

# What's New at Crisp Street?

## Online Bookings

Are you over 18? Want to book or cancel your appointments on line? Or order your repeat medications? We are launching our **ABC** campaign this month:

**A** - Appointment

**B** - Booking

**C** - Computer

Simply bring photo ID to the desk and we will get you up and running; then log into our website **www.chrispstreet.org** for quick access. Easy as ABC! And watch this space... booking from your mobile is coming soon.

## Services for Younger People

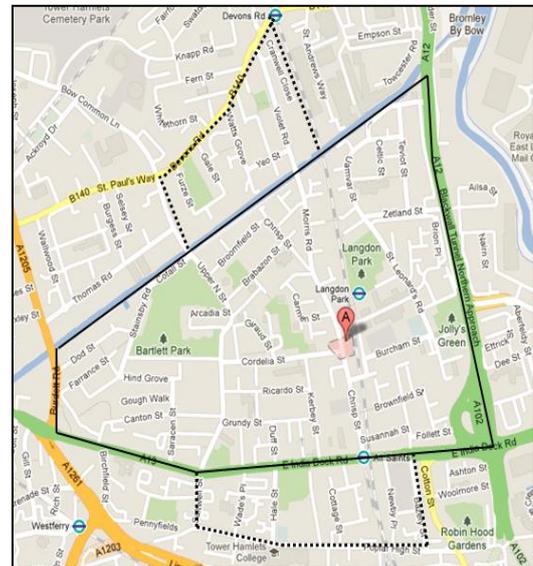
Younger patients are always welcome at our health centre. We know some of you have questions about the sorts of services we offer, so we have prepared a leaflet with details. Ask for a copy at the desk or download it from **www.chrispstreet.org**. If you have ideas of other improvements we can make, have a chat with Janet Pascoe, our deputy manager.

## Cancellations

The NHS is facing a challenging year. Please remember to help us by making a note of your appointment time and cancelling it if you don't need it. We are currently losing 20 appointments a day because people don't attend or cancel; that's an extra GP clinic every single day of the year – think of the difference that could make.

Try to ring us at least an hour before your appointment so we can offer it to someone else.

Dial 020 7515 4860 and press 1, or register for on-line services and cancel over the internet. **Remember, someone else may need your appointment.**



## Practice Boundary Changes

The NHS has asked us to create an Inner and Outer Practice Boundary – see map above. We agreed this with our Patient Group. We register new patients who live in the Inner Boundary (solid line). If you move into the Outer Boundary (within dotted lines) we can now keep you on our list. Ask our reception team if you have any questions – or check on our much larger map at the desk.

## Patient Participation Group

2013 meetings will be held at the Centre on 15 Jan, 16 April, 16 July and 15 Oct between 6-7pm. Contact Janet Pascoe, if you are interested in coming along.

## Norovirus Alert!

Norovirus, the winter vomiting bug, affects people of all ages. It's very infectious, so please telephone us for advice, rather than coming in to Practice where the virus gets easily spread amongst patients and staff.