

Practice Open Day

We hosted our annual Open Day event at the practice on Wednesday 19th December 2018. 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 other local services.



We were pleased to welcome many of our patients at our Open Day – some of whom are members of our Patient Representative Group (PRG) who came along to the event. We often discuss local and practice-based services with our PRG group and it was lovely to see our patients engaging with representatives from other services face-to-face. We would like to thank Islington Age UK, Health Coach Navigator, Patient Self-Management Team, Diabetes Prevention Programme, Better Lives and Islington SHINE service representatives for taking part.

Further information regarding these services is on the reverse side of this Newsletter. You can also find out more by visiting our practice website at <http://theandovermedicalcentre.co.uk/patient-group/>



Health Coach Carole Stagg discussed her service which aims to assist patients living with health problems in reaching their long-term health improvement goals. Patients can self-refer to her one to one sessions at the practice reception desk.



Expert Patient Programme representatives Sonam Zamir and Gen Harrison provided our patients with information on the upcoming courses designed to help support people living with chronic conditions be better able to look after their health.



Islington Age UK Locality navigator Jack Bakker (right) advised patients on further support available to them in the borough.



Diabetes Prevention Programme representatives Mollie Stockhill and colleague Liza discussed the aims of their programme to support pre-diabetic patients in preventing the onset of type 2 Diabetes. Eligible patients can be referred by a clinician or can self-refer.



SHINE Service representative Nicole Carter provided patients with useful advice on energy saving and gas and electricity tariffs.



Better Lives Service representative Magee Barney has advised patients on access to their local service which specialises in providing support and treatment to people with drug and alcohol addictions.

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 or 020 7281 6018.

Better Lives Islington (drug and alcohol service)

Better Lives is a free and confidential support service for individuals and their families affected by drug and alcohol problems. You can refer yourself by attending an open access drop-in sessions or by phone or email. You will be able to talk to a member of the team who will help you decide which service best meets your needs. The specialist team includes substance misuse practitioners, doctors, nurses, social workers, psychologists and pharmacists, as well as complementary therapists, volunteers and peer mentors. The specialist team will work with you to create a care plan which will be reviewed regularly. Any professional, such as a housing support worker, social worker or nurse, can also make the referral on your behalf.

Tel: 020 3317 6650
Email: Cim-tr.betterlives@nhs.net

<https://www.candi.nhs.uk/our-services/better-lives-islington-drug-and-alcohol-service>

Health Coach (Practice based sessions)

Health Coaching supports patients in managing their health conditions and to clearly identify achievable goals leading to improved health or lifestyle. The coach will help you to:

- Take ownership of your health
- Focus on your own health goals rather than what professionals what to achieve
- Develop a collaborative relationship between yourself and the coach
- Help you reconnect with your resourcefulness and potential
- Help you plan how to achieve your goals in easy steps especially things you may have struggled to do in the past
- Challenge habits and beliefs that inhibit or act as barriers to positive change.

Self-referral forms are available at the practice reception desk or speak to a health professional to refer you for health coaching with Health Coach Carole Stagg.

NHS Diabetes Prevention Programme (DPP)

If you have been told you are at risk of developing Type 2 diabetes and haven't already been referred to the service you can ask a healthcare professional to refer you to your local Healthier You programme or self-refer via the website.

info@preventing-diabetes.co.uk
preventing-diabetes.co.uk

Those referred to the service will receive tailored, personalised support to reduce their risk of Type 2 diabetes including education on healthy eating and lifestyle, help to lose weight and physical exercise programmes, all of which together have been proven to reduce the risk of developing the disease.



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 February 11th 2019 at 6pm**
We hope to see you then!"
(Anne Cannon - Andover Medical Centre PPG member)

Islington Diabetes Self-Management Programme (DSMP)

DSMP is a free self-management course for anyone living with type 2 diabetes. The course is designed to help people gain greater knowledge, confidence and skills to self-manage, and improve their quality of life. 7 weekly sessions of 3 hours.

Upcoming course dates are:

Friday 1st March 2019 – Friday 12th April 2019

10:30am – 1.30pm

3-corners, Peel Centre, Northampton Road, Clerkenwell, EC1R 0NE

Eligible patients can self-refer by contacting

Tel: 020 75271189 or

SHINE (the Seasonal Health Interventions Network)

SHINE service is run by Islington Council and available to any London household struggling to heat their home. For further information visit:

<https://www.islington.gov.uk/energy-and-pollution/energy/shinereferralquestionnaire?status=inprogress>

020 7527 2001 or email contact@shine-london.org.uk.