

## The latest updates from Chrisp Street Health Centre



*We aim to improve communication with the practice population through our newsletter and hope you will enjoy reading it!*



### We are sorry to announce

Dr Faz Khwaja will retire from our practice in February 2018. He has been on sabbatical leave over the past year. His patients are currently covered by Dr Emma King who also leaves us in February 2018.

We are currently on the process of recruiting a permanent replacement for Dr Faz Khwaja. Once this is completed, we will let Dr Khwaja's patients know who will be their new usual GP.

We politely ask patients to continue to see the covering doctor, currently Dr Emma King, until further notice.

### GOOD NEWS

We are pleased to announce that Dr Thuraya Muse will be covering Dr Shamira Bhikha while she is on maternity leave.

We have 2 GP trainees working at our surgery: Dr McCarthy & Dr Cheema. They will be working under our GPs' supervision.



### GET A FREE FLU JAB

Not only is flu unpleasant, but it can also cause serious illnesses, such as pneumonia or bronchitis. In the worst cases, it can result in a long stay in hospital. You are more at risk if you have a Long term health condition, are older or pregnant.



### Baby Clinic

Baby clinic drop in sessions will no longer be held at our practice.

This service has been moved to the Chrisp Street Children Centre on Mondays (9.30-11am):

23-27 Market Way  
E14 6AH

We will continue to provide six week checks in our Practice on Thursdays 1-3pm (by appointment only).

**healthwatch**  
Tower Hamlets

Healthwatch Tower Hamlets is an organisation that gathers patient opinions about local health and social care services. They recently produced reports on the Royal London Hospital and local maternity services. You can contribute to their latest maternity survey or feedback on your local health care or social services: [www.healthwatchtowerhamlets.co.uk](http://www.healthwatchtowerhamlets.co.uk)



## Repeat prescription

**Polite reminder** It usually takes 48 hours to process your request if you order in person & please allow us 72 hours if you are ordering through the Patient Online Access system or via your pharmacy.

**Did you know?** If you are working, unable to pick up your repeat prescription in person, or if you are housebound or out of the local area:



**You can nominate yourself with your nearest pharmacy and our GPs and nurses will then send your prescriptions electronically to the pharmacy of your choice.**

**Nominate yourself today to make your life easier. Just ask at reception.**

## SEXUAL HEALTH

**Getting tested for sexually transmitted infections (STIs) is straightforward and confidential. Most infections can be cured. Book an appointment with the Assistant Practitioner online, by phone or in person.**



## Non NHS services

Some services provided by us are not covered under our contract with NHS, therefore attract charges. The following are included:

- Medicals for employment PCO/ HGV/ PSV
- Insurance claim forms
- Private sick notes
- Adoption and fostering forms.

## Patient participation group

Have your say and join our patient group. Let us know what you think. Your feedback can help us improve our services. To join our patient group, please contact reception or come along to one of our next PPG meetings. For dates & times, please check our website: [www.chrispstreet.org](http://www.chrispstreet.org)

## Stop Smoking Clinic

Do you smoke? You want to quit? We have stop smoking clinics at our surgery on **Mondays, 10am-1pm.**

You can book an appointment with the smoking advisor via our reception desk.

**Consult your GP online**

- 1 Click on "Consult Online"
- 2 Find your health condition and fill out a simple online questionnaire
- 3 We get back to you by the end of the next working day with your GP's feedback and treatment options

**Consult Online** →

*It's simple!*

## Patient Access

**Why not register online to get your test results and:**

- View your medical records, including consultations
- Book or cancel appointments
- Order your repeat prescriptions.



**Just ask at reception, and we will register you for your Patient Online Access log in details. It may take up to two weeks to process your request. Once your log in details are generated:**

- We can email them to you if we have your email address on our system (ask Reception staff to check when you register for your online log in details)
- You can collect them in person – just bring a proof of ID with you.

## **Appointment Times**

Monday – 8:30am-6:30pm  
 Tuesday – 8:30am-6:30pm  
 Wednesday – 8:30am-7:30pm\*  
 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

## **Extended Hours Clinics**

Chrisp Street Health Centre provides extended hours appointments on Wednesdays & Thursdays (6.30-7.30pm) for patients who cannot come earlier on weekdays. We are also open one Saturday per month for patients who are unable to come during the week. Please ask at reception for more information. Thank you!