

Nightingale News

Welcome to your festive edition of Nightingale News!

This is the newsletter for both patients and staff at the Nightingale Practice. We wish all our readers a joyful and peaceful holiday season, whatever your beliefs and however you choose to spend it. Merry Christmas, happy Hanukkah and warm wishes for the Winter Solstice! May 2023 be a happy, successful and healthy year for us all.

REALLY GREAT NEWS! PATIENT SURVEY SHOWS NIGHTINGALE ABOVE NATIONAL AVERAGE

The Nightingale Practice has scored above the national average in all but a couple of areas in the latest patient survey done by the North East London Health & Care Partnership. Our patients also told us we are one of the best practices in Hackney.

These positive results come after a very difficult few years managing through the Covid pandemic. It's a great credit to all the medical and admin staff who work at the surgery that they have achieved these results, despite staff shortages and other pressures. Many congratulations to them!

One of the questions in the survey was: **How often to you see or speak to your preferred GP?** We were delighted that 74% of our patients who responded to the survey said they get to see or speak to their preferred GP 'Always' or 'A lot of the time.' The national result is just 38%. This result also puts the Nightingale ahead of all the other local GP surgeries who took part in the survey.

The Nightingale also scored highly and consistently ahead of the national average on questions about

patients having confidence and trust in the healthcare professional they saw (99% of Nightingale patients who responded said they have confidence and trust, compared with 93% nationally) and satisfaction with the appointment offered (86% of our respondents said 'yes', they were satisfied with the appointment offered, compared with 72% nationally).

Again, ahead of the national average of 72%, 87% of Nightingale patients who responded said they would describe their **overall experience of the Nightingale Practice** as generally 'Very good', 'Good' or 'Fairly Good.' And 79% of Nightingale respondents said they had a 'good' **experience of making an appointment**, as compared with a national result of 56%.

However, there are always improvements we can make.

60% of the Nightingale patients who responded to the survey said they had enough **support to manage long-term conditions**. This compares to a slightly higher national result of 65% and indicates four out of ten Nightingale patients need more support.

When we asked our patients: **How easy is it to get through to someone at your GP practice on the phone?** 73% of respondents said it was 'Very easy', 'Easy' or 'Fairly easy.' Although this result is still ahead of the national average of 53%, we are behind some of the other Hackney practices with three out of ten of our patients indicating they experience problems.



Nightingale Practice Manager Jill White says:
“Overall, we are absolutely delighted with these survey results. It’s a huge credit to the team here at the Nightingale. The results show our patients generally have a good experience. However, we can always improve, so we are looking carefully at what our patients have said to see what we can do to resolve concerns.

“We are conscious we need to make it easier for the people who need to phone us to get through to us. One of the things we are doing is encouraging those patients who are able to book online or by using their mobile app to do so. This takes pressure off our switchboard.

“Making sure we support patients with long term conditions is another area we want to improve. To that end, we’ve recently employed more staff to do chronic disease health checks and we’ve introduced ‘Time to Talk’ for people who have more than one condition. See our website for details or talk to your doctor or nurse.”

This is only a summary of the 2022 patient survey results. You can see the full results at www.gp-patient.co.uk Search for ‘Nightingale’ and then select the practice listed as being in ‘E5’ from the drop-down list.



EXPLORE THE POD

You may have noticed a ‘pod’ in the corner of the Nightingale’s waiting room – see picture above. Please feel free to explore it. Here you can check your own blood pressure, weight and height – and the results are automatically linked to your clinical records.

ALEA ISMAIL IS THE NEW HEALTH AND WELLBEING COACH AT THE NIGHTINGALE. WE CAUGHT UP WITH ALEA TO FIND OUT MORE ...



Welcome, Alea. Can you explain what your role is and why it is so important?

Health and Wellbeing coaching aims to empower people to take ownership of their own health and wellbeing and work to improve it over time with self-identified goals. I work with people, one-to-one, to support and develop their knowledge, skills and confidence to become active in looking after their own health. Evidence shows that when people are supported to become active in looking after their own health and wellbeing, they benefit from better health, improved experience of care and fewer unplanned admissions to hospital.

What kind of improvements have you seen in the people you have worked with in the past?

Improvements I have seen include: weight loss; increased confidence; proactive engagement in activities and interests, and connecting with friends and the community. I’ve also seen an improvement in people’s emotional wellbeing; better pain management and improved management of blood pressure and diabetes. People become aware of health conditions and how they can help to reduce the risks of developing long-term conditions. And finally, I’ve seen people develop a better understanding of healthy eating and its impact on health. This often leads to better sleep and increased energy levels.

Everybody's different but if you had three top tips for how people can look after their health and wellbeing this winter, what would they be?

Firstly, get moving: exercise is proven to have a positive impact on mood, mental alertness and to reduce stress. Aim to spend a few minutes exercising each day.

Secondly, stay connected: talk to someone! This could be a friendly natter on the phone, online or meeting friends in a way that feels comfortable to you. This will all help you feel connected.

And finally, do things you enjoy: take time for yourself each day, whether it's reading, watching a box set, making handicrafts, or baking. It can also be fun to try something new.

How do Nightingale patients get to see you? Do they have to be referred by their GP?

You can refer yourself or ask your GP, healthcare worker, or Nightingale Reception to book you in. Or you can email me at alea.ismail@nhs.net or referrals@shoreditchtrust.org.uk

BEST FOR MY CHEST

A unique breast screening campaign for the LGBTIQ+ community

The North East London Cancer Alliance, in partnership with leading LGBTIQ+ cancer charity 'Live Through This', has launched 'Best For My Chest' - a new awareness campaign for breast screening that is designed to speak specifically to the LGBTIQ+ community. The 'Best For My Chest' campaign aims to overcome fears and barriers the community is facing, encouraging more people to come forward for breast screening, which will help save lives. Details are on the 'Live Through This' website: www.livethroughthis.co.uk/bestformychest

ON THE BALL

Engaging with older men in deprived areas through sport

The North East London Cancer Alliance has been working with Leyton Orient Football Club to reach

out to older men, who traditionally do not come forward with signs and symptoms of cancer, as part of their 'It's not a game' campaign. This included a health-awareness event, held at a home game for Leyton Orient FC on 29 October. The aim of the event was to highlight to local residents the importance of getting checked if you have signs or symptoms of cancer, as well to hand out leaflets containing essential cancer information.

GREEN NEWS FROM THE NIGHTINGALE

The Nightingale Practice has been working hard with patients to reduce the environmental impact of the asthma inhalers prescribed.

There are now CFC-free alternatives to some metered dose inhalers (the type of inhaler where you press the top down to make a puff of medication come out) as well as breath-actuated dry powder inhalers that don't rely on a propellant gas in order to deliver the dose. These are better for the environment.

We are now significantly better than the national average on prescribing low carbon footprint inhalers and we will continue to work hard on this, as well as other green initiatives.

RETURN YOUR USED INHALERS TO A PHARMACY TO HELP REDUCE YOUR CARBON FOOTPRINT



The propellants used in **some inhalers** are powerful greenhouse gases that contribute to **climate change**. Even after an inhaler is finished it still contains these environmentally damaging gases.

(Please be assured these gases are not harmful to you when you use your inhaler)

Return **all** used inhalers to your local pharmacy for **safe disposal** – Returned inhalers will be incinerated which will destroy the greenhouse gases and prevent inhaler plastics going to landfill



Don't throw used inhalers into your household waste or recycling bins! Landfill disposal of inhalers is harmful to the environment due to left over gases being released into the atmosphere. Plastics from inhalers cannot be recycled using domestic recycling schemes

Make each puff count! – Only order your inhaler when required to reduce waste

If you have concerns about the environmental impact of your inhaler, make an appointment with your GP practice - **don't stop using your inhaler!**

MORE GREEN NEWS

The Nightingale's Green Team has agreed in principle to buy re-chargeable batteries for all the clinical equipment used at the practice. This plan is being worked on now and we will bring you more news when we have it.

TELL YOUR STORY



SHARE YOUR EXPERIENCES OF UK HEALTH AND CARE SERVICES, GOOD OR BAD. CARE OPINION PASSES YOUR STORIES TO THE RIGHT PEOPLE TO MAKE A DIFFERENCE.

Care Opinion (www.careopinion.org.uk) is the UK's leading independent feedback platform for health and social care services. We want you to share your experiences of health and social care services in ways that are safe, simple, and lead to learning and change. Care Opinion is about honest and meaningful conversations between people and health and social care services. We believe *your* story can help make services better.

Here are some of the benefits for patients of contributing to Care Opinion:

- It's anonymous feedback – your care will not be impacted
- You can say what matters to you – it's not one of those surveys where you just tick boxes
- It's safe – your stories are moderated before they are published on the site
- We hope you feel listened to and empowered
- It can improve care for you and others
- You can praise staff for doing a good job and tell them when things didn't go right so they can make changes

- You will get a response from staff
- You can feed back about multiple healthcare providers in one story.

Here are the ways to share your views and experiences:

Online at www.careopinion.org.uk/tellyourstory

Freephone 0800 122 3135

Freepost feedback leaflet – ask at the Nightingale Reception

Via an invitation link:

www.careopinion.org.uk/2637/nightingale-feedback

Via the Nightingale website:

www.thenightingalepractice.co.uk/care-opinion

There are examples of stories that have led to positive change so far on the Care Opinion website: www.careopinion.org.uk Please feel free to take part and tell *your* story.

FRIENDS OF THE NIGHTINGALE

The next 'Friends of the Nightingale' meeting is on 15 December 2023, 4.30pm-5.30pm. All patients, family members and carers are welcome to attend, in person at the surgery, or online. The minutes of the meeting will be available in due course at the Nightingale Reception and on our website.



A NOTE ABOUT ACCESSIBILITY

Nightingale News is emailed to those people who can access email. It's also on the Nightingale website: www.thenightingalepractice.co.uk The website offers the ability to translate documents with Google, including **Nightingale News**, into different languages. A copy is also displayed in the surgery. If you'd like a paper copy to take away, please ask at Reception. (We want to be as green as possible, so we print to order.)

WE ARE 'TOGETHER BETTER' – JOIN US!

NEWS UPDATE

It's been a really exciting few months with **Together Better** at the Nightingale GP Practice. We've had new activities like Sewing, Laughter Yoga and the Read & Share Group starting up, as well as a clothes and book swap, a pizza-making session, and lots of other things. We would love you to join us. As before, please get in touch with Adam on 07305 617 421 or email him at adam.cross@nhs.net if you have any questions or if you have ideas for new activities we can do.



Keeping busy at our sewing group (above and right). Meanwhile, we had a good discussion at our recent 'healthy eating' session (below)



WHY I VALUE TOGETHER BETTER: HERE'S ONE PATIENT'S STORY

Jennifer is an unpaid carer for her elderly mother, Veronica, who suffers from dementia. They have both regularly attended the Carers and Adopters Group and have also joined the Thursday coffee morning from time to time. Here's what Jennifer has to say about joining **Together Better**:

"It's opened my eyes to going back out again and made me realise the importance of meeting people regularly. Initially, I didn't think I'd be able to come with mum - that first step of leaving the house was so huge - but the Carers and Adopters Group has helped me to break the cycle of isolation. It's been such a non-judgemental space where no one else is worried about my mum having an episode and people accept us. It's been good for my mum, but also for me. I'm now looking for other groups for mum so that she can socialise with other people her own age and with the same condition. It's given me that confidence back."



UPCOMING EVENTS

The Together Better Christmas Party is on Monday 12 December, 1.30pm – 4.00pm, at St Barnabas Church, Shacklewell Row, Dalston E8 2EA. Join patients from GP practices across Hackney for food, music and games in an end-of-year celebration. We are also looking for a couple of volunteers to help with cooking and preparation - call Adam on 07305 617 421.

The Nightingale Bring and Share Christmas Party is on Saturday 17 December, 12.00pm – 3.00pm, at the Nightingale Practice. Join us for a festive lunch and celebration, and bring some food or drink to share if you'd like to. We'll be playing some games and there's a secret Santa lucky dip, so bring a little gift if you want to take part.



REGULAR ACTIVITIES

The list of Together Better activities grows and grows. As we celebrate the ending of another year, it's amazing to reflect that we only started at the Nightingale in March, with our first ever coffee morning. Look at what we can offer now!

Community Cooking Club: held once a month @ St Barnabas Church in Dalston (Jan/Feb dates TBC).



Please join us. The ingredients are provided. You help prepare the food and then everyone has lunch together.



Gardening Group: Mondays 11.00am – 12.30pm @ the Nightingale Estate.

Sewing Group: Mondays 2.30pm – 4.00pm @ the Nightingale GP Practice.

A VOLUNTEER'S STORY

Natalia, the volunteer instructor for our sewing group, suffers from depression but has built her confidence through teaching and connecting with others. Here's what she had to say: "In the beginning, I was quite nervous about running the group, but now I'm feeling much better and I'm really enjoying sharing my skills."

Laughter Yoga Sessions: Tuesdays (starting 13 Dec) 10.00am – 11.30am @ the Nightingale Lunch Club.

Carers and Adopters Group: Tuesdays 11.00am – 12.00pm @ the Nightingale GP Practice.

Seated Dance: Tuesdays 11.30am – 12.30pm @ the Nightingale Lunch Club every other Tuesday. The last session before Christmas is 20 Dec.

Seated Bowls: Tuesdays 12.30pm – 1.15pm @ the Nightingale Lunch Club every other Tuesday. The last session before Christmas is 20 Dec.

Congratulate our Seated Bowls coach Paul Fosu, recent winner of a Hackney Mayor's Civic Award. Great job, Paul. You're our community hero!

Walking Group: Tuesdays 2.00pm – 3.30pm @ Meet outside Nightingale GP Practice. (As you see, we don't let a drop of rain stop us!)



Read & Share Group: Tuesdays 3.00pm – 4.30pm @ the Nightingale GP Practice.

Coffee Morning: every Thursday 10.00am – 11.30am @ the Nightingale GP Practice.

Arts and Crafts Sessions: Thursdays 11.45am – 12.45pm @ the Nightingale GP Practice (including card-making, painting and crochet).

Boxercise Classes: Thursdays 11.00am – 12.00pm @ the Nightingale Lunch Club.

Tai Chi Sessions: Thursdays 5.30pm – 6.30pm @ the Nightingale GP Practice.

Times shown are accurate at publication date, but check in with Adam if you are interested in any of these activities. Call / text him on 07305 617 421.