

## The latest updates from Chrisp Street Health Centre

### Flu reminder: there are flu appointments available every day at our Centre

“Seasonal influenza (flu) is an unpredictable but recurring pressure that the NHS faces every winter. Vaccination offers the best protection”, *Public Health England, November 2015.*



The flu jab is **FREE** for all our at risk group patients:

- Over 65
- 2, 3 & 4 year olds (nasal spray)
- Pregnant women
- Main carers for elderly or disabled people
- Health care and social care professionals directly involved in patient care
- People with weakened immune systems
- People who live in a residential or nursing home
- People with long term health conditions.

Several cases of swine flu in our area have been recently reported. So, book your appointment **NOW** to avoid any risks of flu complications: [www.chrispstreet.org](http://www.chrispstreet.org); Tel: 020 7515 4860.

### Interesting facts about the flu vaccine

“It’s not only people in at risk groups who should have the flu vaccination. If your daily life or your job involves being in contact with people who are in an at risk group, then having the vaccination will not only protect you, but also those around you”, *Health Education England, November 2015.*

#### Benefits of the flu vaccination:

- Reduces the risk of getting the flu
- Protects against other potentially serious health conditions
- Reduces the risk of flu-related deaths among the elderly - the elderly and individuals with chronic medical conditions who get vaccinated are 80% less likely to die from flu
- Protects against more than one strain of flu virus
- Reduces the possibility of pregnancy complications.

**Remember that the vaccine does not give you the flu, and do not assume that you are protected against flu just because you had the flu vaccine last year!**

### Did you know?

#### Chrisp Street online services

Chrisp Street patients over the age of 18 can now access healthcare services 24 hours a day, 365 days a year. In order to use this service you need to request in person from our Reception staff your unique login details for setting up an account [online](#). **Remember to bring in a form of photo ID so that we may issue you with your log in details. Please note that we do not issue passwords over the phone.** If you require any further information, please ask at the reception desk, or call our main line number: **020 7515 4860**.

#### What can you do online?

- Book appointments for our GPs and Practice Nurses
- Request repeat medications – our turnaround time is 48 hours, so please allow two working days for your order to be processed



#### Pharmacy First

Pharmacy first is a scheme which offers Tower Hamlets residents access to health advice and treatment from their local pharmacy. All Tower Hamlets pharmacies are participating in the scheme. Under the scheme you can talk to your pharmacist in confidence about your concerns,

- By April 2016 you will be able to view current aspects from your medical care report.

**Remember that appointments for independent medical examinations and appointments for our phlebotomy (blood test) service can only be booked through our reception desk.**

### Appointments system – useful information:

- We operate an appointments system for morning and evening surgeries, and some late evening and Saturday appointments every month
- Pre-booked appointments with a doctor of your choice can be made up to 4 weeks in advance
- Routine appointments are for ten minutes for one person only
- If you think you need a longer appointment, ask the receptionist to book you a **double** appointment
- If you need someone to translate, ask the receptionist to book you an advocate (we require a week's notice for this service)
- If you have a long term condition like asthma or diabetes, we will ask to see you regularly
- If you require a general check-up, you can see one of our Practice Nurses or Assistant Practitioners
- If you feel you need a Chaperone (additional person to be with you during intimate examinations) you can request one at any time.

### Repeat prescriptions

Due to safety issues and to prevent mistakes we **do not accept** requests for repeat medications by phone. However, you can do that **online**, or in writing at our reception desk. If you require urgent medication, first seek advice from your regular pharmacy which may be able to offer limited supply. If you use a pharmacy regularly, ask them to register you for **EPS2 (Electronic Prescription Services)** which means that your prescription will be sent to the pharmacy automatically.

### Triage Clinic = Urgent Care

**Please note that from 1 January 2016 our Triage Clinic (On the Day Service) will be called Urgent Care Clinic.** If you wish to be seen on the day we will ask a clinician to speak to you first, before any further actions can be taken. Remember that you have to phone in the morning before **11.00am** for advice from our Urgent Care Clinic.

### Useful tips:

- The earlier you call the better
- Wait for the call back from either your usual GP or staff from our Urgent Care Clinic
- Provide as much information as possible as this will help our clinicians to assess your health issues more efficiently
- Follow the advice given by the doctor or nurse
- Accept the first available appointment slot to see a clinician about your health problems.

without having to make an appointment. Pharmacists are experts in medicines, how they work and what conditions they treat. They can offer advice on minor ailments and decide whether you need to see a doctor. Minor conditions covered by the scheme include: athlete's foot, back pain, allergic conjunctivitis, infective conjunctivitis, constipation, contact dermatitis, coughs, diarrhoea, fever, hay fever, head lice, indigestion/ heartburn, insect bites and stings, mouth ulcers, soft tissue injury, sore throat, teething, and vaginal thrush.

### Taking part in the scheme – benefits

- Visit our Practice and get a Pharmacy First registration voucher (you will only need to do this the first time you use the scheme)
- Take this voucher to your local pharmacy and you will be registered there for advice and treatment whenever needed
- You don't need an appointment to see your pharmacist – advice provided by the pharmacist is confidential.
- If you do not pay a prescription charge, pharmacists will be able to provide you with medicine for minor conditions for free. If you are not exempt from prescription charges, you will pay the normal fee to the pharmacist, or buy the medicine if it is cheaper
- You can register other family members along with yourself.

## Patient Self-Service – Health Check Monitor (Pod)

To give you more quality face-to-face time with your doctor, we have invested in an innovative technology called the **Health Check Monitor (Pod)**. This newly installed equipment is designed to give you greater control and flexibility over your health, as well as allowing our nurses and doctors to utilise their time more efficiently.

The Health Pod is a secure computer system which accurately records key data, sending it directly into your medical record. This means that you can monitor your health without having to wait for an appointment. For example, if we ask you to come in for a Blood Pressure (BP) check, or if you want a BP check for your reference, or to get your contraception pill repeat, you can use the Health Pod. Ask our Reception staff for help if you need it.

### Functions of the Health Pod:

- Measures weight and height
- Automatically calculates Body Mass Index (BMI)
- Takes blood pressure and measures pulse
- Prints results onto a ticket for patient's reference
- Your GP is alerted about any high readings automatically.

### How does it work?

Using the Health Pod is very simple. A touchscreen computer will guide you through the process. Enter your name and date of birth and follow the step-by-step instructions! This is the typical process you will go through prior to your GP appointment:

- Enter your name and date of birth
- Select '**Standard Checks**'
- Follow the onscreen instructions
- After you complete the session your results will be automatically saved on your patient records.

## Do not be a DNA – Did Not Attend

Hundreds of appointments are missed each month in our practice. Please remember to **cancel** your appointment if you don't need it. If everyone who couldn't attend their appointment cancelled it, we could offer around 20 extra clinics each month. Therefore, the lower the number of DNAs registered in our system, the quicker you will be seen by your doctor the next time you require an appointment.

A big **"Thank You"** to those who do call in to cancel. However, if you don't give us at least an hour's notice you will be marked as having not attended, because it is unlikely that we can find anyone else to fill the appointment slot at a short notice. Please note that we are also unable to see patients who are more than 10 minutes late, as our system will automatically code you as having missed your appointment.

### Useful tips:

- Dial **020 7515 4860** at least one hour before your appointment and cancel by pressing **"1" on your phone** as soon as you get through
- Leave us with an up-to-date mobile number so you can receive a text message reminder from us each time you book an appointment
- Write your appointment down when you book it and keep it somewhere safe
- Upon arrival at the Centre, you can use our check in screen in instead of waiting in a queue to report your presence at the reception (if you are 10 minutes late you risk to be registered as a DNA)
- Register for our **on-line services** where you can book and cancel your appointments over the internet or by smart phone app, as well as order your repeat prescriptions.

## General Health Check



### Why do I need an NHS Health Check?

Everyone has a chance of developing heart disease, stroke, kidney disease or type 2 diabetes. NHS Health Check will help you and your GP or health professional to identify your risk earlier. You'll then be given advice on what action you can take to lower your risk and improve your chances of a healthier life, such as changes to your diet or drinking habits.

### How do I get an NHS Health Check?

If you're aged between 40 and 74 and haven't already been diagnosed with heart disease, diabetes, kidney disease, or had a stroke, you will be invited for your check or can book an appointment at the Health Centre. If you're concerned about your health, don't wait until your NHS Health Check to do something about it. Go to your GP as you would normally.

## Other services provided by Chrisp Street Health Centre

- For women over 25 we offer a cervical smear every 3 years, so if you get an invite please do not ignore it. Ask one of our nurses for more information or visit [www.nhs.uk](http://www.nhs.uk)
- If you are worried about debt, housing, immigration or benefits, ask to see our Advisor Noorie who works at Chrisp Street Health Centre every Tuesday
- If you are worried about alcohol, a specialist nurse attends our Practice on Wednesdays
- If you want to give up smoking, ask to see Debbie or Ruma, or Abdul, the Bangladeshi Tobacco Advisor, who works at our Centre on Mondays
- If you're going on holiday, check with the practice nurses a few weeks before you travel to see if you need any immunisations.

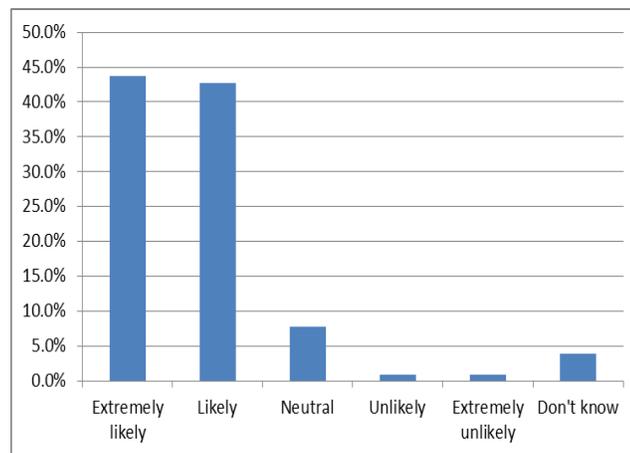


## The Friends & Family Test

**“Considering your experience with our Practice, how likely are you to recommend our GP service to friends and family if they needed similar care?”**

The latest results from our **Friends & Family Test** show that we continue to improve our services and maintain high satisfaction levels among all our patient groups! A big **“Thank You”** to all staff from Chrisp Street Health Centre for this great achievement. Here are some of the comments that we regularly receive from our patients:

- *“The services and the treatment I receive here are very efficient. Doctors and nurses are quite good and the atmosphere is superb too! Doctors and staff – very helpful.”*
- *“The reception service is extremely helpful and polite.”*
- *“I have recently had a baby and the midwife service at the surgery was fantastic.”*
- *“Chrisp Street Surgery according to me is the best. Communication with doctors and nurses is very efficient.”*



## Appointment Times

Monday – 8:30am-6:30pm  
 Tuesday – 8:30am-7:30pm\*  
 Wednesday – 8:30am-6:30pm  
 Thursday – 8:30am-7:30pm\*  
 Friday – 8:30am-6:30pm  
 Saturday – 9:00am-12:00pm\*



- Switchboard: Monday to Friday – 8:30am-6:30pm
- We are Closed Fridays 1-2pm
- \*Selected weeks – ask at reception.

## Closures this Winter



Please note that Chrisp Street Health Centre is closed for services on the following dates: 25-28 December 2015 and 1 January 2016! Thank you.

Follow us on Twitter: [@ChrispStreet](https://twitter.com/ChrispStreet)