

What's New at Crisp Street?

Get ready for winter – time for your flu jab



It's already that time of year again. The flu jabs are in now stock and we have started immunising. Our nurse partner Helen Snowden highlights the importance of being vaccinated: "Don't wait for the cold weather to set in. If you're elderly, pregnant, a carer, or suffering from a long term condition, the flu jab can really help protect you this winter. If you're not in an NHS at-risk category, you can still pay for the flu jab at some local pharmacies".

You can book a flu jab online or by calling the Practice. Alternatively attend our Walk In Flu day from 9am to 12pm on Saturday 18th October.

In addition, the flu vaccine is being offered to children ages 2-4 as a nasal spray. Helen says "We only have a small number of vaccines at the moment so we are inviting children in stages. The vaccines are distributed nationally from a central point. We hope to have more in stock soon." Keep any eye on our web site for more information.

Patient Participation Group

Our next meeting will be held at the Centre on **Tuesday 14th October 2014 between 6-7pm.** We are always on the lookout for new members. Simply come along if you are interested.

Celebrating Customer Service



Four members of the team receive their certificates

We are delighted to report that six of our receptionists were recently awarded Level 2 NVQs in Customer Service. Cheryl, Lisa, Jan and Kim joined senior receptionists Denise and Ripa in studying for the qualification. Receptionist Cheryl is delighted with her award "It was daunting when we started as some of us haven't studied for a long time. But we soon got into the swing of it. It's benefited the team and improved the way we work with patients."

Other customer service celebrations:

Complaints about delays in answering the phone have reduced significantly over the last few months. We have been monitoring the switchboard several times a day. There is the odd blip, as well as busy times when the calls mount up, but we now have better systems in place for processing calls more promptly. We hope you've felt the difference.

100 newly registered patients were asked to complete a survey about joining Crisp Street. Nearly all respondents said their interactions with receptionists gave them a positive impression of the Practice, and there were high marks for professionalism. 4 out of 5 patients remembered information being given about our named doctor system and registering for online services. Great news for our team and our patients!

NHS Bowel Cancer Screening Test

The NHS screening test for bowel cancer is being offered in Tower Hamlets to all men and women between the ages of 60 and 74.

- Bowel cancer is the third most common cancer in the UK
- Screening aims to prevent bowel cancer by removing abnormal cells that could develop into cancer
- Screening can also find early cases of bowel cancer
- 9 out of every 10 people with **early stage** bowel cancer survive

Cancer lead Dr Dasgupta explains: "This campaign is fully endorsed by the doctors at Chrisp Street. Patients are sent a test kit through the post. It's easy to use - you simply take tiny stool samples when you go to the toilet at different times. Send the samples off in a sealed pre-paid envelope to an NHS laboratory and the results are sent by post about 2 weeks later. Most people receive a normal result and can be reassured that nothing unusual has been found".

Receptionist Sam is leading the campaign to ensure our patients are invited to take part and receive kits. "My role is to telephone patients" says Sam. "Many patients tell me they haven't received a kit or weren't sure how to use it. I can support patients by ordering a new kit for them and explaining what they need to do".

If you fall into the relevant age bracket and haven't received your kit or have lost it, please contact call **freephone 0800 707 6060**. You can also visit the NHS website:

www.cancerscreening.nhs.uk/bowel/

Wear It Pink Day

We are holding a "Wear It Pink" day in support of Breast Cancer research on Friday 24th October. Our premises and staff will be decked out in pink and we will be joined by local staff and volunteers who can talk to patients and explain what is involved. We hope to raise as much money as we can for this great cause. If you're passing the surgery, do stop by. Or if you have an appointment, feel free to help the cause by wearing pink!

Current Research at Chrisp Street: Human Papillomavirus (HPV) study

We are currently taking part in a research study for women who do not attend to have their cervical smear test and are at least 6 months overdue this test. The aim of the study is to offer these women the opportunity to perform a swab test themselves for human papilloma virus (HPV). HPV is a very common virus which in some cases can cause abnormal smears and occasionally cancer. If the test is positive patients are offered follow up investigation and treatment where necessary.

If you would like to take part in the study and have not attended for your smear test please discuss with a nurse or your GP. Alternatively you can book a smear test appointment with a nurse - we offer appointments throughout the plus some evenings and Saturday mornings.

Did you miss your appointment?

During August and September, 955 patients missed appointments. If people had cancelled their appointments in time, we could have offered over 25 extra surgeries every month! Please, always remember to cancel your appointment if you cannot attend.

And don't forget... Register for online access to book or cancel your next appointment, or order your meds, by PC or smartphone app!