

Additional Information

CHAPERONES

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is always being followed with the dignity and safety of everyone being of paramount importance.

Any patient is entitled to have a chaperone present for examinations of procedures where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, e.g. a member of staff.

Where possible we ask you to make this request when you book your appointment, so that arrangements can be made, and your appointment is not delayed in any way. Where this is not possible, we will try to provide a chaperone, however occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain procedures.

If you would like a copy of our Chaperone Policy or have any questions or comments regarding this matter, please contact the Practice Manager or Senior Receptionists.

ADVOYAC AND INTERPRETERS

If you have language difficulties, we will try to book an interpreter for you. The service is offered by Barts Health NHS Trust who provide regular translators who come to the Practice. However, these appointments cannot be arranged at short notice, so if you need to be seen urgently please try to bring somebody with you. In an emergency we are able to use telephone translation. **If you have language problems, we request that you always ask for a double appointment.**

MULTIPLE PROBLEMS

Remember an appointment only lasts 10 minutes. If you have several problems you wish to discuss in one consultation, please request a double appointment. This will ensure the doctor has enough time to deal with all your problems.

CLINICS RUNNING LATE

From time to time our clinics do run late. We always try to avoid running late but patients on the day can present with complex problems, or emergencies, that take a while to sort out. Please be patient when this happens. Ask the receptionist if you have concerns about the delay or check our notice (beneath the TV) for updates.

YOU CAN...

- **Consult us online** – submit your online consultation via our web site www.chrispstreet.org and it will be dealt with the next working day.
- **Pre-book a telephone appointment with your own doctor** – for example to discuss results, ongoing problems or conditions and medication problems. Your GP has 4 slots per clinic that may be booked by phone or online.
- **Book a local HUB appointment** with a GP, Nurse or Pharmacist at evenings or weekends at one of the other local participating Practices in Tower Hamlets.
- **Obtain Urgent Care** with telephone advice from a doctor or nurse about urgent concerns. **Please call before 11am** as we may ask you to come in.
- **Go online** to book and cancel your appointments, order repeat medication, view your medical records, check your test results. Just download the NHS App: www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/.
- **Nominate a pharmacy** where your prescriptions can be sent online (you can collect them at a time convenient for you). Just speak to our Reception team for more information (**Tel. 0207 515 4860**).