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New Patient Registration

To all New Patients

Please take the time to read the important information below in relation to registering as a new patient at Ravenswood Medical Practice.

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure as follows:-

To register at Ravenswood Medical Practice you will firstly need to complete a registration form and new patient questionnaire. Once both forms are completed please hand to the receptionist who will commence the registration.

At the time of registration the Practice requires you to provide 2 forms of identification (one form of photo ID and one proof of address) along with a list of all current medications.

The registration process takes 72 hours to complete, but may be rejected if the correct paperwork is not provided.

Whilst the new patient registration is in process we would ask that all patients must ensure that they have adequate medication (14 days) from their previous GP practice.

All patients who are on current medications MUST make an appointment for a New Patient Health Check with one of our Healthcare Assistants which may include a blood test. This appointment can be made at the time of registration at the Practice.

Please be aware that when a new patient requests a GP appointment for medication the GP will have expected the patient to have attended for a New Patient Health Check.

New Patient Questionnaire

The practice sends SMS text messages to provide information to patients.
If you do NOT wish to receive text messages from the practice please tick this box
If you do NOT wish to receive emails from the practice please tick this box

Title: Mr Mrs Miss Ms Other:
Name: **Home Phone:**
Address: **Mobile Phone:**
..... **Work phone :**
Post Code:..... **DOB:**/...../.....
Email:

Common Law Suit:
Married Single Divorced Separated Cohabiting Widow/Widower

Ethnicity: (Circle or specify)
White British White Irish White and Black Caribbean
White Black African White and Asian Indian
Pakistani Bangladeshi African
Caribbean Chinese
White Other Any Other.....

Can you speak English? YES/NO If no, what is your main language?

Are you housebound? YES/NO

Are you a family carer? (If you spend time looking after a relative, child, partner or friend who is frail, ill or has a disability, then YOU are a family carer) If YES, who do you care for?

Are you cared for? If YES, who cares for you? (please circle or specify relationship)
Family carer Paid carer

Current Medication: Please provide a printed list of all current medications.

You will need to book an appointment for a New Patient Health Check with a Healthcare Assistant before a prescription can be issued by the GP

Do you have any current medical condition? YES/NO
(If yes, please specify)

Do you have a family history of Chronic Diseases/illnesses? YES/NO
(If yes, please specify)

Please give details of your past medical history

Do you have any drug allergies? YES/NO (If yes, please specify).....

Do you have any food allergies? YES/NO (If yes, please specify).....

Do you have any allergic reactions? YES/NO (If yes, please specify)

Height:.....

Weight:.....

Exercise: (Circle One)

Physically impossible
Enjoy moderate exercise

Avoids Trivial Exercise
Enjoy Heavy Exercise

Enjoys Light Exercise
Competitive Athlete

Do you have a disability? (Circle applicable)

Wheelchair Walking Aid Registered Blind Impaired vision
Hearing Aid Registered Deaf Hearing loss Unable to read Unable to write

Smoking Status: (Circle One)

Never smoked tobacco
Smoker

Ex-Smoker When did you stop smoking?
How many cigarettes/oz tobacco/ cigars a day?.....

Next of Kin Details:

Full name of N.O.K: Relationship to N.O.K:

Address:..... Mobile:.....

..... Home Tel:

Postcode: Email:

Alcohol Status:

Standard Drinks/Units:

Pint of Beer / Lager / Cider = 2 Units Alco pop or Can of Larger = 1.5
Units Glass of Wine (175ml) = 2 Units Single measure of spirits = 1
Unit Bottle of Wine = 9 Units

How often do you have a drink containing alcohol? (Circle One)

N/A Never Monthly or Less 2-4 times a month 2-3 times a week 4 or more times a week

How many standard alcoholic drinks do you have on a typical day when you are drinking (Circle one) N/A

1 or 2 3 or 4 5 or 6 7 to 9 10 or more

How often do you have 6 or more standard drinks on one occasion? (Circle one)

N/A Never Less than Monthly Monthly Weekly Daily or almost daily

If you wish to register for our online services please fill in your details below:

Patient Name: **Date of Birth:**/...../.....

- I confirm I am the above named person.
- I understand this service must be used responsibly and if used inappropriately the practice can remove my log-in details, stopping my access to the service.
- I have been advised to keep my information confidential and not share my log-in and password details with others.

Signed: **Date:**/...../.....

Please allow a minimum of 72 hours before returning to the surgery to collect your log-in details and password. You will NOT be able to access online services without this

ONLINE SERVICES ARE CURRENTLY ONLY AVAILABLE TO PATIENTS 16 YEARS AND OVER

OFFICE USE ONLY

NPHQ COMPLETE EDMS CONSENT PRACTICE INFO PACK GIVEN TO PT

NPHC ADVISED DATE IF BOOKED/...../.....

NAMED GP/DATA SHARING 2 FORMS OF ID SEEN

Staff Signature: **Date:**/...../.....

****Important changes about our appointment system****

Patient First Appointment System

- I would like to explain some changes we are making in our Patient First appointment system.
- Since the introduction of this system, there has been a big improvement in the availability of appointments for our patients. However, there are some more changes that can be made to the system that we think will improve the service for our patients, but which will also make the service more manageable for our clinicians.
- As you are probably aware, the demand for GP appointments keeps increasing in the United Kingdom year on year with no increase in the number of general practitioners to cope with this extra workload. This is the main reason why the traditional appointment system, where patients could book ahead, became untenable.
- The new system does allow us to see people quickly when they most need to be seen, but there are some days when the demand for appointments exceeds our ability to provide all those that are needed. **We will, therefore, be introducing a cap on the number of contacts each clinician can take during a day because we have found that taking more than this level is unsafe both for patients and, in the long run, unsustainable for the clinicians.**
- It is, therefore, possible that if you telephone on a particular day you may be asked to phone back on another day if our capacity for that day has been reached. If your problem is of an urgent nature we will, of course, accommodate you as normal.
- To increase your chances of being seen on a particular day, it is recommended that you phone in the morning as we are then much more likely to be able to see you that day. The point at which our capacity to accept routine phone calls will vary according to the particular demand on that day and also the number of clinicians that we have available.
- Inevitably, on some days, some doctors' capacity will be reached before other doctors' and if you particularly want to speak to a specific doctor you may be asked to phone back the next day that that doctor is available. It is better and more efficient if you try to discuss matters with the doctor who is looking after you, rather than speaking to another, unless it is urgent.
- We are working hard to improve the speed at which we telephone people back however you are more likely to be called back quickly if your problem seems to be urgent or important and it is, therefore, helpful if you can give the receptionist an outline of what the problem is when you telephone
- If, for instance, you are phoning about a result or a review of your medication, it is more likely that the clinician will call you back later in the day when all the urgent telephone calls have been dealt with.

Some tips for making our service more efficient:

- We get a fairly large number of calls from patients enquiring about test results that have been requested by hospital specialists. The results of these tests always go back to the person who ordered the test, i.e. the hospital specialist, and they do not come to us as a matter of routine. Therefore, if you have a query about a hospital test, e.g. scan or x-ray, you should telephone the hospital consultant's secretary in the first instance.
- If you receive a letter from the hospital requesting that you contact your GP to collect medication or to discuss a result, please be aware that we may not have yet received or processed the letter from the hospital. It is, therefore, always worth waiting a few days before you contact us.
- Please be aware that if you regularly see a GP, but develop a new illness, e.g. sore throat, cough, earache, etc., this problem could be readily dealt with by one of our nurse practitioners who specialise in this type of illness. They are fully trained and experienced in dealing with these types of conditions and are able to prescribe, as well as refer on for further tests. You may find that your GP might make an appointment with a nurse practitioner if they feel this is more appropriate for you.

Dr H M Lloyd MB BS MRCP MRCGP



A new way to get your medication and appliances

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

- a pharmacy.
- a dispensing appliance contractor (if you use one).
- your dispensing GP practice (if you are eligible).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

If you are unhappy with your experience of nomination

You can complain to the pharmacy, dispensing appliance contractor (DAC) or GP practice. You can also complain to NHS England or their local NHS Clinical Commissioning Group (CCG) if your complaint cannot be resolved www.england.nhs.uk/contact-us/complaint/

Who can see my health record?

To treat you safely and well, it is important that professionals you see can access your health record.

Only by letting your GP surgery know it is ok will your notes be available to be seen by other professionals such as hospital clinicians, paramedics or district nurses.

How do I make my record available to health professionals?

Simple. Complete this form and hand it into your GP surgery. There are two ways that this sharing can happen and it's important you understand what they are so you can make the right decision for you.

A. Summary Care Record with Additional Information
A Summary Care Record has basic information on that is useful for NHS clinicians. It shows if you have allergies and it lists your medications. 98% of people have this. By including "Additional Information", this will add your illnesses and any health problems, vaccinations, operations and information on how you would like to be treated.
B. Full Electronic Health Record
Your full electronic health record is held by your GP surgery. It can also be made available to health and social care staff, if they are involved in your direct care. Staff must still ask for your permission before they look at your record. This also allows your surgery to see what other staff are doing to support and treat you. If there are certain parts of your record that you wish to keep private, your surgery can do this.

Does this mean anyone can just look at my record?

No. Your record can only be seen by staff who **are currently involved in your direct care, have a need to see it, and have asked for your permission.** The only exception to this is in case of an emergency. For instance, if you were taken to hospital unconscious, a doctor could look at your record without your permission. If this happens, a permanent alert is created showing who looked at the record and why.



Are you going to sell the information in my record?

Never. If your record is shared, it's only ever available to staff for the purposes of your care, nothing else.

Can I change my mind?

Yes. Just tell your surgery and they can update your decision at any time.

Your decision to agree to either one, or both

A	Yes, I am happy for additional information to be added to my Summary Care Record, this means healthcare staff treating me can see a summary of my medical history in addition to my medication and allergies*.		Please Tick
B	Yes, I am happy for my full health record to be shared by my GP surgery. This will be available to health and social care professionals who are currently treating me, and have my permission to view it.		

**If you already have a basic summary care record and now wish to opt out of this completely, please ask your practice for an SCR consent form.*

Name: _____ **Date of Birth:** ____ / ____ / ____

Signature: _____

If you are filling in this form on behalf of another person, please ensure that you fill in their details above; you sign the form above and provide your details below:

Name: _____ Parent Legal Guardian Lasting power of attorney