

What's New at Crisp Street?

**This edition we say farewell to...
Dr Emily Farrow**



Sadly after 15 years, Dr Farrow is leaving us in August to do some studying. We hope Emily may return to do some occasional clinics but she will no longer have her own list of patients or do regular sessions at Crisp Street. Of her time at Crisp Street, Dr Farrow says "It has been a privilege to work with and look after all my patients and I will miss everyone enormously". We will certainly miss you Emily and thank you for your great contribution here.

... and Janet Pascoe



Janet with Patient Group member Mary

Our Assistant Manager Janet recently left us after 8 years. Janet has been promoted to a Practice Manager position at Gough Walk Surgery. We know many of our patients will miss Janet especially those on our Patient Group which she has nurtured for the past few years. We wish her well in her new post.

Meet our new GP – Dr Leon Clark



Many of you have now met Dr Leon Clark who joined us as a new GP Partner in May. Originally from Manchester, Dr Clark has worked as a GP in London for several years now and we are delighted to have him on board. Dr Clark says: "Crisp Street is a great practice with a strong local reputation. I'm beginning to settle in now, and enjoy meeting my patients. Every practice is different and I'm relishing the challenges of working of at Crisp Street".

Dr Clark has taken on many of our recently registered patients, as well as those patients previously with Dr Ninan and Dr Farrow.

Pregnancy Drop-in sessions

The Riverside Midwifery Team looks after Crisp Street patients. They now run weekly group sessions for mothers wanting to discuss their care before reaching 14 weeks of pregnancy. It's your opportunity to ask a midwife about diet, screening and symptoms. Ask at the desk or see our [web site](#) for details of times. All other information will be given at your booking appointment at the Royal London Hospital which you'll be sent.

The Riverside Team can be contacted on 020 7791 8235.

Neighbours in Poplar

Local organisation [Neighbours in Poplar](http://www.neighboursinpoplar.org.uk/) (NIP) is 45 in October. Its first ever event was a Christmas Party in 1969 for some of the older, more isolated members of the community. Since then it's grown but never strayed far from its roots. Together staff and volunteers run "hub" days at several local community centres, and organise numerous events including tea dances, "cook and eat" sessions, short breaks away and armchair yoga. They also offer free counselling services and benefits advice. To find out more call 020 7987 0257 and leave a clear message. Alternatively, visit <http://www.neighboursinpoplar.org.uk/> or ask your GP for a referral. In the meantime Happy Birthday NIP – keep up the great work!

Reducing unplanned hospital admissions

The NHS has introduced a new service for people who are more at risk of an unplanned hospital admission in an emergency situation who may benefit from more tailored, active support from us. We have invited over 200 patients to be involved in this service which includes personal care planning aimed at improving health and wellbeing, as well as reduce the risks of an unplanned hospital admission. As part of the initiative we have also been asked to write to all our patients over 75 years with the name of their regular GP. At Chrisp Street we allocate every patient with a named doctor who you should be see where possible for your routine care. If you are unsure who this is, please ask the receptionist next time you call.

Patient Participation Group

Our next meeting will be held at the Centre on Tues 14th October between 6-7pm. We are keen to get the views of younger patients about the running of the practice. Please let Reception know if you would like to help.

GP Funding

Thanks to all our patients who supported ourselves and other local practices in the recent protests about changes to GP funding. GP Dr Khwaja addressed our recent Patient Group meeting and explained "Some local practices are at risk of closure because of the changes. Although Chrisp Street is not as badly affected as others, we have lost significant funding so are being cautious by not replacing some vacant positions. We also don't want to see local practices close – that scenario won't be in anyone's interests."

If this is an area of interest to you, you may wish to sign the local petition online: <https://you.38degrees.org.uk/petitions/save-inner-city-gp-surgeries> Details in the Save Our Surgeries section of our [web site](#).

Did you miss your appointment?

During June, **528** appointments were missed. If people had cancelled their appointments we we could have offered **nearly 30 extra surgeries!** Thank you to those who did call in to cancel. But remember, we cannot usually fill the appointment at short notice so please give at least an hour's notice. Otherwise you are marked as having missed your appointment. We also are unable to see patients who are more than 10 minutes late and our computer system will automatically code your records as a DNA (did not 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!

Closures

We will be closed on the afternoon of Tuesday 12th August for training. In addition, we are closed on Bank Holiday Monday 25th August. If you're not feeling too well and need urgent advice, ring the out-of-hours service on 020 7377 7151. And remember to order your medication on time so you aren't left without.