

# What's New at Crisp Street?

## Update on GP boundaries

Many of you will be aware of Government proposals to remove GP boundaries, allowing patients to register at any practice of their choice. Crisp Street continues to be committed to providing a high standard of care to patients living in our practice area.

Like most other Tower Hamlets practices, we will not be adopting the open boundary policy and will continue to only register and keep patients on our list who live within our Practice Boundary. More information can be obtained from reception or our web site.

## DNA's (non-attenders)

During February, 253 appointments were missed which means we could have offered 15 extra surgeries. In March, it was even worse. 336 appointments were missed, so an extra 20 surgeries could have been offered. We have tried to tackle this problem by writing to people. Unfortunately in the current economic climate, we have no choice but to start removing people who continue to miss their appointments. We want to work in partnership with you, provide appointments for you and be accessible to you, but there is also a responsibility for you to attend appointments you make. If you do need to cancel, then to do this at least an hour before your appointment so it can be offered to someone else. Please make a note of your appointment time. Many calls we receive each day are patients checking what time our calls is. Writing down your appointment will also help keep our phone lines free.

## Staffing update

A new GP Partner, Dr. Leon Clark will be starting with us at the end of April.

Dr. Rebecca Rawesh gave birth to a healthy baby girl.

## Patient Participation Group

Our next meeting will be held at the Centre on 15<sup>th</sup> April 2014 between 6-7pm. Light refreshments will be provided.

## Crisp Street patients have their say.....

We held a lunch time meeting on 14<sup>th</sup> February 2014 to discuss the results of the online survey conducted last year (June – September 2013). A number of patients including members of the Patient Participation Group gave feedback on the new appointment system.

Everyone agreed that the results were good. They had seen a vast improvement in telephone answering. They also liked the fact that they could be assessed on the phone instead of attending the surgery or that they could be seen on the day if needed.



As part of the action plan 2014/15, we would like to see more patients contributing in our local surveys. You can find full details of the discussion in our annual report which is on our website or pick up a copy in the surgery. Thanks to everyone who gave up their time and contributed their thoughts and suggestions.

## Bank Holiday Closures

We will be closed on Good Friday and Easter Monday (18<sup>th</sup>-20<sup>th</sup> April 2014). We will also be closed May 5<sup>th</sup> and 26<sup>th</sup>. If you're not feeling too well and need urgent advice, ring the out-of-hours service on **020 7377 7151**.

You can also visit your local Walk-in Centre at the Barkantine **020 7791 8080** or St. Andrews **020 8980 1888**.

Remember.....don't just go to A&E

Also, remember to order your medication on time so that you have a sufficient amount whilst we are closed.