

# THURSBY SURGERY - NEW PATIENT APPLICATION FORM

PLEASE ANSWER ALL QUESTIONS CAREFULLY IN BLOCK CAPITALS.

**Incomplete applications will not be processed.**

DATE OF APPLICATION		DATE OF BIRTH	
FIRST NAMES		PLACE OF BIRTH	
SURNAME		CURRENT GP	
NHS NUMBER - Available from your current GP surgery			
ADDRESS/POSTCODE			
HAVE YOU BEEN REGISTERED HERE BEFORE?	Yes	No	Home Tel:
			Mobile:
			EMAIL:
Language Spoken			
Please give the reason for leaving the Practice			
Please give the reason for choosing our Practice			
<p><b>When returning these forms you must bring the following with you –</b></p> <ul style="list-style-type: none"> <li>✚ PHOTO ID ( Passport (&amp; visa)/ Driving licence)</li> <li>✚ PROOF OF ADDRESS ( Recent utility bill etc. – not driving licence)</li> <li>✚ FOR CHILDREN UNDER 5 YEARS OLD – THEIR ‘RED BOOK’ OR OTHER IMMUNISATION RECORD.</li> <li>✚ DETAILS OF ANY ON-GOING MEDICAL CONDITIONS AND LIST OF CURRENT MEDICATION (From your current GP)</li> </ul> <p><b>If you are accepted as a patient and given an appointment please bring:</b></p> <ul style="list-style-type: none"> <li>✚ A sample of urine with you.</li> <li>✚ A print off showing your repeat items from your previous GP.</li> <li>✚ If you have children up to the age of 5 please bring their red book to your appointment.</li> </ul>			

## Out of Area Registration

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice and GP practices now have the option to decide whether to accept, as registered patients, new patients or retain existing patients who live outside the GP area.

When a new patient or existing patient is identified as living outside of the Practice area the Practice will review each case before deciding whether it is practically/clinically appropriate to accept or re-register an existing patient as an ‘Out of Area’ patient but **without the obligation to provide home visits** or whether to ask the patient to register with a GP closer to home.

## If accepted as an ‘Out of Area’ Patient

- You will be able to attend the practice and receive the full range of available services.

- If you have an urgent care need and are unable to visit the surgery please contact the practice. If we determine you need access to services closer to your home we may ask you to call NHS 111 who will direct you to a service that has been established by NHS England specifically for 'Out of Area' patients. In these circumstances you will need to provide our practice details (above) to the care provider to allow them to transfer your consultation data to us so we can update your records.
- We may review your registration in the future to see if your health needs have changed and whether it would be more appropriate for you to be registered with a practice closer to your home.
- For further information visit the NHS Choices website [www.nhs.uk](http://www.nhs.uk)

#### **APPOINTMENTS POLICY**

- All consultations (with a doctor or a nurse) are by appointment only.
- Nurse appointments are available to book in advance.
- Some GP appointments are available to book on the day and some in advance.
- Requests for urgent appointments may be assessed over the phone by a doctor or senior nurse who will decide on an appropriate course of action.
- When booking an appointment please provide staff with as much information as possible
- Home visits for housebound patients and must be requested before 10:30 am.
- From June 2015 all patients will be allocated a named GP. This does not mean you will always see this GP but he/she will be ultimately responsible for overseeing your care. When you are accepted as a patient please remember to ask staff who your 'named GP' is.
- We are a group practice and you can request to see any of the GPs. Not every GP will be in surgery every day and your GP of choice may not always be available.

#### **MISSED APPOINTMENTS**

- Each failure to attend will be recorded in your patient records and a letter will be sent reminding you of the Practice Policy. The practice will immediately remove patients from the register at the third failed appointment.
- If you cannot attend an appointment you must cancel at least 2 hours before your appointment time. If an appointment is cancelled too late for us to re-book, it will be recorded as a failure to attend.

#### **PRESCRIPTION POLICY**

- We do not accept prescription requests by telephone.
- Prescriptions can be ordered by calling in to the surgery, by fax, through your regular pharmacy or by registering for online internet access.
- It always takes us two working days (we do not work weekends or bank holidays) from receipt of your request for your prescription to be ready to collect.
- Prescriptions will not be issued before they are due. If you are going on holiday and need to order early you must state this on your written request telling us when you are going away and how long for.
- Prescriptions are issued for 28 days. Some long term medications may be issued for a maximum of 56 days at the doctor's discretion.
- Ladies taking the contraceptive pill must see the nurse for a health check each time they need a prescription. If you do not book your appointment in time we cannot guarantee to be able to process your prescription on time.
- Patients taking warfarin or methotrexate must provide details of their last blood test results and daily dose when ordering. Ask for more information if this applies to you.

Patient/Family Medical History Please tick all that apply								
	You	Family Member		You	Family Member		You	Family Member
Heart Disease			Heart Attack/Stroke			Asthma		
Diabetes			COPD			Vascular Disease		
Epilepsy			Kidney Disease			Chronic Arthritis		
Dementia			Rheumatoid Arthritis			Indigestion		
High Blood			Depression			Mental Health Problems		
Tuberculosis			Chronic Back Pain			Substance Misuse		
Learning Difficulties			Physical Disability			Deafness/Hearing		
Hepatitis			Blindness/Sight			Thyroid Problems		
Pneumonia			Rheumatic Fever					
Anemia			Cancer			Type of Cancer?		
<b>Are you currently prescribed or taking any of the following medications?</b>				<b>Please Tick</b>				
				<b>YES</b>		<b>NO</b>		
Diazepam								
Flurazepam								
Lorazepam								
Nitrazepam								
Oxazepam								
Temazepam								
Zolpidem								
Zaleplon								
Zopiclone								
Any new patients currently prescribed hypnotics (sleeping tablets) or anxiolytics included in the list of medications above will be placed withdrawal regime at the time of registration unless a GP feels this is inappropriate.								
<b>Other</b>								
Have you had any serious illnesses or operations? X-								
What medicines are you taking?								
Have you any allergies to medicines or								
How much tobacco or cigarettes do you								
How much alcohol do you consume per week?				Wine	Beer	Spirits		
<b>Which vaccinations have you had and when?</b>								
Diphtheria		Polio		Tetanus				
German Measles		Typhoid		Measles				
Cholera		BCG		MMR				
Whooping Cough		Tuberculosis		Other				
<b>Female Patients Only</b>							<b>Dates</b>	
Have you had children? Please give ages		Have you had a miscarriage?		Yes	No			
Have you had a miscarriage?				Yes	No			
Have you had a termination of pregnancy				Yes	No			
Have you had a hysterectomy?				Yes	No			
What method of contraception are you using at the moment?								
When was your last smear test?								

# Summary Care Record

The NHS in England is introducing the Summary Care Record, which will be used in emergency care.

The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have enough information to treat you safely. In emergency situations Health Care Professionals will always ask for your permission before they look at your medical summary.

As you are applying for registration with Thursby Surgery we need to have your formal permission for other health care agencies to access your Summary Care Record.

You will have been automatically 'opted in' at your previous surgery but as a new patient with us you can choose to 'opt out'.

**If you are happy to 'opt in' you do not have to do anything.**

**If you wish to 'opt out' you must complete the form opposite.**

For more information visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk) or telephone the dedicated NHS Summary Care Record Information Line on 0300 123 3020.



Your emergency care summary



CONFIDENTIAL

## OPT-OUT FORM

### Request for my clinical information to be withheld from the Summary Care Record

If you **DO NOT** want a Summary Care Record please fill out the form and send it to your GP practice (completed forms must be returned to your GP practice. Forms sent anywhere other than your GP practice will not be actioned).

#### A. Please complete in BLOCK CAPITALS

Title ..... Surname / Family name .....

Forename(s) .....

Address .....

Postcode ..... Phone No ..... Date of birth .....

NHS number (if known) ..... Signature .....

B. If you are filling out this form on behalf of another person or child, their GP practice will consider this request. Please ensure you fill out their details in section A and your details in section B

Your name ..... Your signature.....

Relationship to patient..... Date .....

#### What does it mean if I DO NOT have a Summary Care Record?

NHS healthcare staff caring for you may not be aware of your current medications, allergies you suffer from and any bad reactions to medicines you have had, in order to treat you safely in an emergency.

Your records will stay as they are now with information being shared by letter, email, fax or phone.

If you have any questions, or if you want to discuss your choices, please:

- phone the Summary Care Record Information Line on 0300 123 3020;
- contact your local Patient Advice Liaison Service (PALS); or
- contact your GP practice.

FOR NHS USE ONLY

Actioned by practice yes/no

Date .....

Ref: 4705

## Appropriate Appointment Guide

Conditions appropriate for 999	Conditions appropriate for A&E	
<ul style="list-style-type: none"> <li>• Chest Pains in patients over 40</li> <li>• Difficulty Breathing/unusual for the patient</li> <li>• Loss of Consciousness/difficulty rousing</li> <li>• Acute Loss of Vision</li> <li>• Severe bleeding/Haemorrhage</li> <li>• Floppy Drowsy Babies/Children</li> <li>• Stroke</li> <li>• Vomiting Significant amounts of blood</li> <li>• Suicide Attempts</li> <li>• Early Pregnancy/Severe abdominal pain</li> </ul>	<ul style="list-style-type: none"> <li>• Head Injury</li> <li>• Sprain/Fracture/Acute Injury</li> <li>• First Fit or Prolonged Fit (10 mins or more)</li> <li>• Epileptic Seizures</li> <li>• Persistent Nose Bleed (15 minutes or more)</li> <li>• New/same day injuries</li> <li>• Serious Burns/Scalds</li> <li>• Poisoning</li> </ul>	
Same Day Appointment with GP - Urgent/Immediate/Complex Need		
<ul style="list-style-type: none"> <li>• Allergic Reactions to Insect Bites/Stings</li> <li>• Drug/Allergic Reactions</li> <li>• Severe Pain not responding to painkillers</li> <li>• Persistent Diarrhoea/Vomiting</li> <li>• Vomiting blood</li> <li>• Insulin dependent Diabetics</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Concern over Patients who are</b> <ul style="list-style-type: none"> <li>○ Children</li> <li>○ Elderly ... <b>and/or suffer from</b></li> <li>○ Chronic Conditions</li> <li>○ Multiple Conditions</li> <li>○ Terminal Illness</li> </ul> </li> </ul>	
Same Day Appointment with Nurse – Minor Conditions (Patients over 12 months old)		
<ul style="list-style-type: none"> <li>• Coughs and Colds</li> <li>• Sore Throats</li> <li>• Flu-like symptoms</li> <li>• Urine infections/cystitis</li> <li>• Earache</li> <li>• Chest infections</li> <li>• Hay fever</li> <li>• Insect bites</li> </ul>	<ul style="list-style-type: none"> <li>• Eye infections</li> <li>• Sinusitis</li> <li>• Diabetics with Acute Problem</li> <li>• Diarrhoea or vomiting</li> <li>• Emergency contraception</li> <li>• Skin rashes</li> <li>• Vaginal discharge</li> </ul>	
<p><i>Your local Pharmacist offers advice and over the counter medications for a wide range of minor conditions. By using Pharmacy services you will be helping your Doctors to retain 'same day' appointments for those greatest in need.</i></p>		
<p>Treating Common Conditions: <a href="http://www.nhs.uk/Livewell/Pharmacy/Pages/Commonconditions.aspx">http://www.nhs.uk/Livewell/Pharmacy/Pages/Commonconditions.aspx</a></p>		
Appointments in Advance (Pre-books)		
<ul style="list-style-type: none"> <li>• To discuss a new problem which may be causing concern but there is no immediate need</li> <li>• Review of an ongoing problem</li> <li>• Contraception and Advice</li> <li>• BP or other regular checks</li> </ul>	<ul style="list-style-type: none"> <li>• Travel Vaccinations</li> <li>• Health Checks</li> <li>• Annual Reviews for Chronic Conditions</li> <li>• Flu Vaccinations</li> <li>• Review or discussion of current medications</li> </ul>	
<p><i>Where ever possible please consider booking an advance appointment as this allows us to retain 'same day' appointments for those who are in greatest need</i></p>		
No Appointment Required	Practice Clinics	
<ul style="list-style-type: none"> <li>• Repeat Prescriptions</li> <li>• Medication Queries</li> <li>• Some Fit for Work Certificates (Provided upon Hospital Discharge and Continuation Certificates)</li> </ul>	<ul style="list-style-type: none"> <li>• Seasonal Flu</li> <li>• Minor Ops</li> <li>• Anti-Natal</li> <li>• Baby Clinics</li> <li>• Green Dreams (Social Support)</li> </ul>	
External Services		
<ul style="list-style-type: none"> <li>• Bloods requested by hospital</li> <li>• Health Visitor</li> <li>• District Nurse, Treatment Wound Care, Ear Syringing</li> <li>• Minor Eye Conditions</li> </ul> <p style="text-align: right;">Drop In Clinic – Burnley General Hospital The Chai Centre 01282 628549 St Peters Centre - 01282 805920 Contact your Optician for 'drop in' availability</p>		
<p>Visit <a href="http://www.thursbysurgery.co.uk">www.thursbysurgery.co.uk</a> for a copy of the 'Burnley Directory of Services' for patients and carers.</p>		

The list is not exhaustive but is to guide patients towards accessing an appropriate type of appointment/service

Please answer the following questions to help us better understand the mix of patients we serve.

## Gender

- Male
- Female

## Age

- 0 - 15
- 16 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- 85+

## Health Conditions

- Do you have a disability
- Physical impairment
- Psychological/emotional
- A learning difficulty
- Long term chronic condition
- Condition limiting physical activity
- Deafness or hearing impairment
- Blindness or visual impairment
- None of the above
- Prefer not to say

## Religion

- None
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- Prefer not to say

## Health

- Is your health?
- Excellent
  - Very Good
  - Good
  - Fair
  - Poor

## Ethnicity

### White

- White British
- White/Irish
- Other White Background

### Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian Background

### Black or Black British

- Caribbean
- African
- Indian
- Other Black Background

### Mixed

- White and Black Caribbean
- White & Black African
- White & Asian
- Other Mixed Background

### Other

- Any other Ethnicity
- Prefer not to say

## Employment

- Yes - Full-time
- Yes - Part-time
- No - Unemployed
- No - Home responsibilities
- No - Student
- No - Retired
- No – Sick/Disabled

## Appointments

- How often do you visit your GP?
- Never
  - Rarely
  - Occasionally
  - Frequently

## Carers – Are You

- The Carer
- The Patient or Carer
- The Patient & Carer

## Orientation

- Heterosexual/straight
- Gay/Lesbian
- Bisexual
- Other
- Prefer not to say

## Marital

- Married
- Single
- Widowed
- Separated/Divorced
- Co-habiting

## Education

- High School
- College
- Bachelor's degree
- Post-graduate
- Professional

## Access

Can you take time away from work to see a Doctor?

- Yes
- No
- N/A

## Children

- Under 5
- 6-12 years
- 13-17 years old
- 18+
- No children

## Signing

Are you a deaf person that uses sign language?

- Yes
- No

## Patient Declarations

### If accepted as a patient I confirm:

- I have completed each section of the application
- I **have/have not** completed the Summary Care Record 'Opt Out Form'
- I understand that if my postcode is outside the Practice Catchment area that I may be registered as an 'Out of Area' Patient and understand what this entails.
- I have been informed that I will be allocated a 'named GP' and understand what this entails.
- That registration with the Practice remains dependent upon my willingness to be considerate of all Practice policies
- To use the services offered in appropriate manner and agree not to:
  - Use routine appointments inappropriately, i.e.
    - ✚ For repeat prescriptions (which should always be ordered 48 hours in advance)
    - ✚ Sick notes that as a patient you have failed to order time
    - ✚ Minor conditions that could be dealt with via an alternative route, (for example, self-care, over the counter medication).
    - ✚ Request emergency/urgent appointments for non-urgent conditions
    - ✚ Inform the Practice that something is urgent when it is not - Urgent means Urgent Clinical Need
  - Demand to order repeat prescriptions over the phone.
  - Fail to turn up for appointments, or, cancel/change appointments at short notice
  - Adopt an aggressive or verbally abusive approach when requesting services or treatment

**Any breach of this agreement will indicate a breakdown in the Practice/Patient relationship and the Practice retains the right to immediately remove you from the Practice register.**

<b>PRINT NAME</b>	
<b>SIGNED</b>	
<b>DATE</b>	

### For Office Use Only

<b>New Patient Applications</b> A clinician has reviewed your registration request and/or records to determine if registration is practically/clinically appropriate	Clinician Review Date	Review Outcome (Please Tick)
<b>Accepted</b>		Register and Process SCR
<b>Accepted as an 'Out of Area registered patient'</b> without any obligation to provide home visits.		Read Code 912N
<b>Not Accepted - Not clinically/practically appropriate</b> for registration. The patient is advised to seek registration with an alternative Practice.		Inform Patient
<b>GP Comments:</b>		