



NEW PATIENT REGISTRATION POLICY

INTRODUCTION

Patient registration is determined by the provisions of the practice GMS or PMS contract and terms of service.

NEW PATIENT ACCEPTANCE / REFUSAL

Anyone residing within the practice boundary is able to register with the surgery (subject to exceptions listed below)

New patients will be required to complete a New Patient Registration Pack which includes a health questionnaire. Their pack will also contain a practice leaflet detailing the range of services we provide and our processes.

Patients who are unable to complete the pack for any reason will be supported by a member of the reception team.

Whitley House Surgery will not register anyone living outside the practice boundary.

There are some patients registered who live in homes that are outside the current registered practice boundary. The most likely reason for this is that they were registered at the surgery prior to the introduction of practice boundaries. They will remain registered. If, however, new members join that household (or existing members move away and return to the household e.g. university students), they will be unable to register / re-register at Whitley House Surgery. The reason for this is because the house now lies outside the current practice area. In this instance the patient needs to register at a nearby GP Practice whose boundary the house is within.

MISSION STATEMENT

Our aim is to provide our registered patient population with high quality, personal health care. We aim to maintain and improve the health of our patients by working in partnership with them. Continuing professional development ensures the entire Practice team work within national and local guidelines for the benefit of its patients.

The Practice provides a comprehensive service that is available to all irrespective of gender, race, disability, age, sexual orientation, religion or belief and respects their human rights.

The Practice promotes equality through services and will pay particular attention to groups or sections of society where improvements in health and life expectancy are not in keeping with the rest of the population. The surgery is dementia friendly accredited and has achieved a gold standard for providing excellence in gay, bisexual and trans healthcare.

Access to services will be based on clinical need.

The Practice aspires to the highest standards of excellence and professionalism, and will provide high quality care that is safe, effective and focused on the patient.

All staff have access to training and development appropriate to their role, and will aspire to effective leadership and management.

Practice services will reflect the needs and preferences of patients, their families and their carers. Patients, with their families and carers, will be involved in and consulted on all decisions about their care and treatment.

The Practice will work in partnership across organisations in the interest of patients, local communities and the wider population.

PATIENT SUPPORT

Ensuring everyone can access services on an equal footing is a key priority for the NHS. We urge you to tell us of any special circumstances you face or protected characteristics you have which may make accessing healthcare more difficult. If we know of these, we can work together to support you.

Please let us know if any of the following apply to you including but not limited to:

Armed forces veteran, Housebound, Living in a nursing / residential home

Registered blind / partially blind / deaf, Physically or mentally disabled, Communication needs or difficulties, Those from black and minority ethnicities, Those from LGBTQPlus communities

PATIENT'S RIGHTS TO GENERAL MEDICAL SERVICES

Patients have the right to:

- Be registered with a General Practitioner (GP)
- Change their GP if desired
- Be offered a health check on joining the practice
- Receive urgent care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and their GP agree
- View their medical records, subject to the Acts and associated procedure, and to know all NHS employees are legally obliged to keep the contents of their records confidential.

RESPONSIBILITIES OF PATIENTS:

With these rights come responsibilities. For patients this means:

- Showing courtesy to the staff at all times - remember they are working under doctors' orders.
- Following surgery policies and procedures when contacting and attending the surgery.
- Responding in a positive way to questions asked by reception staff.
- Attending appointments on time or giving the practice a fair amount of notice that they wish to cancel. Someone else could use your appointment
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made

EXCEPTIONS TO REGISTRATION:

The Practice may refuse registration if:

- The patient has been previously removed from the list

The reason for refusal will be in writing and recorded in a permanent record for that purpose. This excludes Temporary Residents, where no record is necessary.

ZERO TOLERANCE

In line with our zero tolerance policy a patient may subsequently be removed from our practice list.

The Practice takes it very seriously if a member of staff is treated in an abusive or violent way. It also takes very seriously situations whereby a patient does not follow the surgery's policies or procedures, which could result in other patients or staff being put at risk. Both situations could result in the implementation of our zero tolerance policy and ultimately removal from the practice list.