

What's New at Crisp Street?

Appointments System Update

We recently expanded our Telephone Triage service, enabling more patients to call in the morning and get assessed by phone. This busy service is run by a GP and senior nurse and is working well. On average patients are being called within 20 minutes. Of course, not all calls result in an appointment being made – many of your queries are about medication, referrals or can be answered with simple phone advice. So triaging calls really helps us run efficiently.

Of course, many of you like to plan your visit to the GP, so we still offer appointments you can book in advance; though there is now a slightly longer wait. We want to see as many of you as we can, as quickly as you need, but like other public services we are facing many challenges: increased demand from patients, large numbers of patients who don't attend and reductions in our funding. So we are trying to achieve a good balance between on-the-day assessments and advance appointments. We are keen to get back your feedback about recent changes: www.chrispstreet.org/survey

Evening & Saturday Surgeries

Following cuts in our funding, we have sadly had to reduce the amount of late evening and Saturday surgeries we offer. From 1st June, we will provide a GP and Nurse appointments until 7.30pm on Tuesdays and Thursday evenings. In addition we will offer one Saturday morning per month. Dates are advertised in advance on our web site. Please note that after 6.30pm and on Saturdays we are open for appointments only – our phone lines are closed and we are not able to give out prescriptions unless prior agreement has been made with your GP.

Patient Participation Group

Our next meeting is on 16th July 2013 at 6-7pm.

Staying Healthy during Ramadan

It's important that you look after yourselves during Ramadan especially if you are diabetic. Two advice sessions will be held at the Diabetes Care Centre, 2nd floor, Mile End Hospital, Bancroft Rd, London E1 4DG. An English session will be held on Friday June 7th 2013 and a Bengali session on Monday June 17th 2013 at 2.00pm – 4.00pm. Call Rumena or Lawrence on 020 8223 8609 or 020 8223 8744 for more details.

Patient Access

You can book your appointments online. You can request your repeat prescriptions online. HOW? If you are over 18 years then:

- Register at reception with photo ID to receive your unique password
- Visit www.chrispstreet.org and follow the directions on the home page
- Download Patient Access for Android or IOS Smartphones

Alcohol Advice Session

Need advice about your alcohol intake or have questions or concerns? Why not book an appointment to see the Alcohol Nurse, Fadz Laoshe. She is here every Wednesday between 2.00pm and 3.30pm every week. Speak to one of our doctors or nurses, or book an appointment directly at the reception desk.

MMR Catch-up clinic

The outbreak of measles is serious and is affecting your children. Now is the time to protect them. We will be holding an after school walk-in clinic for children between the ages of 10 – 16 years old who have not been fully vaccinated. Please come along on Thursday June 6th at 4.00pm-5.30 pm. There is no need to make an appointment.