

Ordnance Unity Centre for Health  
645 Hertford Rd, Enfield EN3 6ND

Telephone: 01992 761185  
[www.ordnanceunity.nhs.uk](http://www.ordnanceunity.nhs.uk)

## Ordnance Unity Centre for Health Newsletter – August 2021

Welcome to the first newsletter from Ordnance Unity Centre for Health. We have all had a busy eighteen months and wanted to take this opportunity to explain who we are as a practice and how we can best help you. We have been open to patients and dealing with your needs throughout the pandemic and will continue to do so. We have a dedicated and caring team who are all doing their best to deliver the highest quality of care for you.

Our priorities and values lie in providing good access for all patients, helping prevent diseases by encouraging you to lead a healthy lifestyle, to have vaccinations when recommended, take up cancer screening appointments, and also stop smoking if you smoke. We also want to help you manage your long term health conditions such as diabetes and high blood pressure

### Appointments and access

We are currently offering a telephone-first service. What this means is that the majority of appointments are initially telephone appointments; a doctor, nurse, pharmacist or physician's associate will call you first and if you need to be seen, we can offer a video call. We also have capacity to see you safely face to face in the surgery if needed, and some appointments are available to be directly booked as face to face appointments. This is in line with current NHS England guidance and we will respond to advice from NHS England if and when they recommend a change to the telephone-first service.

We are experiencing unprecedented demand at the moment and are working very hard to help as many of you as possible. Thank you for your patience as we know the phone lines are very busy. If we could ask that any non-urgent queries go through our website, this will help the phone line stay clearer for urgent queries. If you use our eConsult service through our website, we currently aim to respond to all eConsults within 48 working hours, so you should hear back from us within that time with a time and date for your appointment in the coming days or weeks, depending on the urgency.

### Services offered

- Telephone, video and face to face appointments;
- Nursing care e.g. dressings, injections, vaccinations and foot checks;
- Baby and mother checks;
- Blood tests for patients over 75yrs old, those with diabetes, or with mobility issues;
- Medication reviews with a team of pharmacists;
- Paramedic reviews, who can do home visits if needed;
- Coil and implant fitting;
- Mental health nurse assessments (via a referral from a doctor)
- Social prescriber telephone appointments
- We can offer an interpreting service for any patient who needs it.



Providing NHS services

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## HUB appointments

Sometimes, if all of our appointments are taken, you will be offered an appointment at our HUB service. Here, the GPs have access to all of your records and can make any onward referrals, and see you face to face if needed, just as a GP at the surgery would. We are able to then see the records made from that appointment and can respond to any follow up needed.

## Hospital referrals

If you need to chase a hospital referral, please do not call the surgery, but instead call the Enfield Referral service directly who can help with your query: 020 3688 2188.

## Medication reviews

If you request a medication, you might get a call from our pharmacy team to discuss it in more detail if needed. Our team of dedicated pharmacists are also working to help carry out checks for those of you with long term conditions such as diabetes, high blood pressure, and asthma.

## Patient participation group

We are very keen to hear from you about what we are doing well and how we could improve. The patient participation group is a way of sharing ideas about how best we can move forward and tailor our service to your health care needs. Anyone can join, as long as you are a patient here at the surgery. If you would like to be a member of the patient participation group, please contact the surgery via our website, or use the slip below at the end of the newsletter.

## Team members

- Doctors: Dr Adebowale (male), Dr Bell (female; GP lead), Dr Chavda (female) Dr Nongbri (female), Dr Sanyal (male), Dr Woodward (female). Drs Nicol and Badrideen are on maternity leave
- Nurses & Health care assistant (HCA) : Ashleigh, Yeliz, and Napolina; Chelsea, HCA
- Paramedic: Cara
- Physician's associates: Emmanuella and Phyllis
- Admin team – Anne (manager), Natasha, Kim, Leyla, Fatma, Funmi, Arigona, Amaani, Doreen, Berivan
- Pharmacists: Leo, Dipak and Sana
- Managerial team: Raste, Mario and Manuela
- Social prescriber: Jessica
- Mental health link worker: Rakesh



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## COVID-19

If you haven't yet had your COVID-19 jab, and are eligible, please access the national booking service to book your vaccine. If you have a fever, cough or loss of sense of smell please arrange a COVID-19 test.

## Staying well

### Mental wellbeing

Did you know you can access a self-referral for psychology (talking therapy) directly via [www.lets-talk-iapt.nhs.uk/who-are-we](http://www.lets-talk-iapt.nhs.uk/who-are-we) . You do not need a GP referral, and they will write to us to update us on your care.

We have Rakesh, a Mental Health nurse, on our team and who is available via clinician referrals to assess and signpost patients with complex mental health needs; he is able to call you, or do a video consultation, or a face to face assessment if needed. There are a number of services which you can self-refer to for counselling:

- Mind In Enfield- call 0208 887 1495
- IAPT- 0208 342 3012
- Enfield Women Centre- 0208 351 9128/ 0208 443 1902
- Farsophone (Farsi speakers) – 07914 965 511
- IMECE (Turkish Women) -Counselling and advocacy – 0207 354 1359
- DERMAN (Kurdish and Turkish people) – 0207 613 5944

[www.good-thinking.uk](http://www.good-thinking.uk) NHS approved self-help guides, and also contains apps & podcasts to help with depression, sleep problems, etc.

Feeling Good app, enter Username metrofeel and Password- positive, this will unlock all the audio. <https://mylife.enfield.gov.uk/homepage>, this can direct you to several local or online resources, for example financial advice, help for under 19 years old, carers, etc..

### Musculoskeletal (joint and muscle) problems

You can refer yourself directly for any joint and muscle problems via: [physioselfrefer.co.uk/Beh](http://physioselfrefer.co.uk/Beh). You do not need a GP referral, and they will write to us to update us on your care. If your hospital specialist has recommended that you need physiotherapy, you can refer yourself using this website too.

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Introducing Your NEW Health & Wellbeing Service: Social Prescribing - a message from Jessica Bunn, Social Prescriber:

What is 'Social Prescribing'?

Social Prescribing is a term that describes a free service you can access which focuses on NON-medical and NON-clinical issues that might be affecting your mental, emotional and physical health & wellbeing.

This covers a wide range of things that happen to us or that we do in our lives:

- housing-related problems
- financial issues
- relationship challenges
- managing long-term health conditions
- feeling lonely
- coping with bereavement
- feeling stressed at work
- support for anxiety, depression
- many other things such as choices we make that can affect our health like smoking, the food we eat, the amount of physical activity we have etc.

All our choices affect how we feel in our lives and these choices, habits and behaviours can impact and affect our health. We know that some choices we make are to help us cope with challenging times and our service can help find solutions to difficult life circumstances.

How it works:

You can ask to be referred to me as the Social Prescribing Link Worker for your GP Practice or your GP may suggest you have an appointment with me. At the first appointment I simply take time (the appointment has no time limit on it) to get to know you and find out what matters to you.

It is an open and non-judgemental space, to find out how I can link you to potential solutions to your issues and concerns and put you in touch with local people and activities that are important to you.

Who will you be speaking to?

You will be speaking to Jess Bunn, whose job title is: Social Prescribing Link Worker.

Appointments are conducted over the phone at the moment due to coronavirus demands and restrictions for the GP surgery. This will be reviewed on an ongoing basis.

How might the Social Prescribing help you?

Social Prescribing works by connecting you to local organisations and activities that are relevant to your needs.

These connections may be to:

- Services such as Housing Advice
- Organisations such as Enfield Citizens' Advice Bureau
- People or groups such as local walking groups or hobby activity groups like a knitting circle
- Information and/or resources which might be online – we can help you get online if you want us to
- Your community – where you live

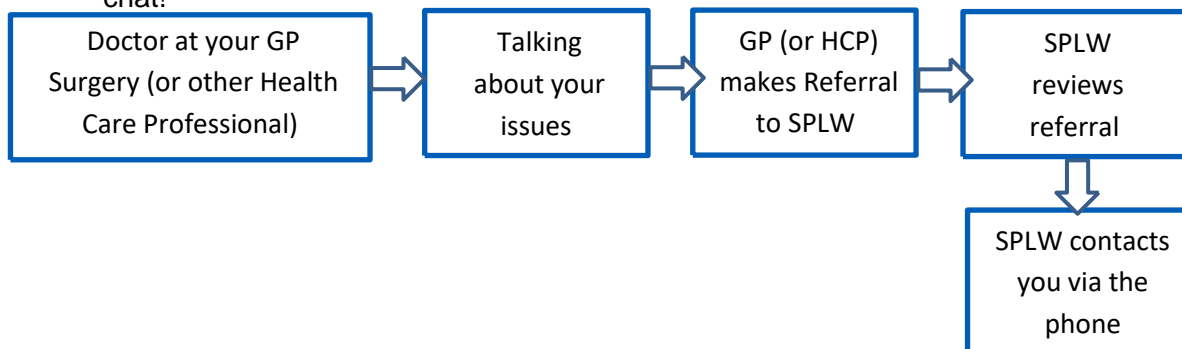
Or a combination of these things! All of which aim to provide you with avenues to solutions to whatever issues you may be experiencing.

If you are not sure if your issues are relevant or suitable for Social Prescribing support, the best thing to do is ASK your GP...

How do I access Social Prescribing?

You can talk to your GP or another Health Care Professional at your GP practice who will be able to make a referral into the service.

- ➔ This referral will then be reviewed by me.
- ➔ You will then be contacted via text message, email and/or phone call to arrange our first chat!



Where can I find out more?

Here is a short (2 minute) animated film about the service: [https://www.healthylondon.org/our-work/personalised\\_care/social-prescribing/](https://www.healthylondon.org/our-work/personalised_care/social-prescribing/)

Here is a leaflet about the service: <https://www.england.nhs.uk/wp-content/uploads/2019/09/social-prescribing-link-worker-A5.pdf>

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Please leave your name, email address and contact number below if you wish to join the patient participation group: