

The latest updates from Chrisp Street Health Centre



**STAY WELL
THIS WINTER**

Have you had your FLU Jab for the 2016/17 Flu Season?

Call now: [020 7515 4860](tel:02075154860)

Book online: www.chrispstreet.org

Follow us on Twitter: [@ChrispStreet](https://twitter.com/ChrispStreet)

Seasonal **INFLUENZA (FLU)** is an unpredictable but recurring pressure that the NHS faces every winter. **Vaccination offers the best protection.** And it is not only people in at risk groups who should have the flu vaccination. If your daily life or your job involves being in contact with people who are in at risk groups, then having the vaccination will not only protect you, but also those around you. Call us on **020 7515 4860** for further details, including flu appointments.

NEW YEAR, NEW YOU – EXCITING OPPORTUNITIES TO STOP SMOKING AND STAY HEALTHY IN 2017

We are always looking for ways to help our patients stay healthy, as well as helping them when they become ill. One of the best ways of safeguarding your health is to stop smoking and we are pleased to offer you the opportunity to be seen by a Stop Smoking Specialist at the Health Centre.



SMOKING CLINIC

Chrisp Street Health Centre 5:15 – 6:30 pm from Tuesday 24 January 2017 for up to 7 weeks!

The course is led by Specialists from the Royal London Hospital. It has been shown that getting this type of support makes your chances of quitting much higher, particularly if you are a heavy or long term smoker. **To book your place, please call: 0207 882 8230**

If the above times are not suitable, the Specialists may be able to offer you support at a different time or local venue. In addition, don't forget Abul from the Bagladeshi Tobacco Project sees patients here on Monday mornings. Our local team of Health Trainers can also help you quit. Call the Practice on **020 7517 2600** for more information.

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 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.





Patient Group

Patient Participation Group (PPG)

(new members always welcome)

In 2006 we formed our Patient Participation Group (PPG). The PPG meets every 3 months (the latest meeting for this year organised on **Tues 17 January 2017, 6-7pm**). During 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 and 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 (younger patients, those with disabilities and those from different ethnic backgrounds) we are arranging the meetings at lunchtime or in the evenings so everyone has the chance to attend.

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 a low back pain?



Low back pain describes tension, soreness and/or stiffness in the lower back, in most cases without a specific underlying cause.

- **How common is back pain?** You're not alone – low back pain affects 8 out of 10 people in the UK at some time in their life.
- **Are my symptoms likely to be serious?** No, low back pain is rarely due to a serious underlying cause, even if you're in quite a lot of pain.
- **Do I need to rest?** Backs are made for moving. Despite your pain, try and get back to normal activities as soon as you can – the sooner, the better.

- **How long are my symptoms likely to last?** Your back is likely to get better by itself within 6 to 12 weeks, and often sooner. But you may experience occasional twinges and aches for weeks and months.
- **Do I need any medical treatment or surgery?** Back pain usually gets better without medical treatment or surgery, even when a 'slipped disc' is responsible.
- **Will I need further tests?** You're unlikely to need X-rays or any other tests.

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

- **Back exercises** Simple back exercises, improving your posture.
- **Keep moving** Avoid lying in bed and remain active as far as possible, even if you're uncomfortable. This won't harm your back, and you can expect to get better more quickly. Stay positive and keep going out to do things you enjoy.
- **Heat and cold** A hot bath or hot water bottle can ease pain from tense muscles, while cold from an ice pack or a bag of frozen peas (wrap in a wet cloth and apply to the painful area) can help relieve discomfort from sudden back pain.
- **Painkillers** 'Rub-on' (topical) treatments and pain

When should I seek medical help?

If your symptoms don't start to improve within three days, or if your back pain recurs regularly for more than six weeks, contact your GP surgery. Seek immediate medical advice if you notice any of the following warning signs, which may suggest that your back pain could possibly be caused by a more serious underlying condition:

- **Pain getting worse** You have severe pain that gets worse rather than better.
- **Feeling unwell** You feel really unwell from your back pain.
- **Fever** You have a fever (a temperature of over 38°C, or 100.4°F) as well.

killers such as paracetamol and ibuprofen are effective in most cases.

- **Sleeping position** Take the strain off your back by trying different sleeping positions and putting a pillow between your legs or under your knees if you prefer lying on your back.
- **Lifting** Lift close to your body, bend your knees instead of your back, and try to avoid lifting heavy items.
- **Work** Try to stay at work or return to work as soon as you can and together with our employer consider options such as a phased return to work, altered hours, amended duties or workplace adaptations. Your GP can help with issuing a sick note (now called 'fit note') if you need to stay off work for more than a week.
- **Other treatments** Physiotherapy, acupuncture, or seeing a chiropractor or osteopath can also be helpful (make sure they're registered).

- **Chest pain** You have back pain that travels up into higher areas of your chest.
- **Injury** Your pain started after a major injury (such as a fall or an accident).
- **Age** You have new back pain and you're younger than 20 or older than 50 years.
- **Sleep problems** You have night-time pain that affects your sleep.
- **Walking** You've become unsteady on your feet since your back pain started.
- **Weight loss** You've also been losing weight for no obvious reason.

The following suggest an emergency:

- **Unusual sensations** You feel numb or notice 'pins and needles' in the area around your bottom (the 'saddle area'), your genitals, or both of your legs.
- **Urine problems** You can't keep your urine in.
- **Bowel problems** You lose your bowel control.

Chrisp Street Health Centre – Catchment Area



Chrisp Street Health Centre – Price List

Some services provided by the Practice are not covered by the NHS and you will be asked to pay a fee as follows:

Private Letters	Price
NHS Fit note - after 1 week absence –only by your usual GP	FREE
Private Sick note (less than 1 week’s absence)	£10
Private sick note for school	Ask at Reception
‘To Whom It May Concern’ letters	£10
Housing letters	Ask the Council/Housing Association to write to us
Fit to travel letter	£20
Holiday cancellation form	£20
Passport countersignature	Service NOT offered
Driving licence countersignature	Service NOT offered
Medical Records requested by patient	
Brief Computer Summary (1 or 2 pages)	FREE
Photocopy of full medical records (including tests, letter) Copy of entire computer records on CD	£20+15p per page to £50 max £25 – Takes up to 40 working days
Immunisations & Vaccinations for Travel or your Job	
Hepatitis B x 3 separate immunisations	£30
Hepatitis Booster	£10
Yellow Fever Immunisation	£50
Yellow Fever Certificate	£10
Certificate for Meningitis	£10
Private Medicals	
<i>Ask for a double appointment ONLY with your named GP</i>	
Taxi medical – Double appointment, own GP	£70
HGV Medical – Double appointment, own GP	£80
Medical examination plus report	£100
Medical asked for by your new employer	£150 private employer £90 local authority; £40 NHS
Other	
DVLA, Freedom pass forms and Information requests by solicitors, insurance companies, employers, the Council and other bodies are subject to separate charges.	Available on Request Simply hand in the form to us. We will claim payment
Power of Attorney document	£100

Our policy is to complete requests within two working weeks.

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 – please ask at reception



Closures

Please note that Chrisp Street Health Centre will be closed for services on **26, 27 December 2016**, & on **2 January 2017**. We are sorry for the inconvenience. Thank you!