

Your surgery team are:

• Doctors:

Dr Osman Bhatti (male)
Dr Shamira Bhikha (female)*
Dr Michael Casey (male) *
Dr Leon Clark (male)*
Dr Jim Cole (male)*
Dr Samipa Dasgupta (female)*
Dr Ben Hart (male)*
Dr Emma King (female)
Dr Thuraya Muse (female)
Dr Abdur Rahim (male)
Dr Alison Smailes (female)*
Dr Andrew Twist (male)*

• Practice Nurses:

Helen Snowden*, Tosan Neburagho
Manjit Dhansay, Margaret Mbachu

• Assistant Practitioners:

Debbie Ward, Ruma Choudhury

• Health Visitors: Greta Gurjar (Lead)

• Practice Manager: Simon Robinson

• Assistant Manager: Dimitar Pisanov

• Senior Receptionist:

Ripa Begum

**indicates Partner in the Practice*

A list of staff qualifications and registration details is available on the practice web site.

This practice is computerised and registered under the Data Protection Act, and has published information in compliance with the Freedom of Information Act.

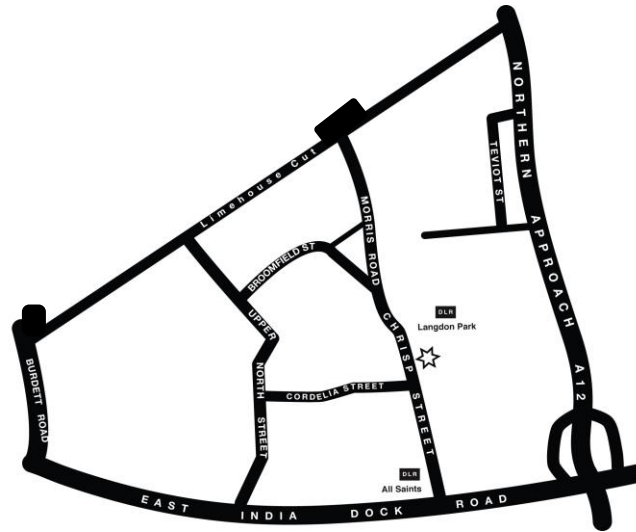
Personal information will be confidential to the NHS unless you have given permission in writing.

This practice allows other NHS organisations directly involved in your care to access parts of your medical record. Your consent will be asked before this can take place. If you do not wish this to happen, please let us know. Our Consent policy is available on request.

We are a training practice that undertakes the training of healthcare professionals and students.

Practice Boundary:

The map below shows the practice boundary.
If you live in this area we will be able to register you.



Opening hours:

Our Reception is open Monday to Friday from 8.30am to 6.30pm.

You may collect prescriptions between the above times only

GP surgery times:

We offer booked appointments at the following times:

Mon: 9:00am-12:00pm, 3:30-6:00pm
Tues: 9:00am-12:00pm, 3:30-6:00pm
Wed: 9:00am-12:00pm, 3:30-6:00pm, 6.30-7.30pm
Thurs: 9:00am-12:00pm, 3:30-6:00pm, 6.30-7.30pm
Fri: 9:00am-12:00pm, 3:30-6:00pm
Sat: 9:00am-12:00pm (one Saturday per month)

Additionally, you may be offered an out-of-hours appointment at a local Practice. Ask Reception about a HUB appointment.

Closed for training on Fridays, 1pm-2pm

Plus one afternoon per month (dates advertised in advance on our web site and in the surgery)

Chrisp Street Health Centre

Practice Information

100 Chrisp Street
London
E14 6PG

Switchboard: 020 7515 4860

Fax: 020 7515 3055

Our of Hours: 0300 033 5000

www.chrispstreet.org

Twitter: @ChrispStreet



Chrisp Street Health Centre likes to give you a personal doctor, which means, as far as possible patients receive care from their own doctor.

You are allocated to your personal doctor when you join the Practice. You cannot request a specific doctor, or a doctor on the basis of their gender or race.

You, your partner and any children will be registered with the same doctor.

You may express a preference for a particular clinician for certain procedures or examinations, or ask for a chaperone.

A separate information sheet about the personal doctor system is available from reception or our website.

Upon joining the Practice we will give you a copy of our Charter, detailing your rights and responsibilities

Chrisp Street Practice is a partnership not limited by guarantee.

Important Information:

- **Urgent Problems:** Tel: 020 7515 4860 before 11.00 a.m. The receptionist will take your contact number and information about why you are calling. This will be passed to the Urgent Care team of GPs and Nurses who will ring you back.
- **Home Visits for seriously ill patients:** Doctors do these after morning surgery. Please ring 020 7515 4860 before 11.00 am
- **When the Surgery is closed:** For urgent advice, call the out-of-hours service on 0300 033 5000 or NHS 111
- **E-Consults:** via www.chrispstreet.org for response by end of next working day
- **Repeat Prescriptions:** via internet, tear-off slip or in writing only. 48 hours notice is required; 72 hours if you order by internet or via a pharmacy.
- **Psychologist:** By appointment via GP referral
- **Six Week Baby Checks** by appointment with GP, 1.00-3.00pm, Thursdays
- **Health Visitor:** Drop-in Clinic, Mondays 9.30-11. Childrens Centre, 23-27 Market Way
- **Baby Clinic:** Six week check every Thursday by appointment
- **Antenatal Clinic:** Wednesdays by appointment with your doctor or local hospital midwife
- **Blood Tests:** Monday & Thursday by appointment
- **New Patient Health Checks:** Mon-Fri by appointment or utilise our Health POD.
- **Nurse Clinics:** Monday-Friday for asthma, family planning and sexual health, diabetes, vaccinations, dressings, smoking advice, lifestyle and dietary advice
- **24 hr Health Information/Advice:** Phone 111
- **Benefits/Debt Advice:** Tues a.m. by appointment
- **Patient Group:** Meets quarterly. Give details to Reception if you would like to attend
- **Walk-in-Centres:**

| | |
|--------------------|--------------------|
| St. Andrews | The Barkantine |
| 2 Hannaford Walk | 121 Westferry Road |
| London, E3 3FF | London, E14 8JH |
| Tel: 020 8980 1888 | Tel: 020 7791 8080 |

For more info about local primary care services contact:
 NHS Customer Care Centre
 NHS England, PO Box 16738, Redditch B97 9PT
 0300 311 22 33 – england.contactus@nhs.net

Last reviewed 8/12/17

| What I need: | Who to see: |
|---|---|
|  Weighing, Diets Find your ideal weight | •Asst. Practitioner •Nurse |
|  Help with Smoking and Alcohol | • Specialist Advisor Mon am |
|  Starting a Family? Advice before you get pregnant | • Nurse |
|  Cervical Smear Every three or five years | • Nurse |
|  Breast Checks Breast Exam | • Doctor |
|  Family Planning Morning After Pill | •Free from any Local Pharmacy |
|  Pregnancy Test Abortion advice available | •Pharmacist •Asst. Practitioner •Nurse |
|  Maternity Care | • Antenatal Clinic |
|  <ul style="list-style-type: none"> • Advice on baby and child care • Family Diet and Exercise • Childhood Immunisation • Baby checks and hearing tests | • Health Visitors 020 7515 6448 • Baby Clinic • Nurse |
|  Advice on: <ul style="list-style-type: none"> • Sexual Diseases • HIV/AIDS | •GP •Nurse •Barts Sexual health Centre 020 3465 6647 |

How to Register:

Call reception to make a Registration Appointment. Times throughout the week available. Or pre-register online at www.chrispstreet.org

Please bring with you:

- Recent proof of your address, e.g. a recent household bill or bank statement
- your NHS number or last medical card
- birth certificate and immunisations record for children

Tell reception if you do not have these documents.

| What I need: | Who to see: |
|--|--|
|  Repeat Prescriptions <i>Please let us know 48 hours before you need a repeat prescription.</i> | On-line or bring in the tear off slip from your last prescription |
|  If you think you need: <ul style="list-style-type: none"> • Home Help • Meals on Wheels • Welfare & Employment Advice • Mobility allowance • Travel passes • Disabled Driver sticker | •Social Services 020 7364 5000 •Citizens Advice 020 7247 1050 •Benefits Advice 020 7515 4860 |
|  Blood Pressure Check | •Asst. Practitioner •Nurse |
|  + - Results of test | Online, or call us Mon-Fri after 11.30 |
|  Travel Advice and Vaccinations | Limited service available See www.chrispstreet.org for alternative providers |
|  Dressings Removal of Stitches | •Nurse •Asst. Practitioner |
|  Suggestions or Complaints | • Practice Manager • Assistant Practice Manager |
|  Help with: <ul style="list-style-type: none"> - Anxiety - Sexual Problems - Worries - Bereavement - Depression | • Doctor • Nurse • Psychologist |
|  Local Pharmacy For prescriptions and self treatment | •85 Crisp Street, E14 (opposite us) •18-20 Vesey Path, E14 (Crisp St market) |

If you can't attend your appointment...

It is really important to inform us in advance so we can offer it to another patient. This helps us to keep the waiting time for appointments down.

If you have more than one problem to discuss or need an interpreter, advocate or chaperone...

Please ask the receptionist who will make you a longer appointment and arrange for an interpreter/chaperone to attend if required.

We have a zero tolerance policy to abusive behaviour.