

# Nightingale News

## CPCS CAN TAKE SOME PRESSURE OFF OUR DOCTORS AND HELP YOU TOO

**MOST PEOPLE DON'T LIKE TO BOTHER THE DOCTOR – PARTICULARLY THESE DAYS, WITH THE NHS UNDER SO MUCH PRESSURE. BUT, AT THE SAME TIME, IT IS IMPORTANT THAT ANYONE WHO IS WORRIED ABOUT A MEDICAL PROBLEM SPEAKS TO A MEDICAL PROFESSIONAL AS SOON AS POSSIBLE.**

The NHS Community Pharmacist Consultation Service (CPCS) was launched in 2019. The aim was to support GPs and hospital A&E departments by offering a same day appointment with a community pharmacist.

This service works well for minor illness; if someone needs an urgent supply of a regular medicine, or for certain injections, like the 'flu jab. It uses the professional skills, knowledge and experience that pharmacists have and it can speed things up for the patient.

Don't worry: if your pharmacist sees you have a medical problem that needs to be escalated or referred to an alternative service, they will arrange this for you. Or they will advise you to go to your GP or an A&E department right away.

But the kind of complaints where you could be thinking 'pharmacist first' include minor eye conditions, like conjunctivitis; bad sore throats, or cold sores on the lip (unless you keep on getting cold sores, at which point you should speak to your GP).

Your pharmacist can also help you manage coughs, colds, nasal congestion, cradle cap and haemorrhoids (piles). And, don't worry, most chemists now have a private room where you can speak to them in confidence. Just ask them.

In short: always ask for medical advice if you are worried, as soon as possible - but remember, for minor complaints, you can always ask your pharmacist for advice first.



***Fancy time in the garden this summer? Here's Les Moore (above) at the Nightingale Estate Community Garden. You too can get involved. See page 6 for more details.***

## REASSURANCE ON OUR BUILDING'S ACCESSIBILITY

An NHS company called Community Health Partnerships (CHP) wants to make patients aware of their commitment to accessibility and inclusivity across a range of sites, including GPs' surgeries.

CHP work in partnership with local health and care systems to provide innovative and sustainable spaces for patient care. Last year, they partnered with AccessAble, the UK's leading provider of detailed disabled-access information, to create **Detailed Access Guides** for every CHP site.

These guides help visitors with a disability who require additional support, to plan ahead of their visit to the building and make the most out of their medical appointment. Feedback from people who have used the guides is very positive. They say it has been reassuring and taken away a lot of the stress associated with visiting a new building or environment for the first time.

You can find Detailed Access Guides for CHP sites, including the Nightingale practice, here: <https://communityhealthpartnerships.co.uk/properties/our-properties>. (Editor's tip: search on 'London' under locations and then expand the map below to click on individual location icons.)



## WE TALK TO CHAY BROWN OF TRANSACTUAL UK

In the last edition of Nightingale News, we reported that the Nightingale staff were preparing to have some training with the trans advocacy and campaigning organisation, **TransActual UK** [[www.transactual.org.uk](http://www.transactual.org.uk)].

The training was being offered because national research tells us trans people often have their specific needs ignored or not taken into account when they access healthcare services - or they are subjected to inappropriate or harmful questions and comments.

The training has now taken place. We caught up with **Chay Brown**, TransActual's Director of Operations, to find out more.

***Thanks for taking the time to talk to us, Chay. Please can you tell our readers a little bit about TransActual, the work that you do and why it's so important?***

TransActual are a trans advocacy, education and empowerment organisation. We are run by trans people, for trans people, and we are working for a world where all trans people can live safe and healthy lives.

***You recently did some training with the staff at our GP practice, the Nightingale in Kenninghall Road. How did that go?***

We were really pleased to be invited to deliver some training on trans inclusion for the Nightingale's staff. Everyone was really engaged and keen to learn what they can do to better support their transgender patients.

## ***How can someone become a good 'ally' for a trans friend or relative?***

It's so important check in with friends or family about how they're doing and to listen to what they're telling you about their experiences. Remember though, that it's for a trans person to decide whether or not to tell others that they are trans. If you see or hear someone being transphobic, challenge the person if it is safe for you to do so. If everyone challenged discriminatory behaviour, the world would be a safer and happier place for all of us.

***If someone reading this (maybe a trans person or just someone who wants to be better informed) is looking for support and information, what would you suggest?***

There are lots of sources of information and support. If you're looking for information on trans people's experiences, trans people's legal protections, or trans inclusive healthcare, then the TransActual website is a good place to start: [www.TransActual.org.uk](http://www.TransActual.org.uk)

If you're a trans person looking for support or social group to join and get involved with, there are a few in London. Take a look at the TransWiki: <https://www.gires.org.uk/tranzwiki/>

If you're an LGBTQ+ person that has experienced hate crime, domestic abuse or attempts at conversion "therapy", then Galop can offer you support: <https://galop.org.uk/>

Image by Kat Love from Pixabay

## FRIENDS OF THE NIGHTINGALE

Remember that all our patients, family members and carers are welcome to attend meetings of the Friends of the Nightingale. You can attend the meetings in person at the surgery in Kenninghall Road, or via Zoom.

Scroll down the Nightingale website home page [[www.thenightingalepractice.co.uk](http://www.thenightingalepractice.co.uk)] and click on 'Friends of the Nightingale' for more information, or just ask at Reception.

## 'FROM FEVER TO CONSUMPTION' – THE HISTORY OF HEALTHCARE IN HACKNEY

The Hackney Society's website tells the story of healthcare in Hackney. It focuses on a number of hospitals, including the Mothers' Hospital in Clapton and St Leonard's Hospital. The website content has been written by volunteers and it includes some fascinating stories and old photos. You can contribute your own memories if you want to. [<http://health.hackneysociety.org>]



**Did you know** - Dr James Parkinson (the man who first identified Parkinson's Disease, which he called the 'Shaking Palsy') was born, worked and died in Hackney. This is his house, now sadly demolished.

Image from Wikipedia

## WHY NOT JOIN IN OUR NEIGHBOURHOOD FORUM?

City and Hackney's eight Neighbourhood Forums are friendly spaces where local residents and voluntary sector organisations can meet health and care professionals and local council decision-makers. *Our* neighbourhood is Hackney Downs.

You are very welcome to come to any of the forum meetings. They are held four times a year.

Here you can join in discussions about what matters to you and to local people, your neighbours.

You can give your point of view and share news and information.

It's all about working together to improve services and reduce health inequalities.

To find out more about Hackney Downs Neighbourhood Forum, have a look at [www.cityandhackneyneighbourhoods.org.uk](http://www.cityandhackneyneighbourhoods.org.uk).



**The next Hackney Downs Neighbourhood Forum meeting is scheduled for 18 July.**

You can sign up to come to this meeting via the website (link above) or by contacting Sabrina on [sabrina@healthwatchhackney.co.uk](mailto:sabrina@healthwatchhackney.co.uk).

## A PAT ON THE BACK

**In this occasional column, we pass on thanks from patients for the great service we get from the Nightingale staff.**

*"Just want to send many thanks to nurse Davinia who did my annual medical check-up recently. What a lovely lady! (And I'm glad one of us was bright enough to work out how to use the new-style specimen bottle, ha ha!)"*

*"The pharmacist I saw, Miss Sharif, was really very easy to talk to and very knowledgeable and reassuring."*

*"Thanks to Clare, who has sorted my back out, and to Jane, who is lovely too."*

*"The reception staff are very friendly."*

*"Many thanks to the doctor who very kindly treated my young niece for an ear infection – even though she is only a temporary resident, staying with me in Clapton. Also, thanks to the receptionist who helped us fill out the necessary form."*

# WE ARE 'TOGETHER BETTER' – JOIN US!

The Together Better project is located at many GP surgeries across Hackney. We have a thriving group here at the Nightingale Practice that has been going now for more than a year. The classes and the sessions we offer are all FREE! The aim is to make Hackney a happier and healthier place to live.

Here's what's going on at the Nightingale currently:

## MONDAYS

**Gardening Group:** 10.30am – noon @ Nightingale Estate Community Garden

## TUESDAYS

**Seated Dance Class:** 11.30am – 12.30pm @ Nightingale Lunch Club

**Seated Bowls (Boccia):** 12.30pm – 1.15pm @ Nightingale Lunch Club

**Walking Group:** 2pm – 3pm @ Meet outside Nightingale GP Practice at 1.55pm

## WEDNESDAYS

**Step Aerobics Workouts:** 10.30am – 11.30am @ Nightingale GP Practice

## THURSDAYS

**Coffee Morning:** 10am – 11.30am @ Nightingale GP Practice

**Boxercise Class (non-contact):** 11am – noon @ Nightingale Lunch Club

**NEW Crochet Group** – 11.45am – 12.30pm @ Nightingale GP Practice

**Sewing Group:** 2.30pm – 4pm @ Nightingale GP Practice

**Tai Chi Session:** 5.30pm – 6.30pm @ Nightingale GP Practice.

## FRIDAYS

**Gardening Group:** 10.30am – noon @ Nightingale Estate Community Garden

*Times listed for the various activities here are accurate at publication date, but it would be wise to check in with our Together Better coordinator, Emily-May, if you want to attend any of them. Call/text Emily-May on 07305 617 421.*



## WELCOME TO EMILY-MAY!

"Hello. My name is Emily-May. I've recently become the Together Better Coordinator for the Nightingale Practice, taking over from Adam. I'm excited to have this opportunity and I have loved getting to know those of you who already attend our activities. If you are interested in coming along, or even setting up your own activity, email me at [togetherbetter.nightingale@nhs.net](mailto:togetherbetter.nightingale@nhs.net), or call or text me on 07305 617 421."

## WHAT PEOPLE SAY

"The Thursday coffee mornings are friendly. No pressure to say anything. Some people just come for the company and bring a newspaper."

"It's nice to know there's things to get involved in if we want to, and it doesn't cost anything!"

"It's good to meet people and talk."



## CELEBRATING ST PATRICK'S DAY



A group of Together Better friends met in the London Tavern on St Patrick's Day, 17 March. From l to r: Kathy, Ann and Pam (with Kate in the foreground). A good time had by all!

## FREE FOOD FROM HACKNEY MARSHES



Beverly (above, right) with friends from the Round Chapel in Hackney went on a foraging trip that resulted in a delicious meal later. (But please don't do this yourself without an expert forager with you who knows what they are looking for!)

## THANKS TO ALL THOSE WHO HELPED TO GIVE ADAM A GOOD SEND OFF

For those who may have missed the occasion: we sent Adam off on his adventure to Colombia with a brand-new leather wallet and a few hundred pounds to help him on his way.

**Many thanks to all the members of the Nightingale staff and our Together Better friends** who contributed to the leaving collection and signed Adam's card. He was delighted.

And we wrapped the money up in a nest of boxes to ensure he got a surprise!



## ADAM'S LAST TUESDAY WALK



It was a lovely day on Tuesday 4 April – sunny and warm - when some of us gathered to accompany Adam on his last Together Better walk round Hackney Downs Park.

**REMEMBER TOGETHER BETTER WALKS HAPPEN EVERY WEEK – MEET OUTSIDE THE NIGHTINGALE SURGERY ON TUESDAYS AT 1.55PM.**



## GARDEN FOR HEALTH AND HAPPINESS

Gardening is good for you! Just remember to wear appropriate clothes to protect yourself from the sun, including a hat, and slap on some sunscreen!



Les Moore, pictured on page 1, and his team of volunteers have lots of work to do in the **Nightingale Estate Community Garden** at this time of year. They would welcome anyone who has any time to spare who could lend a hand. Or, just drop by to say hello! The garden gate is open from 10.30am on Mondays and Fridays, until about lunchtime.

You don't have to know anything about gardening. Watering plants is one simple job that always needs doing in the summer months.



## THANK YOU TO OUR WONDERFUL TOGETHER BETTER VOLUNTEERS!

The Volunteer Centre Hackney said thank you recently to the great people who kindly give their time to make Hackney a more connected and happier community.

Our pictures show our Together Better volunteers from the Nightingale. You may know some or all of these people, depending on which activities and classes you attend.

**Beverly** (below left) organises teas and coffees for us every Thursday. Beverly is seen here with Emily-May, our Together Better co-ordinator.



And also pictured (below, l to r) with Emily-May are more award-winners: **Paul**, who leads our seated exercise sessions; **Warren**, our Tai Chi man, and **Catherine**, who used to run yoga classes.



## MESSAGE FROM 'OUR MAN IN COLOMBIA'

Readers of **Nightingale News** will be pleased to hear that Adam, our first Together Better co-ordinator at the Nightingale, has landed safely in far-away Colombia. And he is, he tells us, enjoying himself very much.

Here he is (below), looking bronzed and rocking a new beard – and demonstrating how healthy the diet is out there! Colombia is, apparently, famous for its exotic fruits.



### Adam is not too busy to send all his friends at the Nightingale a message:

"Hello, friends. I hope summer in Hackney is treating you well.

"I'm currently in Bogotá, Colombia, organising visits to charities in different parts of the country for my master's thesis.

"I'm loving speaking Spanish all day, meeting lots of lovely people, and eating the wonderful food.

"It's actually quite rainy and cold here in Colombia, so please send some of the British summer sunshine my way!

"I miss you all at the Nightingale and hope you are having fun at the coffee mornings, exercise classes, and other groups.

"I'm looking forward to catching up with everyone when I'm back in London next year.

"Meanwhile, please keep in touch. It's always nice to hear from you!"

## PLEASE TELL US WHAT YOU THINK ABOUT THE NIGHTINGALE PRACTICE - AND ABOUT THIS NEWSLETTER



Give us your views about the Nightingale Practice. On our website, click '**Suggestions, Comments and Complaints**' and then click on the '**Care Opinion**' button in the page heading.

We'd also love to hear your views about this newsletter. It's been running, in its current form, for just over a year now – so, what do you think? Let us know by emailing us at the following address: [nelondon.nightingalepractice@nhs.net](mailto:nelondon.nightingalepractice@nhs.net)

If you have something you would like to see published in **Nightingale News**, or any ideas for articles, please email Practice Manager Jill White via [nelondon.nightingalepractice@nhs.net](mailto:nelondon.nightingalepractice@nhs.net) or leave a letter for Jill in Reception.

## A NOTE ABOUT ACCESSIBILITY

**Nightingale News is sent electronically to those people who are able to receive emails. You can also read it on the Nightingale's website.**

**It is displayed on the screens in the surgery, and pinned up on a noticeboard.**

**Paper copies are also available. Just ask at the Nightingale reception desk.**

**Remember: the Nightingale website offers you the facility to translate documents into different languages. This includes Nightingale News.**