

**ST ANDREW'S MEDICAL  
PRACTICE  
Incorporating  
OXFORD ROAD SURGERY**

Sensier House  
St Andrews Lane  
Spennymoor DL16 6QA  
01388 817777

## **NEW PATIENT REGISTRATION PACK**

Welcome to St Andrew's Medical Practice incorporating Oxford Road Surgery. You have expressed the desire to register with our Practice. Please find the necessary registration forms to be completed and returned to the Practice premises at Sensier House together with your medical card if available.

If you wish to register for access to online services, please remember to bring a form of photo id, i.e. passport or drivers license and proof of address, i.e. a recent utility bill or bank statement.

### **Forms / Attachments**

1. **NHS Family doctor services registration (GMS1)** – this must be completed for each patient over the age of 16
2. **Medical Questionnaire** – this must be completed for each patient over the age of 16
3. **Electronic Prescription Service (EPS)** – On the reverse of the Medical Questionnaire, please select the pharmacy you wish us to forward any prescriptions.
4. **Child Health Registration form** – please include all children under the age of 16.

### **Summary Care Record (SCR)**

St Andrews will automatically create and share your summary care record. For more information read the enclosed information on Summary Care Records.

If you do not wish your records to be shared, please complete, sign and return the Opt-Out form. You can change your mind at a later date.

### **Online Services**

1. **Patient Information leaflet 'It's your choice'** – please read both pages of this document paying attention to the section entitled '*Things to Consider*'
2. **Application for online access** – this form must be complete for each patient over the age of 16 that require online access. In the first section please 'tick' to indicate whether you require access to prescription ordering, appointments or online records. Please note when you return this form to Reception you will need to bring in evidence of ID as described on the form.

For more information about our Practice, staff and services, please see the enclosed Practice Leaflet or go to our website at [www.StAndrewsMedicalPracticeSpennymoor.nhs.uk](http://www.StAndrewsMedicalPracticeSpennymoor.nhs.uk).

Please also read the back of this page regarding our Zero Tolerance Policy. Please contact Reception if you have any questions relating to this policy.

Please also read about our on-line consultation service, eConsult, on page 14.

If you have any questions or need additional forms, please contact Reception.

The Team at St Andrews

# Zero Tolerance Policy

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients must be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

In order for the Practice to maintain good relations with their patients, the Practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at Practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this Practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times.

## Removal from the Practice list

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the Practice, that they should find a new Practice. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.

## Removing other members of the household

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the Practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the Practice to continue to look after the whole family. This is particularly likely where the patient has been removed because of violence or threatening behaviour and keeping the other family members could put doctors or their staff at risk.

# MEDICAL QUESTIONNAIRE

Please complete this form (including selecting your preferred pharmacy) and return this to the Practice

## PATIENT DETAILS

Surname:		First Name(s):	
Date of Birth:		Occupation:	
Email:		Mobile:	Preferred contact method: <input type="checkbox"/> Email <input type="checkbox"/> Mobile
Next of Kin Details:			

## MEDICAL INFORMATION

Weight:		Height:	
Smoking / Alcohol Status			
Do you smoke now?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, how many a day?	
Have you smoked in the past?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, how many per day? When did you stop?	
Alcohol - How many units of alcohol do you have in a week?			

## MEDICAL CONDITIONS

Do you suffer from any of the following conditions?	Asthma?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Diabetes?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Epilepsy?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Mental Health problems?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Other? (please state)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you suffer from any allergies? Yes <input type="checkbox"/> No <input type="checkbox"/>		Please give details, including what kind of reaction you have.	

## ETHNIC ORIGIN

White <input type="checkbox"/>	British <input type="checkbox"/>	Black <input type="checkbox"/>	Caribbean <input type="checkbox"/>
	Irish <input type="checkbox"/>		African <input type="checkbox"/>
	Any other white background <input type="checkbox"/>		Any other black background <input type="checkbox"/>
Mixed <input type="checkbox"/>	White and Black Caribbean <input type="checkbox"/>	Asian <input type="checkbox"/>	Indian <input type="checkbox"/>
	White and Black African <input type="checkbox"/>		Pakistani <input type="checkbox"/>
	Any other mixed background <input type="checkbox"/>		Bangladesh <input type="checkbox"/>
Other <input type="checkbox"/>	Chinese <input type="checkbox"/>		Any other Asian background <input type="checkbox"/>
	Any other ethnic group <input type="checkbox"/>		Not Stated / Unknown <input type="checkbox"/>

## ARMED FORCES

Have you ever served in the armed forces? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, which force?	Length of service From:                      To:	
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## Please select your pharmacy

You need to choose a place for your practice to electronically send your prescription to. If you are going to apply for online access, you can change select / change your EPS Pharmacy from a list. However, on first registration with the Practice we will set up your chosen EPS pharmacy for you.

Please see page 13 for more information.

Please one of the following:

	Pharmacy Name	Address	Distance
<input type="checkbox"/>	Well Spennymoor	St Andrew's MP, St Andrews Lane, Spennymoor DL16 6QA	.00 miles
<input type="checkbox"/>	Miller Chemist	22 Cheapside, Spennymoor DL16 6DJ	.96 miles
<input type="checkbox"/>	Boots – Spennymoor	18 Cheapside, Spennymoor DL16 6DJ	.96 miles
<input type="checkbox"/>	Asda Stores	St Andrew's Lane, Spennymoor DL16 6QB	.97 miles

If the pharmacy you want to use is not listed, please give the name and address in the box below.

# Summary Care Records (SCR) – Information for Patients

Your Summary Care Record (SCR) is a short summary of your GP medical records. It tells other health and care staff who care for you about the medicines you take and your allergies. This means they can give you better care if you need health care away from your usual doctor's surgery:

- in an emergency
- when you're on holiday
- when your practice is closed
- at out-patient clinics
- when you visit a pharmacy

If you are registered with a GP practice in England your SCR is created automatically, unless you have opted out. St Andrews Medical Practice uses SCR as do 98% of practices in the UK

## Ask your doctor to include additional information on your SCR

You can ask us to add extra details to your medical notes, including:

- health problems like dementia or diabetes
- details of your carer
- your treatment preferences
- communication needs, for example if you have hearing difficulties or need an interpreter
- other medication you are taking such as vitamins

This will help healthcare staff care for you properly, and respect your choices, when you need care away from your GP surgery. This is because having more information on your SCR means they will have a better understanding of your needs and preferences.

When you are treated away from your usual doctor's Practice, the healthcare staff there can't see your GP medical records. Looking at your SCR can speed up your care and make sure you are given the right medicines and treatment.

## Protecting your SCR information

Staff will ask your permission to look at your SCR (except in an emergency where you are unconscious, for example) and only staff with the right levels of security clearance can access the system, so your information is secure. You can ask an organisation to show you a record of who has looked at your SCR - this is called a Subject Access Request.

## Opting Out

The sharing of Summary Care Records improve care, but if you don't want to have one you can opt out. You may opt-out at any time. If you wish to opt-out now, please complete and sign the form on the reverse and return it to Reception.

## More information on your health records

Read more about your medical records at [bit.ly/83001-healthrecord](https://bit.ly/83001-healthrecord)





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

### 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 a 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 contact your GP practice.

### FOR NHS USE ONLY

Actioned by practice: yes / no

Date.....

Ref: 4705

# CHILD HEALTH REGISTRATION FORM

Please complete this form for all children under 16.

Return to the GP receptionist who will forward the form to your Child Health Records Department

Date:..... Parent/Legal Guardian Name: ..... Relationship to Child/Children .....

Present Address: .....

Previous Address:.....

Name & Address of Current GP: .....

Details	1 <sup>st</sup> Child	2 <sup>nd</sup> Child	3 <sup>rd</sup> Child	4 <sup>th</sup> Child
First name of Child				
Surname of Child				
Date of Birth				
Gender (Delete as applicable)	Male/Female	Male/Female	Male/Female	Male/Female
NHS Number				
Previous Nursery/School				
Current School				
Name & Contact Details of Previous GP				

For use by GP Practice : Please return this form to Child Health Records Department via email [cdda-tr.southdurhamchildhealth@nhs.net](mailto:cdda-tr.southdurhamchildhealth@nhs.net)





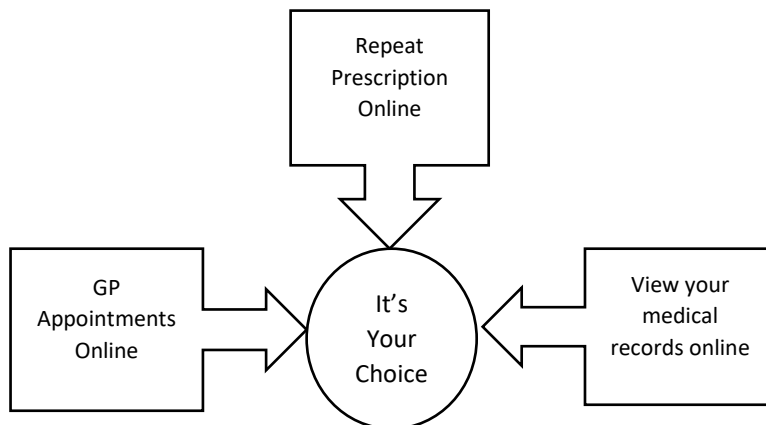
## Online Services Records Access Patient Information Leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP or Advanced Nurse Practitioner, request repeat prescriptions for any medications you take regularly (see the enclosed sheet) and look at a summary of your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and the Practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

**The Practice has the right to remove online access to services for anyone that doesn't use them responsibly.**



**It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.**

**If you cannot do this for some reason, you must contact the Practice so that we can remove online access until you are able to reset your password.**

**If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.**

# Before you apply for online access to your record, there are some other things to consider

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

## Things to consider

### Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

### Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

### Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

### Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

### Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialist and not easily understood. If you require further clarification, please contact the Practice for a clearer explanation.

### Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the Practice as soon as possible.

## Why does my GP have to approve access to my medical records?

The GP will consider all reasons listed under the Things to Consider section and in the majority of cases access will be given without question. However, there may be occasions where something in your record may cause you or your family distress or harm. On these occasions the GP may wish to see you in person to discuss your record with you before allowing access

## More Information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society.

It is entitled "*Keeping your online health and social care records safe and secure*" and can be downloaded from [bit.ly/83001-safe](https://bit.ly/83001-safe)



## Application for Online Access

You may have already signed up to other on-line services, but due to the highly confidential nature of this service, all patients must bring in their ID again to be revalidated.

You will need to visit the Practice with this form completed and with two documents: one showing proof of address (e.g. recent utility bill, bank statement) and the other being a photo ID (e.g. passport, driving licence, bus pass, official employment ID).

If you are already registered for repeat prescribing, the Receptionist will pass the form to your GP for approval, and you will usually be able to view certain elements of your medical record within 5-10 working days of your request. Please note that clinical work always takes priority over admin such as this, so please bear with us if it takes a little longer.

If you are not yet registered with a "SystemOnline" account, the Receptionist will enable the online facility for you and print-off a registration letter/form, which contains the information you will require to set up an online account. You will be able to order repeat prescriptions and book appointments straight away but access to medical records will take a little longer as a GP needs to approve your application.

Surname:	Date of birth:
First name(s):	
Address:	
Postcode:	
Email address:	
Telephone number:	Mobile number:

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Limited access to parts of my medical record	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (please initial beside each)

1. I have read and understood the <a href="#">Online Services Records Access</a> leaflet provided by the practice	
2. I will be responsible for the security of the information that I see or download	
3. If I choose to share my information with anyone else, this is at my own risk	
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	
I have read and fully understand the above information.	Date
Signature	

**For Reception use only**

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method	Vouching <input type="checkbox"/>
			Vouching with information in record <input type="checkbox"/>
			Photo ID and proof of residence <input type="checkbox"/>
Authorised by			Date
Date account created			
Date passphrase sent			
Level of record access enabled		Notes / explanation	
All <input type="checkbox"/>			
Prospective <input type="checkbox"/>			
Retrospective <input type="checkbox"/>			
Detailed <input type="checkbox"/>			
Limited parts <input type="checkbox"/>			
Contractual minimum <input type="checkbox"/>			
Other (explain in notes) <input type="checkbox"/>			
Chemist selected:			

# A BETTER WAY TO GET YOUR MEDICINES AND APPLIANCES

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.



## 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.
- 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

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).

If you have online access, you change select / change your EPS Pharmacy from a list. If you do not have or want online access, please see Reception who can set up your EPS pharmacy for you.

## Can I change my nomination?

Yes, you can. If you want to change your nomination you can do that on-line in the same area you order repeat prescriptions or speak to reception.

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.

When you bring your registration documents into the document, we will set up your EPS pharmacy.

For more information visit [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients), your pharmacy or GP practice. EPS will become mandatory for most people in 2020.



### **What is eConsult?**

eConsult allows you to seek self-help information from the NHS, through our surgery website. Services include self-help information, advice or help from local services which may be appropriate for your condition, such as self-referral services or help from your local pharmacy. eConsult also allows you to seek advice online from the Practice for your condition or if you need general or administrative advice.

### **How does eConsult work?**

eConsult asks you questions about your symptoms or existing condition, and only takes a few minutes to complete. After filling in some details about you, to verify who you are, your eConsult is sent to the Practice, so that we can help you. In having this information upfront, we can then decide on the best course of action for helping you manage your symptoms and condition, and this may mean you don't have to come into the surgery unnecessarily.

### **Why use eConsult?**

One of the key benefits of eConsult is that it is available at any time and from any device - meaning you can ask for advice from the Practice without having to queue on the phone at 8:30 AM or wait weeks for an appointment you may not need. You can complete eConsult from the comfort of your own home, on a break at work, or on the train home. eConsults can be clinical or administrative in nature, and in most cases, we may not need to see you face-to-face for an appointment.

### **What can I use eConsult for?**

eConsults can be either administrative or medical (clinical) in need. eConsult is a convenient way to get help and advice from the practice. Instead of having to wait weeks for an appointment or queue on the phone for hours, eConsult allows you to tell us what you need help or treatment for, so that we can advise you on the best next steps, all at your convenience.

eConsults can also be used to follow-up on previous discussions or appointments you have had with your doctor. This means you can avoid having to make an appointment with the doctor, but you can keep them informed of the outcome. In this way, you can tell your doctor the outcome in your own time, knowing that they will respond in the most appropriate way, even if this is just to thank you for keeping them updated.

### **How do I access eConsult?**

eConsult is available from our practice website, from any device and at any time of day. You will see a banner on our website that invites you to contact your doctors online. Depending on the type of advice or help you need, you will be presented with different options that may include an online form used to seek help or advice from the Practice.

### **What happens once I submit my eConsult?**

Once you have submitted your eConsult online, you will receive a copy of the eConsult report via email. This email will also contain the unique reference number for your eConsult, should you need to speak to the practice about any of the information in contains. We will aim to respond to your eConsult by the end of the next working day.

We may respond in a variety of ways, based on the advised next steps or the urgency of the information you have provided: You may be offered an appointment with a healthcare professional; You may receive a phone call for you to speak to a healthcare professional at the practice; You may be directed to another healthcare professional outside of the practice, as they may be best placed to offer you the advice or support you need; You may be directed towards the appropriate self-help advice by a member of the practice.

### **For more information**

You can use eConsult via the link on our home page ([StAndrewsMedicalPracticeSpennymoor.nhs.uk](http://StAndrewsMedicalPracticeSpennymoor.nhs.uk)) or for further information and a video about how it works, click on the eConsult link under Further Information.