

Your surgery team are:

• Doctors:

Dr Osman Bhatti (male)*
Dr Shamira Bhikha (female)*
Dr Leon Clark (male)*
Dr Jim Cole (male)
Dr Samipa Dasgupta (female)*
Dr Ben Hart (male)*
Dr Faz Khwaja (male)*
Dr Abdur Rahim (male)
Dr Alison Smailes (female)*
Dr Alex Sohal (female)
Dr Andrew Twist (male)*

• Practice Nurses:

Helen Snowden*, Tosan Neburagho
Manjit Dhansay, Tiina Lapinlampi

• Assistant Practitioners:

Debbie Ward, Ruma Choudhury

• Practice Manager: Simon Robinson

• **Health Visitors:** Greta Gurjar, Jheanell
Feanny, Tinah Bvumkumbwe

• Senior Receptionists:

Ripa Begum, Denise Wood

**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.

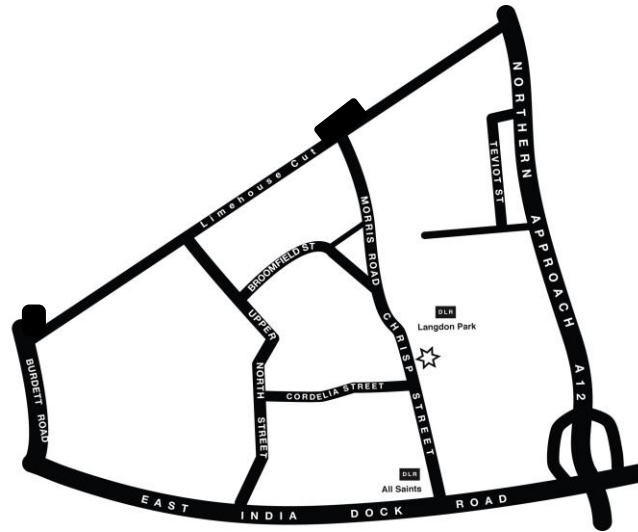
Personal information will be confidential to the NHS unless you have given permission in writing.

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, 6.30-7.30pm
Wed: 9:00am-12:00pm, 3:30-6:00pm
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 another local Practice after speaking to a clinician first.

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

T: 020 7515 4860
F: 020 7515 3055

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.

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:** The doctors do home visits after morning surgery. Please ring 020 7515 4860 before 11.00 am
- **What to do when the Surgery is closed:** If you need urgent advice, ring the out-of-hours service on 020 7377 7151 or NHS 111
- **Repeat Prescriptions:** via internet, tear-off slip or in writing only. 48 hours notice is required; 72 hours if you order by internet.
- **Psychologist:** By appointment via GP referral
- **Health Visitor:** Six week check by appointment 1.00-2.00pm, Thursdays; Drop-in clinic 2.00-3.00pm, Thursdays. Tel: 020 7515 6448
- **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, or Saturday am at Newby Place
- **New Patient Health Checks:** Monday to Friday by appointment. Late clinic Tuesday until 7pm.
- **Nurse Clinics:** Monday-Friday for asthma, family planning and sexual health, diabetes, vaccinations, dressings, smoking advice, lifestyle and dietary advice
- **24 hour Health Information & Advice:** Phone NHS 111
- **Benefits/Debt Advice:** Tues a.m. by appointment
- **Patient Group:** Meets quarterly 6-7pm. Give your details to Reception if you would like to join
- **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 Commissioning Board (London)
 Primary Care Commissioning Team
 2nd Floor, Southside, 105 Victoria Street, London SW1E 6QT
 020 7932 3700 - www.towerhamletsccg.nhs.uk

What I need:	Who to see:
 Weighing, Diets Find your ideal weight	•Asst. Practitioner •Nurse
 Help with Smoking and Alcohol	•Asst. Practitioner •Local Advisor
 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	•Nurse •Doctor •Pharmacist
 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:

Registration of new patients takes place at the practice on weekdays between 9.00am-6.30pm.

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

Ask at 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	Call reception Monday -Friday after 11.30am on 020 7515 4860
 Travel Advice and Vaccinations	•Nurse
 Dressings Removal of Stitches	•Nurse •Asst. Practitioner
 Suggestions or Complaints <i>Ask for Simon or Janet</i>	• Practice Manager • Assistant Practice Manager
 Help with: <ul style="list-style-type: none"> - Anxiety - Worries - Depression - Sexual Problems - Bereavement 	• 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 operate a zero tolerance policy to abusive behaviour.