

**>>> HAVERING CREST PCN NEWSLETTER <<<****CREST PCN****-Raphael House- The Victoria Center****WELCOME TO OUR  
NEWSLETTER!**

We are pleased to bring you the latest updates and news from Havering Crest Primary Care Network (PCN) for the second quarter of 2024. This edition covers exciting developments, key achievements, upcoming events, and important health information.

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The introduction of the enhanced access model by the Primary Care Networks (PCNs) in Havering marks a transformative approach to healthcare delivery. This model, which has been implemented since October 2022, ensures that patients have more standardized and accessible core GP services, including immunizations and health checks. The collaboration within a multi-disciplinary team not only enhances the quality of care but also integrates with urgent care services to optimize resource utilization. The Crest PCN's extension of operating hours and same-day access at The Rush Green Medical Center, along with the planned relocation to Raphael House - The Victoria Center, reflects a strong commitment to adapt to and meet the evolving healthcare needs of the community.

**ENHANCE ACCESS  
AND SAMEDAY  
ACCESS**

# MEET OUR PRACTICES - HEALTH PARTNERS AT HAVERING CREST PCN

**AT HAVERING CREST PCN, WE ARE PROUD TO SERVE OUR COMMUNITY THROUGH A NETWORK OF DEDICATED PRACTICES, EACH LED BY EXPERIENCED AND COMPASSIONATE GPs. OUR AIM IS TO PROVIDE YOU WITH THE HIGHEST STANDARD OF CARE, TAILORED TO MEET YOUR UNIQUE HEALTH NEEDS. HERE'S A CLOSER LOOK AT THE PRACTICES WITHIN OUR PCN AND THE COMMITTED PROFESSIONALS WHO LEAD THEM:**

## **The Upstairs Surgery - Dr. Asif Imran**

Dr. Asif and his team at The Upstairs Surgery are dedicated to offering comprehensive healthcare services with a patient-centered approach. They prioritize accessibility and personalized care, ensuring each patient receives the attention and treatment they need.

## **The Modern Medical Centre - Dr. Mano Mylvaganam**

Under the leadership of Dr. Mano Mylvaganam, The Modern Medical Centre combines advanced medical practices with a warm, supportive environment. Dr. Mylvaganam and his team focus on preventive care and chronic disease management, helping patients maintain optimal health.

## **St Edwards Medical Centre - Dr. N Kullar**

Dr. N Kullar and his team at St Edwards Medical Centre with a commitment to excellence in primary care. The practice offers a wide range of services, from routine check-ups to specialized treatments, ensuring comprehensive care for all patients.

## **Dr Sanomi & Dr Olajade - The Rush Green Medical Centre - Dr. Sanoomi & Dr. Olajade**

At The Rush Green Medical Centre, Dr. Sanoomi and Dr. Olajade lead a team dedicated to providing holistic healthcare. They emphasize the importance of mental and physical well-being, offering support and resources for a balanced, healthy life.

## **Dr. Poolo's & Partners - Dr. Vinoth**

Dr. Vinoth and his team are known for their dedication to patient care and community health. They work collaboratively to address the diverse needs of their patients, ensuring everyone receives the best possible care.

## **The High Street Surgery - Dr. Syed Pervez**

Dr. Syed Pervez and his team at The High Street Surgery are committed to delivering high-quality medical care with a personal touch. They strive to build strong patient-doctor relationships, fostering trust and effective communication.

## **The Surgery - Dr. Colin Marks**

Dr. Colin Marks leads The Surgery with a focus on patient-centered care. His team provides a welcoming environment where patients feel comfortable and valued. They offer a range of services aimed at promoting health and well-being.

## **Our Commitment to our patients:**

Each of these practices within Havering Crest PCN shares a common goal: to provide you with high-quality, personalized healthcare. Our teams are equipped with the skills and knowledge to address a wide range of health concerns, from routine check-ups to complex medical conditions.

We believe in building strong relationships with our patients, founded on trust, respect, and open communication. Our diverse team of healthcare professionals works collaboratively to ensure you receive the best care possible.

If you have any questions or need to schedule an appointment, please don't hesitate to contact your local practice. We are here to support you on your health journey, every step of the way.

**At Havering Crest PCN, our primary aim is to ensure you receive comprehensive, accessible, and high-quality care. Beyond the familiar roles of doctors and nurses, our team includes a variety of healthcare professionals, each bringing unique skills and expertise to support your health and well-being.**

## **Meet Our Team at Havering Crest PCN**

We are proud of our dedicated team who are here to support you at every step of your health journey. Our team includes:

- Clinical Directors: Dr. Asif Imran and Dr. Mano Mylvaganam
- PCN Manager: Farhana Imran
- Digital Transformation Lead: Andrew Blowers
- Physician Associate: Azna Eddo, Stephany Osei-Amoako
- Podiatrist: Ibrahim Miah
- Physiotherapist: Ashbeel Edgar
- Pharmacy Technician: Prashanti Kolanupaka
- Clinical Pharmacists: Nivetha Kugendra, Idrees Khan, Sheikh Malik
- Mental Health Practitioner: Marie Barker
- Social Prescribers: Monazza Malik, Jemie Thomas, Mark Lutaaya
- Occupational Therapist: Parkavi Parthasarathy
- Dietician: Saira Muftti
- Health and Wellbeing Coach: Bruna Silva Forsenca
- Care Coordinator: Nuzhat Begum

By understanding the roles and services these professionals offer, you can make the most of the resources available to you at Havering Crest PCN. Our team is here to support you in every aspect of your health journey. If you have any questions or would like more information about how these team members can assist you, please don't hesitate to contact us. [nelondonicb.haveringcrestpcn@nhs.net](mailto:nelondonicb.haveringcrestpcn@nhs.net)



# LET'S TAKE A CLOSER LOOK AT WHAT EACH MEMBER OF OUR ADDITIONAL ROLES REIMBURSEMENT SCHEME (ARRS) CAN OFFER YOU:

## 1. Physician Associates (PAs) -

- What They Do: Highly trained healthcare professionals who work alongside doctors to provide medical care.
- Services Offered:
  - Conduct physical exams and take medical histories.
  - Diagnose and treat illnesses.
  - Perform certain procedures and interpret test results.
  - Provide advice on preventative healthcare.

## 2. Clinical Pharmacists:

- What They Do: Medication experts who support medication management and chronic disease management.
- Services Offered:
  - Medication reviews and management.
  - Advice on medication side effects and interactions.
  - Support for managing chronic conditions such as diabetes and hypertension.
  - Guidance on over-the-counter medications and treatments.

## 3. Social Prescribing Link Workers:

- What They Do: Connect you with community resources to improve your overall well-being.
- Services Offered:
  - Help you access social activities and support groups.
  - Provide assistance with housing, employment, and financial issues.
  - Support your mental health by connecting you to relevant services.
  - Encourage lifestyle changes to improve your health.

## 4. Physiotherapists:

- What They Do: Experts in physical health who help manage pain and improve mobility.
- Services Offered:
  - Managing pain and improving mobility.
  - Rehabilitation after surgery or injury.
  - Developing personalized exercise programs.
  - Advice on preventing injuries and maintaining physical health.

## 5. Health and Wellbeing Coaches:

- What They Do: Support you in making sustainable lifestyle changes.
- Services Offered:
  - Personalized health and wellness plans.
  - Coaching on nutrition, exercise, and stress management.
  - Support for weight management and smoking cessation.
  - Motivation and guidance to achieve your health goals.

## Stay Tuned

In our next edition of the Havering Crest PCN newsletter, we will discuss other important roles within our healthcare team. We will introduce you to our CLinical Director's, PCN Manager, Digital Transformation Lead, Podiatrist, Pharmacy Technician, Mental Health Practitioner, Occupational Therapist, Dietician, and care coordinator. These professionals play crucial roles in providing comprehensive care and support for our patients. Stay tuned to learn more about how they can assist you in your health journey.

# HAVERING CREST PCN - UPDATES

## DIGITAL TRANSFORMATION UPDATE - HAVERING CREST PCN, JUNE 24

We're excited to announce significant advancements in our digital operations at Havering Crest PCN. Our newly established PCN Hub is now fully operational, streamlining our services by centralizing appointments and resources into one virtual location. This integration allows staff across our seven practices to efficiently manage appointments, enhancing both staff productivity and patient care. Our focus for the upcoming month is to expand the PCN Hub's capabilities to include our Occupational Therapist and Dietitian, further consolidating our services and resources. Additionally, our website has been launched and is continuously updated to reflect our growth and to provide up-to-date information to our patients and staff. In collaboration with our Clinical Directors and Occupational Therapist, we are also pioneering a proactive care pilot. This initiative aims to identify and support our most vulnerable patients proactively, embodying our belief that prevention is indeed better than the cure. Behind the scenes, I am assisting our practices in completing data sharing and protection protocols to ensure that patient data is managed securely and effectively, adhering to the highest standards of privacy and efficiency required by the NHS. As we continue to grow, I will support the integration of our teams into the PCN Hub, facilitating the sharing of tasks and addressing all digital requirements to enhance our service delivery.

## PROSTATE CANCER SCREENING INITIATIVE UPDATE

We are pleased to share the progress of our ongoing prostate cancer screening initiative across Havering Crest PCN. This effort reflects our commitment to proactive healthcare and early detection strategies.

### Screening Calls and Appointments

Following a successful round of calls conducted by our dedicated Social Prescriber, which covered all seven of our affiliated practices, another series of outreach calls is currently underway to promote awareness and participation in prostate cancer screening. This initiative recently facilitated seven patients attending their scheduled screenings at Barts Hospital. Each of these patients is registered with one of our practices.

#### Patient Participation

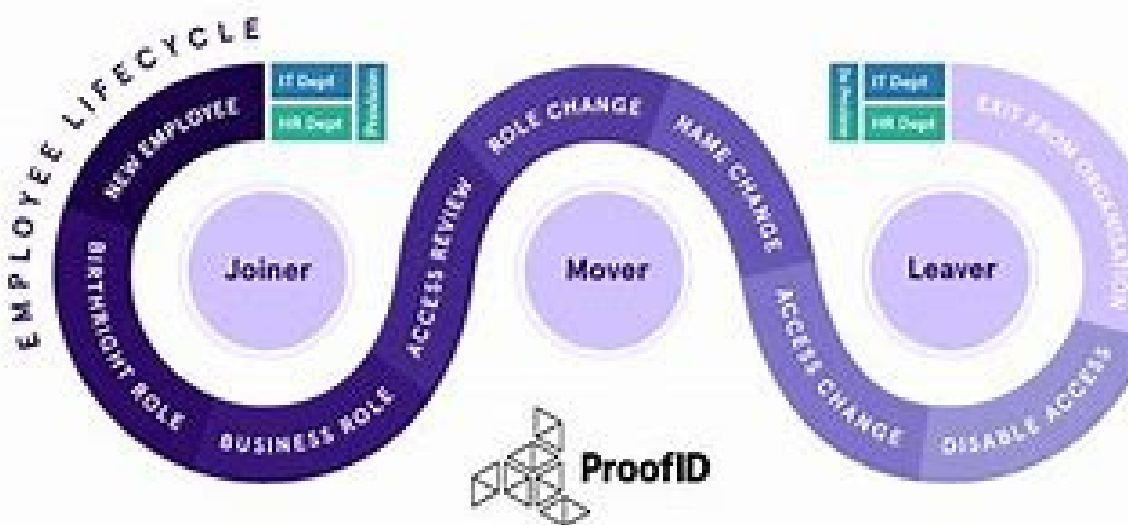
The ongoing collaboration among our practices ensures that each patient receives timely and appropriate care, demonstrating the power of our networked approach to health services.

#### Confirming Screening Eligibility

We confirm that the total number of patients eligible for screening stands at 392, as accurately documented in the previous communications. This comprehensive approach not only enhances our service delivery but also significantly contributes to the health and well-being of our community.

We appreciate the hard work of our teams and the participation of our community members in such vital health initiatives. We look forward to continuing this important work and bringing more updates in the future.

## CHANGES IN OUR CREST PCN TEAM



As the seasons change, so does the composition of our dedicated team at the Primary Care Network. It's with a blend of gratitude and best wishes that we bid farewell to Bigyan, our Care Coordinator, and Mehreen, our Clinical Pharmacist. Their unwavering commitment and valuable expertise have left an indelible mark on our community and the quality of care we've been able to provide. As they move on to new challenges, we carry forward their legacy of excellence and compassion.

Simultaneously, we're delighted to welcome Marie Baker into the fold as our new Mental Health Practitioner. Marie's arrival heralds a time of renewed energy and innovative approaches that promise to enrich our collective experience and enhance the support we offer. Here's to the journey ahead, filled with growth, learning, and the continuous pursuit of healthcare excellence. Together, we embrace the dynamic nature of change, ensuring that every transition fortifies the foundation of care we're proud to uphold.



Acknowledgment and gratitude are essential in any collaborative endeavor, and it's heartening to hear about the active participation of PPG members in the monthly meetings. Such consistent contributions are the backbone of successful community health initiatives. As Crest PCN Management embarks on the planning of the 2024 summer health event, it is evident that the synergy between PCN Practices and the registered patients will be pivotal. This upcoming event presents a unique opportunity to not only address the immediate health concerns of the community but also to foster a sense of unity and shared purpose. The involvement of patients in the planning process is particularly commendable, as it ensures that the event is tailored to the real needs and preferences of the community. It is this kind of inclusive approach that can lead to more effective health outcomes and a stronger, more resilient public health infrastructure. The summer health event of 2024 could serve as a model for future initiatives, showcasing the power of collective effort and patient-centered planning in enhancing community well-being.

**CREST PCN  
PATIENT  
PARTICIPATION  
GROUP**

# Workplace Wellbeing:

How to Use Benefits to Boost  
Employee Health & Performance



## WORK WELLBEING PLAYBOOK

The "Work Wellbeing Playbook," developed by the World Wellbeing Movement in collaboration with the Wellbeing Research Centre at the University of Oxford and Indeed, serves as a comprehensive guide for enhancing employee wellbeing within the workplace. This playbook is the culmination of a rigorous systematic literature review of over 3,000 academic studies, aimed at identifying the most effective workplace interventions. By focusing on 12 key drivers of workplace wellbeing, the playbook offers a curated selection of evidence-based strategies that business leaders can implement to foster a thriving work environment. The interventions are designed to address various aspects of workplace wellbeing, from appreciation and compensation to flexibility and inclusion, ensuring a holistic approach to employee wellness. The playbook is presented in an accessible format, providing busy professionals with succinct, actionable insights to improve the wellbeing of their teams- [Workplace wellbeing - World Wellbeing Movement](#)

## Walking Meditation for Staff 21st Jun 24

Today, Havering Crest PCN staff had the opportunity to engage in a Walking Meditation at Raphael Park.

This experience was a refreshing pause from our usual routine, allowing us to connect with nature and ourselves in a deeply meaningful manner. It served as a reminder of the powerful benefits of mindfulness and the need to integrate such practices into our daily lives.



### SUMMER SOLSTICE: A WALKING JOURNEY OF TRANSFORMATION AND CHANGE

WALKING MEDITATION BY DR JOE DISPENZA  
RAPHAEL PARK 21ST JUNE AT 10AM

The Walking Meditation offers an alternative approach to traditional seated meditation, providing a more dynamic and active way to engage with our energy and practice mindfulness. Here, we adjust our energy while standing before proceeding to walk with our eyes open. Throughout these session, our walking becomes a tangible expression of our envisioned future selves, enabling us to embody and actualize our desired qualities.

#### WHAT DO YOU NEED?

- Headphones/Earphones
- Guided Meditation
- Comfortable Footwear





A handy person is indeed a versatile and valuable asset for maintaining a safe and comfortable home environment. They are skilled in a variety of tasks that can greatly reduce the risk of accidents, particularly for those with limited mobility. By fitting grab rails, they provide support and stability in critical areas of the home. Addressing loose carpets and trailing wires not only prevents tripping but also contributes to the overall tidiness and organization of the living space. The ability to move furniture can transform a cluttered room into a spacious and navigable area, while one-off gardening work ensures outdoor spaces are just as secure. Additionally, their capacity to tackle various small jobs can be instrumental in creating a living space that is not only safer but also more adapted to the individual needs of the residents. The handy person's role is crucial in enhancing the quality of life by making homes more functional and hazard-free.

### **Barking and Dagenham Residents**

**Harmony House**

**Phone: 020 8526 8200**

**Email: [Enquiries@harmonyhousedagenham.org.uk](mailto:Enquiries@harmonyhousedagenham.org.uk)**

**<https://www.harmonyhousedagenham.org.uk/handy-person/>**

### **Havering residents**

**Havering Safe at home**

**Email: [homeandcare@ageukeastlondon.org.uk](mailto:homeandcare@ageukeastlondon.org.uk)**

**Telephone: 02030 111241**

**<https://www.ageuk.org.uk/eastlondon/our-services/havering-safe-at-home-2fe72634-e9fe-ed11-a81c-6045bd94e88e>**

### **Redbridge residents**

**HEET**

**Telephone:**

**020 8520 4554**

**Email: [handyperson@theheetproject.org.uk](mailto:handyperson@theheetproject.org.uk)**

**<https://www.theheetproject.org.uk/projects/redbridge-hps.html>**



*joy*

**LOCAL SERVICES PLATFORM**

The Joy app emerges as a beacon of support for the Havering community, offering a centralized platform that caters to a diverse range of needs. From mental health resources provided by Havering Mind and CAMHS to job assistance through Havering Works, the app ensures that help is just a few taps away. The Havering One Stop Shop presents a comprehensive suite of services, while Citizens Advice Havering offers guidance on legal, housing, and welfare benefits. The inclusion of specialized services like the Havering Dementia Support Service underscores the app's commitment to addressing specific community needs, providing valuable resources for individuals with dementia and their caregivers. With detailed information, easy access, and direct contact options, the Joy app stands out as an indispensable tool for residents, streamlining the process of finding and utilizing local services. For those looking to delve deeper into what the Joy app has to offer, the website provides an extensive gateway to explore these services further.

**Contact us : [nelondonicb.haveringcrestpcn@nhs.net](mailto:nelondonicb.haveringcrestpcn@nhs.net)**

**Havering Crest PCN**

**<https://www.haveringcrestprimarycarenetwork.co.uk/>**