

THT Summer Fair 2025 Post Write Up Part 2

We changed things up a bit this year and at 15:00 we were thrilled that Zainab Arian and Phillip Bennet Richards could join us to announce the THT 'Integrated Care' Award Winners and those recognised as Highly Commended - certificates were handed out across 6 categories. Fantastic that most attended to receive their certificates in person!

1. The Shape Shifter award for Flexibility and Adaptability
2. The Creative Wizard award for Creativity and Innovation
3. The Building Bridges award for Partnership Working
4. The Bullseye award for Person-centred Care
5. The Ray of Sunshine award for Recognition and Celebration
6. The Visionary award for Collaborative Leadership

We received a whopping **73** nominations (see full list below), with some services and individuals being nominated more than once, proving just how much staff are appreciated by their colleagues and peers!



We would like to thank all those who took the time to nominate, all who were able to attend and of course nominees, highly commend and winners!

Nominees

- 1. Admission Avoidance & Discharge Service, Reablement Service, and Community Therapy Teams**
 - 2. Amin Islam**
 - 3. Ang Ching San**
 - 4. Atopy Service**
 - 5. Aurora Todisco**
 - 6. Bably Begum**
 - 7. Bright Beginnings**
- 8. Children's Therapies 11-19 Occupational Therapy Team**
 - 9. Clarissa Sorlie**
 - 10. Community Diabetes Service**
 - 11. Community Nutrition and Dietetics Service**
 - 12. Community Respiratory Services**
- 13. Complex Emotional Needs & Complex Trauma Team**
 - 14. Dean O'Callaghan & Phalguni Trivedi**
 - 15. Dega Hassan**
 - 16. Dorette Grant**
 - 17. Early Social Communication Team**
- 18. Eleanor Mata, Therapy Manager, Admission Avoidance and Discharge Service**
- 19. ELFT Admission Avoidance and Discharge Service in collaboration with the TH Adult Social Care Reablement Service**
 - 20. Flourishing Communities**
 - 21. GP Communication QI Team**
 - 22. Greta Gurjar**
 - 23. Holly Killick**
- 24. Huddleston Close & Grand Union Place (Hestia)**
 - 25. Hurrea Wali**
- 26. Julie Nayler Tower Hamlets GP Care Group**
 - 27. Lydia Crawford**
 - 28. Maju Miah**
 - 29. Martina Abdallah**
 - 30. Mohammed Al-Mahfuz**
 - 31. Mohammed Noor**
 - 32. Nerissa Dubidad**

- 33. Nicola Bryan**
- 34. Professor Chowdhury Tahseen**
- 35. QI Project Team Improving Communication between ELFT and GP Teams**
- 36. Rani Irudayasamy**
- 37. Riana Horn**
- 38. Sadaf Iqbal**
- 39. Sinem Zorlu**
- 40. St Stephens Health Centre**
- 41. Start 4 Life Workforce Pilot: Bright Beginnings**
- 42. Susie Hannah**
- 43. Tamantha Hearne**
- 44. TH Community Continence Service**
- 45. TH Foot Health Service**
- 46. The Parent & Baby Emotional Wellbeing Service**
- 47. The Safeguarding Team**
- 48. The Tower Hamlets Children's Community Nursing team**
- 49. The Tower Hamlets Connect Helpline Team**
- 50. Tower Hamlets and Newham CHC team**
- 51. Tower Hamlets Transfer of Care Hub**
- 52. Waltham Forest National Child Measurement Team**
- 53. Waltham Forest school nursing team CNN and CSW who complete NCMP and Screening**
- 54. Zahrah Siddik**

Final Winners & Highly Commended

(1) For The Shape Shifter Award for Flexibility and Adaptability –

Winner: The Children's Community Nursing Team Barts Health

Nominator Zoe Tribble said 'The Children's Community Nursing Team has consistently demonstrated exceptional flexibility and adaptability in their integrated approach to patient care, particularly in response to the evolving needs of children with long-term health conditions. Their innovative solutions, commitment to collaboration, and continual professional development make them a standout example of how teams can evolve to meet the changing needs of both patients and healthcare practices. Recognising the challenges faced by families, the team developed a robust system to manage patient supplies more effectively, collaborating with multiple partners to the development of a new ordering and delivery system that ensures timely, cost effective and efficient delivery of essential medical supplies to children in their care. This not only streamlined operations but also alleviated the burden on families, ensuring they have access to necessary resources at all times.'

Highly Commended: Maju Miah GPCG

Nominator Vicky Scarborough said 'Maju demonstrates amazing abilities in seeking out and setting up new services which benefit the people of Tower Hamlets. This has been a skill he has honed over many years since the early days of the Care Group when the UTC was established, through to Hubs and all their supporting services e.g. LARC and asthma reviews. More recently Maju has mobilised the Workplace CVD Health Checks where he worked closely with our public health colleagues to design and implement a new service for the TH borough, within a matter of weeks!' He has a can do attitude and no problem, whether big or small, stands in his way. We are so proud to have Maju as a member of the Primary Care team within the Care Group thank you and please continue doing what you do so brilliantly!!'

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(2) For The Creative Wizard Award for Creativity and Innovation – Joint

Winner: Admission Avoidance & Discharge Service, Reablement Service, and Community Therapy Teams ELFT

Nominator Eleanor Mata said 'The improvement of place based therapy provision through integrated working between Tower Hamlets Health and Social Care Therapy Teams created a seamless, holistic, patient centred care for the complex population by integrating physiotherapy service into social care and joint therapy triage. This innovative idea resulted to 61% reduction on OT waiting list in Adult Social Care and 51% for Reablement Service. There is 38% reduction on Reablement officer waiting list reducing delay to patient care input and intervention. 39% of patients seen by physiotherapist did not require OT and carer intervention saving therapy and carer time. There is a system wide cost savings on social care by 9% of total patients seen by physiotherapists and releases OT capacity across community teams.'

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Winner: TH Foot Health – Homeless Outreach

Nominator Eleanor Mata said 'The Foot Health service in Tower Hamlets had identified a significant gap in the foot health provision for homeless client group particularly in the E1 area where services seek to support this client group through GP and housing services. It was apparent that there is lack of awareness of this cohort of patient regarding foot conditions and how this may impact on their mobility and overall health conditions. The referral process on TH Community Health services relies on residents initiating, accessing and engaging with services as a self-referral must be made via single point of access or via consultation from GP or other health professionals to initiate referral. This has inspired the team to set up a drop-in clinic at key locations accessed by homeless population and worked closely with hostels and GP surgeries to increase accessibility to foot health service with the aim to decrease hospital presentations and admission secondary to foot health as primary presentation.'

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(3) For The Building Bridges Award for Partnership Working

Winner: **Flourishing Communities CVS/Voluntary Sector**

Nominator Vicky Scott said 'The Flourishing Communities project is a partnership between Limehouse Project, Praxis, the Women's Inclusive Team, THCVS and women from migrant communities in the borough. The project has gathered insights from women from the three different communities on their experiences of sexual and reproductive health services. As well as working with the GP care group, individual practices, sexual health services and maternity services to identify the issues they have communicating with women from the communities. This has enabled the project to develop different interventions where women are trained as champions in different health issues: cervical screening to encourage uptake; maternity champions to support awareness raising of women's rights in maternity care. They are also working on raising awareness of breast cancer and using ongoing contraception.'

Nominator Mari Tiitinen said 'The partnership works closely with women from different ethnic backgrounds to find out about their experiences and give them the power to make a change by providing training on different health services. For example, they have trained local Bengali women as cervical screening champions who are then able to pass on their knowledge to other women in order to help remove barriers to women accessing cervical screening appointments. Giving local women the power to make a change within their own communities is important to facilitate meaningful change.'

Highly Commended: **QI Project Team Improving Communication between ELFT and GP Teams**

Nominator Petra Nittel said 'The QI Project 'Improving Communication between ELFT Tower Hamlets Community Health Services and GP teams' started in May 2022 with a multidisciplinary team including staff and patients. They worked closely with GPs and system partners to co-create a new website page, new electronic referral template and new podcast series for GPs. They led a learning event for GPs, started a new monthly connectivity meeting with system partners and audited GP bypass numbers. New relationships with primary care have enabled co-development of a new process to learn together from patient safety events with NEL ICB, ELFT and Bart's Health community colleagues. Collaborative working has led to improved value, improved experience of care, improved population health and improved staff experience.'

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(4) For The Bullseye Award for Person-Centred Care

Winner: **Complex Emotional Needs and Complex Trauma Team (CEN/CT Team) ELFT**

Nominator Dr Georgina Aisbitt said 'Trauma-informed care that empowers Service Users and Clinicians is the heart of the Complex Emotional Needs and Complex Trauma Team (CEN/CT Team). This team was established to meet the needs of service users with complex emotional needs, whose needs could not be met by other services, often due to exclusion due to complexities such as substance use or risk. The person-centred approach taken by the team transcends levels of care: from day-to-day service delivery to higher-level service policy decisions.'

'The work of the CEN/CT Team is co-designed and co-produced by Experts by Experience, with all service users invited to join the well-established Service User Working Group. This group shapes service provision, for instance, consulting on a new Dialectical Behaviour Therapy Group offer, and developing a Welcome Pack for new referrals.'

'Trying to involve even more service users, the CEN/CT Team are currently holding a consultation of former and present service users regarding provision of additional treatment, beyond the 1-year that service policy currently allows for. This is an emotive topic, that many service users and clinicians in the team have expressed views on, and so the team are seeking to formalise this feedback as part of reviewing service policy.'

Highly Commended: **Rani Irudayasamy Home Oxygen Lead Barts Health**

Nominator Arun Dev Suresh Kumar said 'I would like to nominate Mrs. Irudayasamy for this award in recognition of her exceptional commitment to patient-centred care and her outstanding performance in the Home Oxygen Service. As a single-person team, she has consistently placed the needs and well-being of her patients

at the heart of everything she does, delivering high-quality care even in the face of changing circumstances and increasing demands.

Mrs. Irudayasamy exemplifies the principles of integrated care in every aspect of her work. She approaches each patient holistically, taking time to understand their individual circumstances, concerns, and medical needs.

Through careful listening and empathetic communication, she ensures patients feel heard, respected, and supported. Her ability to build trust and rapport has significantly contributed to patient satisfaction and adherence to care plans. A defining feature of Mrs. Irudayasamy's practice is her commitment to involving patients in decisions about their care.'

(5) For the Ray of Sunshine:

Winner: Lydia Crawford Team Leader (Age UK East London)

Nominator Akbal Ahmed said 'Lydia joined the TH Connect helpline team to help the team manage demand into the service and to strengthen and develop partnership working between organisations. She has done this admirably with a 'ray of sunshine'. Even when difficult conversations are needed, she is upbeat and sincere and brings the best out of her team and others. Lydia's proactive and solution focussed interventions have contributed significantly to the improved performance of her team and she has built a really strong partnership between the helpline and adult social care - something the social care peer review picked up on.'

Nominator Margaret Aigbokhai said 'Lydia Crawford consistently excels in recognition and celebration. She fosters a positive and friendly environment by remembering colleagues' birthdays and other special occasions with thoughtful gestures, like organising small celebrations and presenting flowers (using her own initiative) to colleagues. She also acknowledges achievements, such as praising staff publicly for exceeding targets on the THC Helpline service. Her proactive approach to celebrating successes, both big and small, significantly boosts team morale and reinforces a culture of appreciation, making everyone feel valued and motivated. This positive attitude, and support continues to go a long way towards empowering the team.'

Highly Commended: Greta Gurjar – Health Visitor/MECSH Supervisor GPCG

Nominators Shahanara Ali, Steven O Connor, Rumena Akthar, Rubina Begum and Zemine Gorezi said 'In our professional dealings with Health Visitor Greta Gurjar we have consistently found her to be a genuine, hardworking, supportive and a kind colleague. She goes the extra mile to encourage colleagues to fulfil their clinical roles effectively by ensuring excellent client care in delivering evidence based professional practice and in line with the protocols of the organisation and NHS national guidelines. We have found Greta to be consistently fair, informative and professional in her dealings with both colleagues and clients. She is a reflective practitioner who will listen to the scenarios discussed within supervision (group/one to one) and advise and support colleagues to execute an effective action plan according to organisation guidelines. She always encourages us to work via partnership/integrated working practices and helps us to understand the various changes within the organisation by explaining the bigger picture. Her training delivery style is so inclusive as she takes into account different learning modes; we all feel that we understand the session material much better. She provides extra support whenever needed. We would like to take this opportunity to recognise her professional support and encouragement to all of us.'

(6) For the Visionary Award– Joint

Winner: Dega Hassan Care Coordinator The One Network Alliance (PCN 1)

Nominator Dean O'Callaghan said 'I am honoured to nominate an exceptional Care Co-Ordinator in Network 1 for the Visionary Award for Collaborative Leadership. As a team leader, she has consistently shown remarkable dedication to collaborative leadership, working to ensure that the priorities of the team align with the changing needs of integrated care.

One of her most impactful contributions has been the organisation of several patient engagement events, many of which she developed on her own initiative. These events have not only fostered greater engagement with the local community but have also been instrumental in addressing specific challenges faced by the Somali population. Through her leadership, barriers that previously limited access to services for this group have been reduced. The events have been designed to ensure inclusivity, tailoring care to meet the diverse needs of the community and improving access to essential health services.

Her leadership style has always been collaborative and inclusive, providing opportunities for team members to contribute to shaping the direction of services. She fosters an environment where everyone's voice is valued, regularly seeking input from colleagues and ensuring that the team works together towards shared goals. This approach has helped in clearly communicating the purpose and vision of the services, not only to staff but also to service users, contributing to a more cohesive understanding of care delivery across the network.'

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Winner: **Mohammed Al-Mahfuz Practice Manager Health E1**

Nominator Laura Pisaneschi said 'Mohammed has an open door policy ensuring that staff know that he is approachable at any time including when he is not working. The team is a specialist practice for homeless individuals who are often stigmatised. Mohammed along with the lead nurse and lead admin helped with organising fairs as a collaborative effort with local services, providing a holistic and comprehensive healthcare experience to the community.

Mohammed has always focused on the practice both the patients and staff and ensuring that the voice of inclusion health is never forgotten. He inspires hope in staff both for their own development but also for improving patient outcomes. Mohammed has gone out of his way to ensure that the team achieve value for money when organising the events supporting the lead nurse with applying for funds and funding items himself.

Mohammed has shown exceptional dedication and innovative approach to addressing the evolving needs of the homeless, rough sleeper, and refugee communities over the past two years have significantly influenced the landscape of integrated care. Mohammed has also led the team provide communication resources for the digitally excluded, which is as a testament to how he has led Health E1 in thinking about creative and adaptable approach in ensuring uninterrupted access to crucial healthcare services.'







