

# Andover Medical Centre Newsletter

## Quarterly Issue 4: March 2018

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### Practice Open Day



We hosted our second Open Day event at the practice on Wednesday 20<sup>th</sup> December 2017. It was lovely to see so many of you and we hope you enjoyed yourselves. At the event, we were grateful to have representatives from practice based as well as local services.



We were pleased to welcome many of our patients at our Open Day – some of whom are members of our Patient Participation Group (PPG) who came along to the event. We often discuss local and practice based services with our PPG group and it was lovely to see our patients engaging with representatives from other services face-to-face. We would like to thank representatives from Islington Age UK, Get Back on Track, Help on Your Doorstep, Patient Self-Management Team and the Alcohol Specialist Nurse for supporting this event.

To find out more about this and other upcoming events and meetings at the practice please visit the practice website at:

<http://theandovermedicalcentre.co.uk/patient-group/>



**Islington Age UK** - Maria Azzouzi (pictured on the right) from Islington Age UK came along to represent the service and to advise our patients on further support available to them in Islington. New locality navigator is starting at the practice from March 2018.



**Expert Patient Programme** – Tutor Len has provided our patients with information on the upcoming courses to help people living with chronic conditions be better able to look after their health.



**Alcohol Specialist Nurse Jackie Khan**, Jackie has provided useful advice to patients regarding safe use of alcohol and demonstrated this using charts and questionnaires to those who were interested.

# Local Services and Practice Based Services



**Islington Age UK provides support to anyone over 16.** Locality navigators from Islington Age UK can help provide advice and links with other local services. They can see patients over the age of 16 and provide help with a wide range of issues be it social isolation or benefits and housing application advice. Please enquire at practice reception should you wish to arrange an appointment with a locality navigator through the practice. Alternatively you can contact Islington Age UK directly:

**Contact:**  
[gethelp@ageukislington.org.uk](mailto:gethelp@ageukislington.org.uk) or 020 7281 6018.



**Help On Your Doorstep** (based on the Andover Estate) provide a free & confidential information, advice and guidance service on a wide range of issues such as welfare benefits, debt/financial hardship, employment, skills and learning, health & well-being and fuel costs and much more.

**Contact:**  
**Tel: 020 7281 9542 or 020 7263 9466**  
**E: [finsburypark@helponyourdoorstep.com](mailto:finsburypark@helponyourdoorstep.com)**

## Get back on track

Helping Islington stay in work



**Get Back on Track Service** is a new FREE service designed to support individuals\* at risk of becoming unemployed due to ill health. (\*Must be registered with an Islington GP)

- Get Back on Track supports a return to work to either existing roles or alternative, more suitable employment opportunities
- Provides guidance for individuals who don't wish to return to paid work referring them to other appropriate support
- Increases access to primary care resources

**Contact:** [getbackontrack@nhs.net](mailto:getbackontrack@nhs.net) or 0800 389 0177

## Practice Based Services

- Alcohol Specialist Service
- Primary Care Mental Health Team
- MSK Service pilot
- Community Children's Nurse

For further details regarding these services and to enquire regarding your eligibility for referral please enquire at the practice reception desk.

We also provide additional information regarding services in the area on our practice website at:

<http://theandovermedicalcentre.co.uk/clinics-and-services/>



## Patient Participation Group

*"The Andover Patient Participation group is open to all patients. We meet every three months to talk about the practice, developments in the services of the NHS with particular insight to the practice itself. Views are aired freely and respect is shown for the diversity of opinions. We discuss best practice within Andover Medical Centre and consider patients and staff points of view. We would like you to join us!"*

The next meeting is on **Monday May 14<sup>th</sup> 2018 at 6pm**  
We hope to see you then!"  
(Anne Cannon - Andover Medical Centre PPG member)

## Patient Self-Management Programme

This is a 7 week programme for patients living with Type 2 Diabetes.

**Upcoming course dates are: Tuesday 17<sup>th</sup> April to Tuesday 29<sup>th</sup> May 10am-1pm**

Eligible patients can self-refer by contacting 020 75271189 or email: [whh-tr.self-management@nhs.net](mailto:whh-tr.self-management@nhs.net).

### Andover Estate Diabetes Self-Management Programme

Available for adults or their carer (18+) with type 2 diabetes who live, or have GP, in Islington or Haringey

7-week course, 3 hours per week – **starting in April.**

Delivered by a lay tutor living with Type 2 diabetes and a health care professional working in partnership.

For more information please call:  
Islington Co-ordinator, 0207 527 1189  
or e-mail [whh-tr.Self-Management@nhs.net](mailto:whh-tr.Self-Management@nhs.net)

