

# Nightingale News

## THE NEWSLETTER FOR PATIENTS AND STAFF AT THE NIGHTINGALE PRACTICE

Welcome to our Autumn 2022 edition! Here you can read about what's going on at the Nightingale and about the **Together Better** project that offers a variety of social events and classes. We launched **Nightingale News** back in the summer. So far, we've had positive feedback. But remember: this is *your* newsletter. We want to include information that's relevant to you, so tell us what you think. Ideas and contributions are welcome! You can leave a note at the Nightingale Reception, marked 'FAO Practice Manager Jill White' or email Jill at [nelondon.nightingalepractice@nhs.net](mailto:nelondon.nightingalepractice@nhs.net)

## NEW SURGERY OPENING HOURS

**Extended surgery opening hours (now referred to as 'Enhanced Access') start on 1<sup>st</sup> October.**

Appointments in the evenings and at weekends with a GP, Nurse, Pharmacist or Health Care Assistant, are now available to Hackney Downs Primary Care Network (PCN) patients at one of three Hackney Downs practices. (Note: these appointments must be booked, either the same day or in advance. They are not walk in.)

There will be appointments available on **weekdays between 7am and 8am** at the **Nightingale** surgery.

In addition, there will be appointments at the **Nightingale** on **Saturdays between 9am and 5pm**.

There will also be **evening appointments** available for Nightingale patients to book **between 6.30pm and 8pm**.

On Mondays, Tuesdays and Fridays, these evening appointments are at the **Rosewood practice** (1A Fountayne Road N16 7EA). On Wednesdays and Thursdays, evening appointments are offered at the **Healy Medical Centre** (200 Upper Clapton Road E5 9DH).

**For more details about 'Enhanced Access' and how to book appointments, see our website:**  
[www.thenightingalepractice.co.uk](http://www.thenightingalepractice.co.uk)



*In this edition: our Macmillan Coffee Morning (above) raises £525 for 2 charities. Plus, we meet Alison O'Reilly (below), a Hackney-based Occupational Therapist who tells us more about her job and why she loves this part of London.*



## A NEW WAY TO MAKE APPOINTMENTS AT THE NIGHTINGALE

If you are used to booking appointments with the doctor via the Nightingale website you may have noticed there has been a change from a system called AskMyGP to a system called **Patient Triage**.

The reason for this change is funding-related but, actually, the Nightingale staff are pleased because they believe **Patient Triage** offers some significant benefits for patients and the practice.

Presenting the new system to the September 'Friends of the Nightingale' meeting (see separate report, over) Dr Nisha Patel explained it is "just a change of platform." The *process* for patients booking appointments on line is the same.

Benefits for the patients now we've switched to **Patient Triage** include being able to send photos to the doctors more easily. You can also access **Patient Triage** via the NHS app, as well as through the Nightingale website, without the need to create an account or remember passwords.

Another good thing is that **Patient Triage** is integrated with the Nightingale's clinical system, Emis Webb. It is supplied and supported by a local company who have worked successfully with the Nightingale before, on our messaging system. They are open to feedback if any tweaks are needed.

Community group **Together Better** (see page 4) will try to recruit volunteers to come into the practice to show patients how to download the NHS APP and access **Patient Triage**. Watch the website, or for notices in the surgery, for details.

## FRIENDS OF THE NIGHTINGALE – REPORT FROM SEPTEMBER'S MEETING

The Friends of the Nightingale Practice met on 2<sup>nd</sup> September 2022. Here is a summary of what was discussed.

### [1] Change from AskMyGP to 'Patient Triage'

Nightingale Partner **Dr Nisha Patel** presented the change over from AskMyGP to Patient Triage and the reasoning behind this change. (See the article about Patient Triage on page 1 for more details.)

Dr Patel screen-shared what Patient Triage looks like and went through the new system from the patients' point of view. The meeting thought the presentation was very clear but said that instructions for patients about how to access this new system also need to be very clear.

There were some concerns expressed around what an 'admin query' was and if patients would understand the term. (An admin query is about getting a sick note or a test result, for example.) Dr Patel thanked the meeting for this useful feedback. After some discussion, it was decided to trial the system to see if people were confused or not about the term 'admin query'. Dr Patel pointed out that the practice has used the term for some time, with no apparent confusion from patients.

Dr Patel said the reference to 'repeat prescriptions' on Patient Triage would be removed, as the practice really want patients who are able to, to request their medication via the NHS APP (see page 3 of this newsletter).

Dr Patel explained that the Patient Triage system and the NHS APP should be used by patients who have the ability to do so, as this frees up the phone lines for our most vulnerable patients and those patients who cannot access the on-line systems. We require at least 20% of our patient list to contact us on-line in order to keep the phone lines available for our most vulnerable patients.

The meeting noted all this information and thanked Dr Patel for her very helpful update.

### [2] Enhanced Access (aka extended hours)

The meeting heard that from 1 October there will be 'enhanced access' for patients needing to see a doctor or other medical professional at the Nightingale in the early mornings or on Saturdays. There will also be evening appointments available at two other surgeries within the Hackney Downs Primary Care Network. The meeting welcomed this news. See the article on page 1 of this newsletter, or the Nightingale website, for more details.

### [3] Together Better update

The meeting heard from Community Development Worker **Adam Cross** on the continuing success and popularity of the various activities being organised by **Together Better**. The meeting thanked Adam for his hard work. Please see pages 4-6 of this newsletter for your **Together Better** update.

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**The Friends of the Nightingale** is a voluntary group that meets four times a year. It gives patients the opportunity to talk to practice staff and give feedback, so they can help to improve local services. You do not have to be a Friend of the Nightingale to join the meetings - all patients are very welcome.

The next meeting is on **1<sup>st</sup> December 2022** (4.30pm-5.30pm). You can attend in person at the surgery, or via Zoom. There is more information on [www.thenightingalepractice.co.uk](http://www.thenightingalepractice.co.uk).

## MEET OCCUPATIONAL THERAPIST ALISON O'REILLY

*It isn't just doctors, nurses, office managers and receptionists who work at the Nightingale. Did you know, we also benefit from the services of an occupational therapist. Her name is **Alison O'Reilly** and she works across the seven GP practices in the Hackney Downs Primary Care Network (PCN), including ours. We caught up with Alison to find out more.*

### Hello Alison. For people who may not know, what is an Occupational Therapist?

An occupational therapist (OT) works with individuals who have been referred to them by the GP, to help them manage their daily activities. These might include looking after yourself at home, participating in leisure activities, employment or social activities. The OT works with the individual to identify what may support them with their mental health needs and with breaking down barriers to meaningful roles and occupations.

### What have you seen as some of the key benefits people have experienced as a result of occupational therapy?

I've found that when people are more engaged with activities that bring them a sense of purpose, enjoyment and connection with others, some of their difficulties - such as mental health problems or physical needs - are reduced. We work with people on their strengths, motivations and interests, rather than focusing on the problems.

**And finally, what do you like about working in Hackney?** Hackney is diverse and it has so much to offer people from all backgrounds - which makes my job much easier! And I love the green spaces.

## GET MEDICATION VIA THE NHS APP

If you are able to access the NHS app on your mobile phone or tablet, remember you can use it to order repeat prescriptions. You don't have to use a password and, if you are away from home, the app lets you to order your prescription from any local chemist you nominate.

## WELLBEING EVENT A BIG SUCCESS



Our 'Improving Healthy Lifestyles' event held outside the Nightingale surgery back in July was a big hit.

Despite scorching temperatures that day, many patients from the Hackney Downs Primary Care Network (PCN) turned up to chat to stall-holders and enjoy some delicious food and drink. A number of local organisations, including **Together Better**, handed out leaflets and signed people up for courses.

Many thanks to everyone at the Nightingale practice, and all the volunteers, who worked so hard to make this event such a success!

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## A NOTE ABOUT ACCESSIBILITY



**D**ifferent people like to get information in different ways. For this reason, **Nightingale News** is emailed to many of our readers.

It's also on the Nightingale Practice website. Our website offers the ability to translate documents into different languages.

But we know not everyone can access electronic communications, so a few paper copies will be available in the surgery for people to read while they wait to see a doctor or nurse.

If you'd like a paper copy to take away, please ask at Reception.



# WE ARE 'TOGETHER BETTER' – JOIN US!

**Together Better is a community project aimed at helping people feel better and less isolated.**

In just six months, led by Community Development Worker **Adam Cross**, a varied programme of activities has been organised. Adam says:

“Over the summer, we’ve had a busy schedule of **Together Better** activities, with lots of exercise classes, coffee mornings and other exciting things going on. You’ll find the schedule of regular activities in this newsletter, and we’re planning to set up a few new things in the autumn, including a Read & Share group and a group for separated dads living in Hackney.”

If you have ideas for the type of activities you’d like to see at the Nightingale, or if you’re interested in helping to run a group, please **contact Adam on 07305 617421**. Adam adds:

“Volunteers can get involved in all sorts of different ways, from making tea and gardening, to delivering classes and facilitating discussion, so don’t be shy!”

## BOXING CLEVER



**Tatiana Kemp (left); boxing coach and former pro James Cook MBE (centre), and George Coker (right) demonstrate 'boxercising' technique**

George told us: “I’m enjoying the boxercise classes with James so much I’m currently doing four classes a week and I’ve lost about eight kilos!

“It is hard but James is a great coach because he tailors the training to your individual ability and doesn’t allow you to slack off. I now feel much fitter and healthier.”

## A VERY WARM WELCOME TO ALL!



**The Thursday Arts & Crafts session produced some pictures for the Nightingale surgery walls.**

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Below (and over) are all the activities we’ve organised so far. **They are held in a back room at the Nightingale surgery unless otherwise stated.**

## Regular weekly/fortnightly activities

**Gardening Project** Mondays 1.00pm – 2.30pm at the Nightingale Estate Community Garden

**Carers and Adopters’ Group** Tuesdays 11.00am – 12.00pm

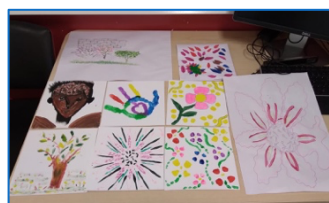
**Seated Dance** Tuesdays 11.30am – 12.30pm at the Nightingale Luncheon Club

**Seated Bowls** (Boccia) Tuesdays 12.30pm – 1.15pm every 2<sup>nd</sup> week at the Nightingale Luncheon Club

**Walking Group** Tuesdays 2.00pm – 3.30pm. Meet just outside the Nightingale Surgery

**Coffee Morning** Thursdays 10.00am – 11.30am

**Arts & Crafts Sessions** Thursdays 11.45am – 12.45pm (including jewellery-making, painting, and crochet)



**Boxercise Classes** Thursdays 11.00am – 12.00pm  
at the Nightingale Luncheon Club

**Tai Chi Sessions** Thursdays 6.30pm – 7.30pm

## Other activities – now and planned

**Cookery sessions** Monthly (usually on a Monday)  
at St Barnabas Church, Dalston. A photo taken at  
our 1<sup>st</sup> session (below) shows **Beverley** and  
**Lawrence** preparing delicious Caribbean food.



In the pipeline is a **Dads' Group** - fun activities,  
support and advice for Hackney dads who live  
apart from their kids (start date to be confirmed).  
In addition, we hope soon to be able to tell you  
about a **Read & Share group**.

**Everyone is welcome at any of these events and  
classes.** Just turn up to your chosen group or  
activity or, if you would prefer, you can contact  
Adam first on **07305 617 421** or email him  
([Adam.Cross@nhs.net](mailto:Adam.Cross@nhs.net)) to arrange a friendly chat.

**PLEASE NOTE** dates and times here are accurate as  
of the publication date, but check in with Adam  
first if you are interested in a specific activity.

### PLEASE JOIN US AT OUR NEXT COMMUNITY COOKING SESSION!

We held our first community cooking session on  
5<sup>th</sup> September. One of our regular volunteers,  
Beverly, made jerk chicken with rice and peas, and  
the whole thing was a huge success.

**We are holding our next session on 10<sup>th</sup> October,**  
so if you'd like to learn a new recipe and join us for  
a free lunch, let Adam know. Call or text him on  
**07305 617 421** or email [Adam.Cross@nhs.net](mailto:Adam.Cross@nhs.net).  
Places are limited – so hurry!



### A VERY EASY RECIPE FOR 'RICE & PEAS'

- One 400g tin of kidney beans (peas),  
drained and rinsed
- One 400ml tin of coconut milk
- One small onion, chopped
- One clove of garlic, crushed
- 200g of long grain rice
- A teaspoon of 'all purpose' seasoning
- Some thyme – fresh is best, if you have it
- One chicken stock cube

#### And here's what to do ...

1. Dissolve the stock cube in 100ml of  
boiling water.
2. Put the stock, beans, coconut milk, onion,  
garlic, seasoning and thyme into a  
medium saucepan and bring to a simmer.
3. Wash the rice **until the water runs clear**.
4. Add the rice to the pan and simmer for 10  
minutes.
5. Once the liquid is nearly absorbed, turn  
off the heat, cover the rice with 2 sheets  
of kitchen paper to keep the steam in and  
put a tight lid on the pan.
6. Allow to rest for 10-15 minutes, to steam.

Traditionally, Rice & Peas is served with spicy jerk  
chicken but you can enjoy it with any cooked or  
barbequed meat or fish - or on its own.



Recipe approved and tested by **Together Better**  
volunteers, **Beverly Francis** and **Kate White**.



## A VOLUNTEER'S STORY

### What is it like to be a Together Better volunteer?

**Deborah** volunteers as part of the Arts & Crafts group and leads regular jewellery-making sessions. We asked her a bit about herself and why she likes running the classes at the Nightingale.



*"Hello my name is **Deborah Glasgow** and I volunteer with **Together Better** at the Nightingale by teaching jewellery-making.*

*"I have taught jewellery design in the past. Now I've returned to it and I'm very happy. I like to know that I've given the people who come to the Arts & Crafts sessions some small skills they can pursue privately if they choose to.*

*"I'm passionate about creating and passing on my skills to other people and I'm excited to hopefully bring new types of jewellery-making to the sessions."*



**Deborah** has a BA in Product Design from Central Saint Martin's School and a Diploma in Jewellery Manufacturing from Holts Academy, Hatton Garden.

*The photos left and below were all taken at the jewellery-making classes held at the Nightingale surgery during the summer.*



## OUR MACMILLAN COFFEE MORNING – A LOT OF FUN AND A GREAT SUCCESS



On 29<sup>th</sup> September, Nightingale patients and staff came together to raise a total of £525 - £425 for Macmillan and £100 for local charity St Mary's Secret Garden ([www.stmaryssecretgarden.org.uk](http://www.stmaryssecretgarden.org.uk)) that offers a safe space for people with support needs. A massive thank you to **all** the volunteers who helped organise the event, especially (I to r below) **Kathy, Ann and Pam**.



Thanks also to **Jeanette** who kindly drew the raffle.

