

# What's New at Crisp Street?

## Impact of Funding Cuts on Our Services

Despite high satisfaction shown in our Friends & Family test (see opposite), we know from telephone feedback that a number of you are asking why it is taking longer to get a routine appointment with your own doctor.

We wanted to let you know that our funding was reduced last year and to ensure the Practice's long term future we did not replace a doctor who left and no longer have an Assistant Manager. **These were difficult choices for us - ultimately less doctors means a longer wait for you to be seen.** We cannot stop registering patients because our Practice funding will reduce even further.

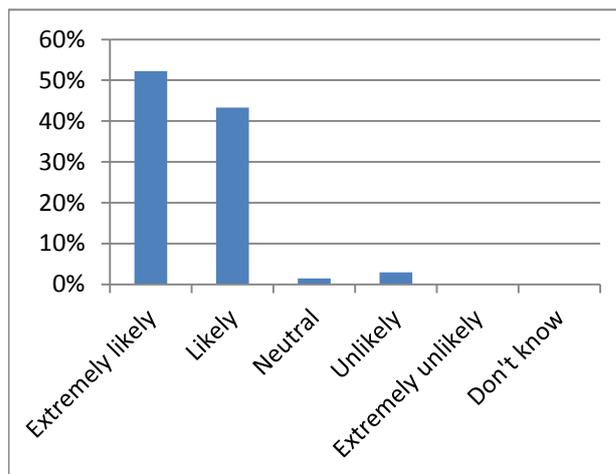
In these difficult times, do remember that we have very good on-the-day Triage service which enables everyone asking for a same day appointment the opportunity to speak to a clinician by phone. You can help us by making every effort to keep your appointment (or cancel it if you don't need it) as missed appointments cost us 2 or 3 surgeries a week, adding to the wait time. We also offer a limited number of call backs from your own GP every day. Ring from 8.30 to get on the list. If you are concerned about GP funding cuts please visit our web site and sign the [online petition](#).

## Online Access

Online EMIS Access is available 24 hours a day. You can use it to book routine appointments with your own GP and order your repeat prescriptions online. You are also able to view parts of your medical record including medications and allergies. Currently we only offer these services to those aged 18 or over. To get access, bring some photo ID to the desk and the receptionists will issue you with a password. You can visit EMIS Access from our [website](#) or by downloading the app.

## Friends & Family Test

In December, the Friends & Family Test survey was introduced to all GP Practices after success in the hospital setting. Patients are asked on the basis of their experience, how likely they are to recommend us to their Friends and Family. Results so far:



**So overall 95% of you would recommend us which we're very happy about. Thank you.**

We have also undertaken our own satisfaction survey on various aspects of the practice. Results are listed below:

Phone answering - 78% satisfied 🍑

Customer Care - 87% satisfied 🍑🍑

Online services – 67% satisfied

Same day care (Triage) – 85% 🍑🍑

Having named GP – 87% 🍑🍑

Getting to see your own GP – 69%

Our nurses – 84% 🍑🍑

Waiting time for an appointment – 75% 🍑

Registration experience – 93% 🍑🍑🍑

Facilities – 83% 🍑🍑

Other services – 77% 🍑

Thanks for the many comments you left, most of which have been very positive and encouraging. Some of you feel our patient loos become untidy throughout the day so we've put a rota in place for checking them at lunchtime.

## Chrisp Street in the Community

One of the aims in our Patient Participation Report is to improve health promotion in the Community. Recently staff were involved in two events led by the Poplar and Limehouse Health Network. Dr Clark, Dr Hart and lead nurse Helen were recently interviewed for a video how to manage common illnesses. The film was commissioned and filmed by the Network, and we hope to have it on our web site soon.

Dr Clark also co-presented an education session for members of Poplar Central Mosque on East India Dock Road. The presentation covered how to manage minor illnesses and how to reduce the risks of developing heart disease. If you have any thoughts or suggestions for local health education session for any section of the local community in the coming year then please contact Simon at the surgery who can put you in touch with Dr Clark.



## Running late?

Please be on time for your appointment. We now have signs explaining that we will not see patients who arrive on the computer more than 10 minutes late. So if you are stuck in the queue, please use our automated check in – it's easy and you just need to put in your date of birth. The only time it doesn't work is if you are too early or if you are already over 10 minutes late for your appointment. Whilst we try to run our surgeries on time, some patients' problems require longer than 10 minutes, so this can lead to you being in the waiting room longer than you would like. We know it can be frustrating but it is unavoidable, and we ask that you are kind to our receptionists as this matter is beyond their control.

## Patient Participation Group

Our next patient group meetings are Tuesday 24 March 2015 and Tuesday 14 July and from 6-7pm. Ask Simon for more information. New joiners always welcome.

## Young People's Project - Shisha

Shisha consumption and the number of illegal establishments springing up in Tower Hamlets is growing at a rapid rate. Tower Hamlets Healthwatch Youth Panel are concerned that whilst Shisha may seem fun, there is not enough factual information available for people to be able to make an informed choice on whether or not to smoke Shisha and what affect it's having on their bodies. For example:

**Shisha can cause breathing problems, coughs and chest infections and heart disease**

**There is nothing to filter out the toxic chemicals which can cause cancer**

**Inhaling tobacco based shisha is like smoking cigarettes**

**Herbal shisha is just as harmful as regular shisha – the herbal and fruit flavours mask the cancer causing chemicals**

**If pipes aren't cleaned regularly, chemicals can build up leading to infections like cold sores**

**There is no protection for consumers**

For help stopping Shisha and other forms of tobacco ring 020 7882 8230

You can also watch the Youth Panel's video at <http://www.youtube.com/watch?v=2J0zEsBUOKY>

The Youth Project are undertaking projects involving young people with mental health or diabetes. If you are interested in helping, please get in touch with Shamsur Choudhury on 020 8223 8922 or visit [Healthwatch's site](#).

## Research

**Are you interested in being involved in NHS Research?** As an active research practice we work closely with our local research network which is looking for members of the public to help local research teams. [Details are attached](#). Please speak to Rachael Fernandes on 020 7882 7329 **AFTER 13<sup>th</sup> APRIL** if you'd like to help, or email her on [r.fernandes@qmul.ac.uk](mailto:r.fernandes@qmul.ac.uk)

## New Walking Group

Enjoy the benefits of fresh air, exercise and some company. Our new [walking group](#) starts Monday 13 April at 11am until midday from the surgery entrance. Patient group member Lillian is leading this new initiative.

**Don't forget we are closed on 3, 4, 5 & 6 April for Easter plus May 4 & 25 Bank Holidays**