

The latest updates from Chrisp Street Health Centre

DID YOU KNOW ?

General Practice cares about you

- 9 out of 10 NHS patients are treated by GPs. Not hospitals. Not A&E.
- GPs care for you, the whole person. Not just your symptoms. Not just for now.
- 1 million people will see a GP today.

DID YOU KNOW ?

Chrisp Street patients over the age of 18 can access healthcare services 24 hours a day, 365 days a year <http://chrispstreet.org/>. In order to use this service you need to request in person from our Reception staff your unique login details for setting up an account [online](#). **Remember to bring in a form of photo ID so that we may issue you with your log in details. Please note that we do not issue passwords over the phone.** If you require any further information, please ask at the reception desk, or call our main line number: **020 7515 4860**.

What can you do online?

- Book appointments for our GPs and Practice Nurses
- Request repeat medications – our turnaround time is 48 hours, so please allow two working days for your order to be processed
- Access your medical care records.

Remember that appointments for independent medical examinations and appointments for our phlebotomy (blood test) service can only be booked through our reception desk. We now offer early blood test appointments on a Thursday morning with **8am start.**

Patient Access

Since April 2017 you've been given the option to review current aspects from your medical records including information about your consultations, documents and laboratory results. However, we can only activate this service for you if you bring your **ID and proof of address** to Reception, so as to ensure that the correct details will be passed onto the right patients. If you are already registered with us, you still need to bring in these documents to access your full medical records.



Book your next appointment with

Manage your appointments online, at home or work:

- ✓ View
- ✓ Book
- ✓ Cancel

Manage your appointments on the move with the free Patient Access app

Ask at reception for details and visit www.Patient.co.uk/access

emis Patient.co.uk

Repeat prescriptions



Due to safety issues and to prevent mistakes we **do not accept** requests for repeat medications by phone. However, you can do that [online](#), or in writing at our reception desk. If you require urgent medication, first seek advice from your regular pharmacy which may be able to offer limited supply. If you use a pharmacy regularly, ask them to register you for **EPS2 (Electronic Prescription Services)** which means that your prescription will be sent to the pharmacy automatically.

Why is self-care good for you?

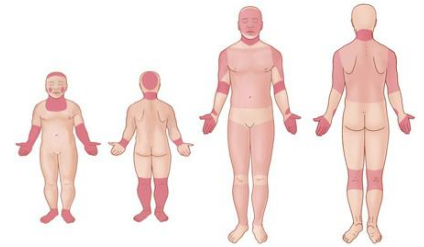


Empowering you with the confidence and information to look after your health when you can, visiting the GP when you need to, gives you a greater control of your own health and encourages healthy behaviours that help prevent ill health in the long-term. In many cases you can take care of your minor ailments, reducing the number of GP consultations and enabling GPs to focus on caring for higher risk patients, such as the very young and elderly, and managing long-term conditions and providing new services.

How to treat eczema – useful facts?

- **What skin changes does eczema cause?** If you suffer from eczema, your skin can appear red (or darker, if you have dark skin), swollen, crusty and cracking. Itching is common and often caused by skin dryness, infection, allergens or scratching.
- **What's causing it?** Eczema tends to start in childhood and is influenced by genetic and environmental factors. People with eczema often suffer other allergic conditions such as asthma or hay fever. Food allergy may sometimes be responsible in children who present with more severe eczema early in life.
- **Will I get cured?** Many children with eczema 'grow out' of it by the time they reach adolescence. But in some people, eczema may persist life-long. Fortunately, while there is no known cure, many effective treatments are available to alleviate your symptoms and reduce inflammation.

Common Sites of Eczema Outbreaks



What can I do myself to get better – now and in the future?

- **Avoid trigger factors** Environmental allergens (such as dust-mite antigens or pollen), irritants (such as detergents, fabric conditioners or dirt), certain foods, pet dander, smoke, and stress may all impact on eczema. Try to find out whether any of these impact on your eczema and minimise them.
- **Avoid soap** Avoid soap and bubble bath, as both can dry out the skin. Use emollients as soap substitutes.
- **Avoid scratching too hard** Scratching is a natural reflex, but scratching too hard can make the itch even worse (the 'itch-scratch cycle'). You can rub itchy patches gently with your fingertips.
- **Avoid temperature extremes** Hot and cold temperatures may also make your eczema worse. So dress appropriately for hot and cold environments, or try to avoid temperature extremes altogether.
- **Use non-irritant garments** Synthetic garments and wool can trigger eczema, so you may prefer wearing clothes made out of cotton or other non-irritant materials.
- **Moisturisers** Eczema causes the skin to become dry, and the dryer the skin becomes, the higher the chances that your symptoms will get worse. So try to keep your skin as hydrated and smooth as possible.



When should I seek medical help?



Contact your GP surgery if you notice any of the following:

- **Reduced quality of life** Your skin problems severely affect your sleep or impair social activities such as swimming.
- **Infection** Cracking, weeping and painful skin may suggest infection.
- **Blistery rash** You develop a painful blistery rash, which may be due to an infection with the *herpes simplex* virus.
- **Spread** Larger areas of your body, such as most of your chest, back, or limbs become dry and/or red.

Remember that your pharmacist can also help you with assessing and treating your symptoms.

Where can I find out more?

There's a lot you can do to relieve symptoms if your eczema gets worse. Check out **NHS Choices** <http://www.nhs.uk/Conditions/eczema> and the **National Eczema Society** website: www.eczema.org as well as www.nottinghameczema.org.uk for further information on how you can treat and prevent eczema.

Web GP (eConsult) – online consultation with your GP available on our website since October 2016

eConsult is a platform that enables you to self-manage and consult online with your own GP through our practice website. With eConsult, you can use a symptom checker, self-manage, signpost to other services or complete an eConsult for one of 100

CONSULT OUR
DOCTORS ONLINE

GET STARTED NOW

Consult



common General Practice conditions with your own GP at a time convenient to you, 24 hours a day, 365 days a year.

Remember that this is not an urgent care service – Our GPs will respond back to your online consultation request by the end of the next working day.

Web GP (eConsult) – key points

- The service is available to patients **aged 18 and above** who are registered with our practice
- GP will respond to your online consultation request **by the end of the next working day:**
 - This will either be to tell you to collect a prescription authorised by the GP
 - Or to book a telephone/ face-to-face consultation with a GP/ Nurse
- You have to provide correct details when completing and submitting your online consultation form
- When you are contacted by the GP (or our Reception team) about the final outcome of your eConsultation, you will have to answer some security questions so that we can verify your identity.



Come join the Diabetes Team and learn about how to fast safely during the Ramadan month

(Patients only, family members welcome)

DIABETES CARE CENTRE

2nd Floor, Mile End Hospital, Bancroft Road, London E1
4DG

Date: 9 May 2017 Start Time: 2-4pm (**English Session**)
Date: 16 May 2017 Start Time: 2-4pm (**Bengali Session**)
Date: 23 May 2017 Start Time: 2-4pm (**Bengali Session**)

EAST LONDON MOSQUE (**Bengali Sessions**)

Room 306, 3rd Floor 46-92 Whitechapel Road, London
E1 1JX

Date: 17 May 2017 Start Time: 2-4pm (Room 306)
Date: 22 May 2017 Start Time: 10am-12noon (Room 304)

HARFORD HEALTH CENTRE (**Bengali Session**)

115 Harford Street, London E1 4FG

Date: 9 May 2017 Start Time: 10am – 12noon

CHRISP STREET HEALTH CENTRE (**Bengali Session**)

100 Chrisp Street, London E14 6PG

Date: 10 May 2017 Start Time: 2.00pm – 4.00pm

Preparing for
Ramadan

BLITHEHALE MEDICAL CENTRE (**Bengali Session**)

22 Dunbridge Street, London E2 6JA

Date: 11 May 2017 Start Time: 10am – 12noon

Should you have any queries, please call the Diabetes Education Team on: [020 8223 8609](tel:02082238609) or [020 8223 8836](tel:02082238836)

Patient Participation Group (PPG)

(new members always welcome)

In 2006 we formed our Patient Participation Group (PPG). The PPG meets every 3 months, with meetings taking place for the remainder of the year as follows: **Tues 18 July at 6pm and Tues 10 October 2017 at 1pm.**

As well as patients, the Practice Manager, a senior receptionist and a GP attend the meetings. At the meetings we have detailed discussions about the following areas:

- Getting patient views and suggestions about services in the Practice and areas patients feel could be improved
- Getting feedback about changes we have made
- Agreeing mutual priorities for the year ahead
- Discussing topics in the NHS that are of interest or that patients would like to know more about.

To engage with greater numbers of our patients, particularly younger patients, those with disabilities and those from different ethnic backgrounds, we are arranging the meetings either at lunchtime or in the evenings so everyone has the chance to attend. You can leave feedback online or at our Reception desk.



Have you visited our web site recently: www.chrispstreet.org?



ABOUT US	CHILD HEALTH	YOUTH HEALTH	MEN'S HEALTH	WOMEN'S HEALTH
Practice Profile Practice Network Practice Area Staff Profiles	Minor Ailments Immunisation Clinics Health Advice Leaflets	Appointment System Sexual Health Contraception Services Summary Leaflet	Booking Appointments Over 40's Health Check Stop Smoking Clinic	Repeat Prescriptions Breast Screening Maternity Care How to Join



GENERAL INFO	APPOINTMENTS	PATIENT SERVICES	PRACTICE DETAILS	OTHER INFO
How to Join Online Services Patient Charter Repeat Prescriptions General Health Treating your Infection Leaflet	Booking Appointments Appointment System Appointments Advice	Stop Smoking Clinic Child Health Clinic Patient Group Patient Leaflets Summary Care Records Healthy Lifestyles	Minor Ailments Home Visits Image Gallery Current Staff Vacancies GP Average Earnings	Benefits Advice Complaints Procedure Who to Book With Research Projects Carer's Day Event - held on 20 Sept 2016

Appointment Times

Monday – 8:30am-6:30pm
Tuesday – 8:30am-7:30pm*
Wednesday – 8:30am-6:30pm
Thursday – 8:30am-7:30pm*
Friday – 8:30am-6:30pm
Saturday – 9:00am-12:00pm*



- Switchboard: Monday to Friday – 8:30am-6:30pm
- We are Closed Fridays 1-2pm
- *Selected weeks – ask at reception.

Closures in 2017



Chrisp Street Health Centre is closed for services on the following dates: 29 May, 28 August, 25 & 26 December 2017. We are sorry for the inconvenience. Thank you!