fifth richest country in the world.

7 *What Is A Doctor?* – lousy title but a great read – costs £16.99 from publishers Canongate. In July it will be out in paperback.

Neil Levis, editor

Why not join the patients group?

The patient participation group meets at the surgery on the last Tuesday of every month, 5.30-7pm (except August and December when there are no meetings).

There is a strict time limit. Doctors and other staff attend to answer questions and explain what's happening at the practice. The next dates are March 26, April 30 and May 28. All patients are very welcome.

There are some 400 patients in the group. We don't deal with individual complaints but any subject likely to affect the majority of patients we bring to the attention of the doctors. Recently we have discussed getting appointments and general health concerns in Waltham Forest.

The agenda is set by the patients but our GPs always attend to listen to our concerns and respond accordingly. We greatly value their participation.

We also support the local community: we are developing a therapeutic garden to promote mental and physical health, and we provide access to Tai Chi classes and helped organise Health and Wellbeing days in the past two years. To find out more, email me at: jegarcia.pm@gmail.com
Patrick Morgan, chair

Blood tests

Every Saturday, you can have your blood tested at Addison Road – no need to go to Langthorne, Silverthorn or St James Street. Testing opens at 9am and runs until 3.15.



Good Grief Support

for the residents of
Waltham Forest

Good Grief Cafes

A supportive space to share, listen & connect with others around grief

Every 3rd Saturday of the month, 2.45-5pm

16 March, 20 April, 18 May, 15 June 2024

East of Eden Cafe, 14 Hatherley Mews, E17 4QP

Booking is required

Understanding Grief - a FREE talk

To help dispel common myths about grief & explore coping strategies

Tues 5th March, 10.30am -12noon & Thurs 9th May 2024, 6.30-8pm

Walthamstow Library, High Street, E17 7JN

For more information and to book a FREE place

Scan QR code below

www.creatingconversations.uk/waltham-forest-grief-support

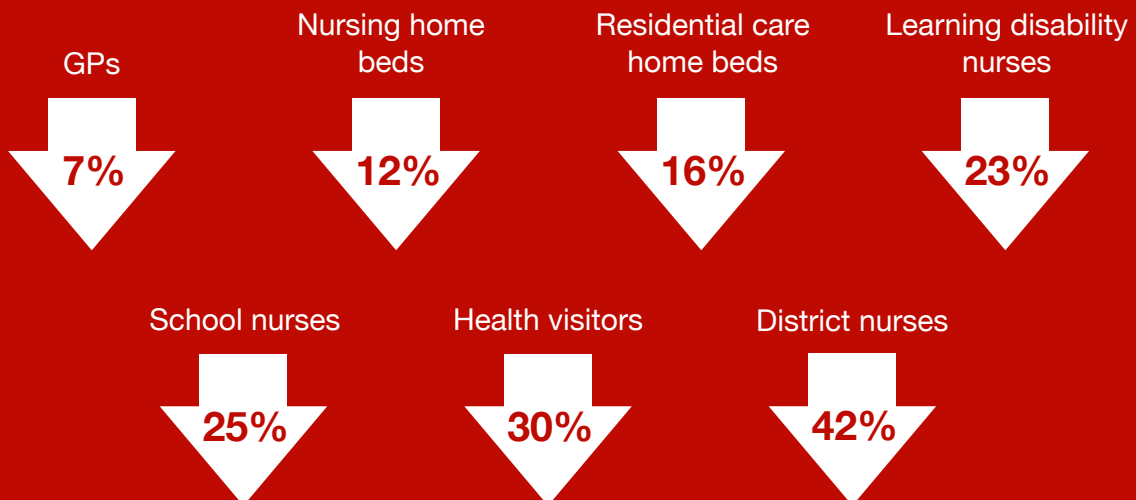
Email: debbie@creatingconversations.uk

Call/text/WhatsApp: 07592 908134



NHS STATISTICS

2012-24: The burden on GP surgeries grows heavier



Source: The King's Fund

Graphic: David Man

A report last month (February) warned that boosting hospital funding at the expense of primary care (GPs and community services) has created an imbalance in the NHS.

The King's Fund, which commissioned the report, was set up in 1897 to protect the interests of London's voluntary hospitals. So it is ironic that it now concludes that more money should be diverted from hospitals into the community, where 90% of daily NHS contacts occur. The graphic above shows how much local services have been hit since 2012.

Money for acute hospital trusts has risen by 27% since 2016; over the same period, community trust funding rose by just 14%.

Hospital consultants rose by 18% in 2016-22, while GP numbers dropped 4%. Today's 37,000 local doctors deal with more than 870,000 patients every day.

And reducing community budgets has other effects: between 2020-23 social care staff vacancies rose from 110,000 to 152,000. No wonder bed-blocking in hospitals has become a major problem.

Neil Levis



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



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 for more information.





Noticeboard

Hope Garden: new plans



AS SPRING arrives, we have developed ambitious plans for the Hope Garden on the corner of Orford and Beulah Roads which a group of Addison Road patients have been developing.

Funding from [Our Space](#) has enabled us to engage a living willow artist to create a beautiful arch at the entrance to the garden. As the willows need to be managed there will be opportunities to use the offcuts to design items to attach to the sculpture.

Our partners from the Community Apothecary are helping to create small herb gardens, each one with a particular theme such as healing, digestion, etc.

Throughout the garden we are laying birch bark paths to help people navigate safely. In addition, we will be planting a greater variety of shrubs and plants to ensure there is colour and interest throughout the year.

If you would be interested in joining us in developing these exciting plans, we meet every Wednesday 10-12noon. For more details email jegarcia.pm@gmail.com **Patrick Morgan**

A career in horticulture?

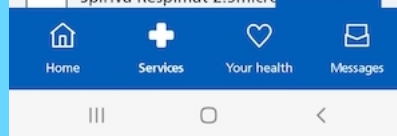
Tim Hewitt, the gardener at St Mary's Church, 500 metres from the surgery, is offering a free training course to anyone who would be interested in developing gardening skills. Tim has years of experience so it could lead to a career in horticulture.

The course will start this month (March) and last for a year. For more information, contact Tim at tim@stmaryswalthamstow.org

Select medicines you want to request

- Clarithromycin 500mg tablets
One To Be Taken Twice A Day - 28 tablet
- Fexofenadine 120mg tablets
One To Be Taken Each Day - 60 tablet
- Fluticasone propionate
50micrograms/dose nasal spray
Two Sprays To Be Used In Each Nostril
Once A Day - 2 x 150 dose
- Fostair 200micrograms/dose /
6micrograms/dose inhaler (Chiesi Ltd)
2 PUFFS BD - 2 x 120 dose
- Prednisolone 5mg tablets
take 6 tabs once daily for 5 days as
rescue pack - 42 tablet
- Spiriva Respimat 2.5micrograms

[Give Feedback](#)



The full Levis: a selection of the drugs that keep Levis going

Prescriptions: the easy way to get your repeats

A LOT OF time is wasted and a lot of frustration experienced by both patients and surgery staff in sorting regular prescriptions.

The simplest way to reorder is on the NHS app where any regular medicines can be listed. You would have a regular pharmacist also listed on the app and, within 2-3 days, the medicine can be collected direct from the shop. No trips to the surgery, filling in forms etc.

All you have to do is fill in the app when your medicine is running low. Don't forget to press Submit, a mistake I have sometimes made.

Any queries about repeat medicines, ring the prescription clerk on 0208 176 9110, option 3, 10.30-12.30, Mon-Fri.

Neil Levis



**Change
Grow
Live**

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@CGL.ORG.UK
FOR ENQUIRIES



There's no stigma in talking

ON THE JOB:
Sarah Storer
Recovery worker



My official title is primary care liaison practitioner but recovery worker states what is in the tin more clearly. I am a first port of call for patients with drink or drug problems who might have been referred by their doctor or another health professional.

Alcohol features heavily in my work. The majority of people I see at Addison Road and other surgeries have problems with it. It is most insidious because it's so readily available. Newspaper and television advertising associates alcohol with a rich, glamorous, beautiful lifestyle. Relaxed licensing hours plus delivery to your door 24/7 mean it's always available and many don't appreciate the quantities they drink. I can help people analyse their daily consumption and how that relates to government guidelines on safe drinking. A unit of alcohol is difficult for some people to quantify; it's my job to help them understand.

Stigma is so damaging. It's what stops a lot of people seeking help and leading fulfilled lives. Many think going to a drugs or alcohol centre reflects badly on them; it doesn't. Seeing patients in their familiar GP surgery helps break down difficult barriers. One in 10 patients I see are referred but there are many more who could access my support. Patients can self-refer – it's totally confidential.

Psycho-social intervention (talking therapy) is a key part of my job. It's about giving people the opportunity to talk about their experiences then working with them to help

them achieve their goals – each individual's is different. We look at habits and behaviour, creating a greater sense of awareness for people to make the changes they would like to see in themselves.

People experience a mind shift when they succeed in controlling their substance use. It's like a light switch going on. We help them weigh up their past behaviour, what prompts it. If they've become entrenched in a substance, we take them through cross-benefit analysis. What's good about the substance? What does it do for you? What are the positives? What are the negatives? How much does it cost? Financially but also in terms of relationships at home and at work, job security, etc.

I'm employed by Change, Grow, Live (CGL), the charity based on the corner of Beulah and Orford Roads that offers drug and alcohol support locally. I attend three surgeries around the borough, seeing clients face to face. Afterwards, we have to make a careful record of each client's needs.

I work at Addison Road every Thursday afternoon. People's needs vary: some can work directly with me; others may need specialist help from CGL's expert teams (such as opiates or rough sleepers). You don't need to feel ill or have serious concerns to access our services. We can help with all alcohol and drug queries. Just book in at Addison Road reception. CGL round the corner welcomes walk-ins, too (0203 826 9600).

When clients experience success – and they all do to some degree – it's a great feeling. If they go from a life of challenge and addiction to one where they're enjoying health and wellbeing, it's magnificent. It's what gets me up in the morning.

Interview: Neil Levis



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



"Build"
YOUR
.own.
Future

Information

Venue

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

Contact

shaun@wfchub.org

Times: 10am-4pm

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

Must attend all dates

To register please scan QR code





More than just the day job

Neil Levis celebrates a firm that gives back to the people who live in the properties it maintains

Last August employees from Morgan Sindall turned up at the Firs, our sister surgery, to transform its garden (right). Working with patients and staff, they built raised beds full of plants and shrubs and a shed to hold tools securely. Now the space near James Street station attracts people as well as bees, birds and other wildlife.

The firm's 6,700-strong workforce each get two volunteering days annually for projects to benefit the neighbourhoods where they operate. The rationale is that the company makes good money from its nine divisions – big building projects such as the Crossrail extension at Whitechapel station is just one – so it looks to give back.

I went to its Westminster base to meet Arjun Ghosh, one of six social value officers in the property services division who work full-time to run such schemes. I met him last September at Addison Road's Wellness Day and I was impressed with the way he spoke. Talking to other people – patients, staff and visitors – the message became clear: the firm has plenty to offer our local community.

For a start, it runs many online courses mainly aimed at getting people into work: writing applications, preparing for interviews, training and qualifications. But the courses also cover hobbies and general interests. The social value team visits schools and colleges to broadcast such help to young people, they hold careers days geared to picking suitable jobs, including working for Morgan Sindall. An impressive apprentice scheme selects 20 candidates annually for jobs at the firm.

"Adding social value has become a goal for big companies in the last 10 years," says Arjun. "There's been a big shift in moral attitudes: they want to do the right thing."

AT YOUR SERVICE

Support for local communities



Most of the property services work is carried out in areas of social housing. "We're well aware of the conditions people live under," says Arjun. He cites the example of one estate with many unemployed single mums. He helped them devise courses geared to their needs. "Our aim is to upskill the local community. We need to do more than just the day job."

On another estate in Westminster, there were areas people found intimidating. The company consulted residents, then cleared derelict patches, installed new lighting, video doorbells so there people could see visitors clearly and painted over graffiti.

In Basildon, he tells me, they run monthly energy cafes advising residents on how to reduce their heating bills, or deal with mould and damp. There are computer lessons concentrating on the elderly, care homes and refugees reaching to master mobile phones and tablets. Another new venture begun in January is advocacy clubs to help people cope with officialdom: for two hours a week, residents can get help fixing a doctor's appointment, for example, or sorting problems with their rent.

The new contact for Waltham Forest is Chris King:
Christopher.King@morgansindall.com; 07385 117265



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

