

What's New at Crisp Street?

Farewell Debbie North

One of our long serving members of staff is moving onto pastures new to further her career.

Debbie joined the Practice in 1988 as a receptionist. She went on to become a Health Visitor Coordinator/Phlebotomist.

She has been a very valuable member of both teams and will be greatly missed. Please join us in wishing her all the best for the future.

Good luck Debs.



When is a good time to phone?

Sometimes, it can be quite annoying when you can't get through on the phone. So many people forget the date and time of their appointments or they no longer require their appointment. We all know how that feels when we can't get through so here are a few tips:

1. Write down your appointment times or save the text message that we send you when you make an appointment.
2. Instead of phoning reception to cancel your appointment, use the cancellation line if you don't need your appointment anymore. (dial our number and press option 1)
3. If you need your test results.....give us a call after 11.30 am when it's not so busy.

These are some of the ways that will help to free up the phone lines.

Happy Easter Folks

We will be closed on Good Friday and Easter Monday (March 29th – April 1st). 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.

Booking Appointments

We recently collected patient opinions about our appointment system. Many of you suggested you would prefer to book your appointments on the day.

We are going to try something new for the 1st two weeks in April so you will notice a change in the way that we offer appointments.

As before you may book in advance, but if you wish to be seen on the day we will ask a clinician to speak to you first, who will then book the appointment for you that's best.

National No Smoking Day Wednesday March 13th 2013

We offer several ways to help you quit smoking, including advisors at the Practice and in the community. If you have tried unsuccessfully to stop in the past, we can refer you for specialist help at the Royal London Hospital. Ask Debbie or Ruma for more information.

Patient Participation Group

Our next meeting will be held at the Centre on 16 April 2013 between 6-7pm.