

---

# CRAWFORD STREET SURGERY

## REGISTRATION POLICY

---

VERSION: JANUARY 2021

### GENERAL ADVICE

---

Patients can register at the Practice if the list is open. At present the list is open.

Registration in person can be done by completing the GMS1 Registration Form and other practice relevant forms/questionnaires at the Reception counter or by downloading them online from the practice's website at

[www.crawfordstreetsurgery.co.uk](http://www.crawfordstreetsurgery.co.uk)

Since January 2015, all GP practices in England are free to register new patients who live outside their practice boundary area, but it is for a practice to decide, at the point of registration, whether it is clinically appropriate and practical to register individual patients in that way. For more information, read about [patient choice of GP practices](#).

You can read more about [your legal rights to choice in the NHS](#) on the GOV.UK website.

If you are a ***newly registered patient from abroad*** you should be aware that being registered with a GP, does not automatically mean you will be eligible to receive all services the NHS provides for free, in particular, those provided by a hospital. If you require a referral to a hospital, you will also need to meet the hospital's eligibility criteria for free treatment which is different to that for Primary Care GP services. You may at this point be asked to provide proof of entitlement.

When you have completed and returned the GMS1 form, the practice will send IT to NHS England (NHSE), who will transfer your medical records to the practice and write to you to confirm your registration as a patient with the practice. The data from the other forms and questionnaires are entered on your record once the registration is complete.

### CATCHMENT AREA AND REGISTRATION REFUSAL

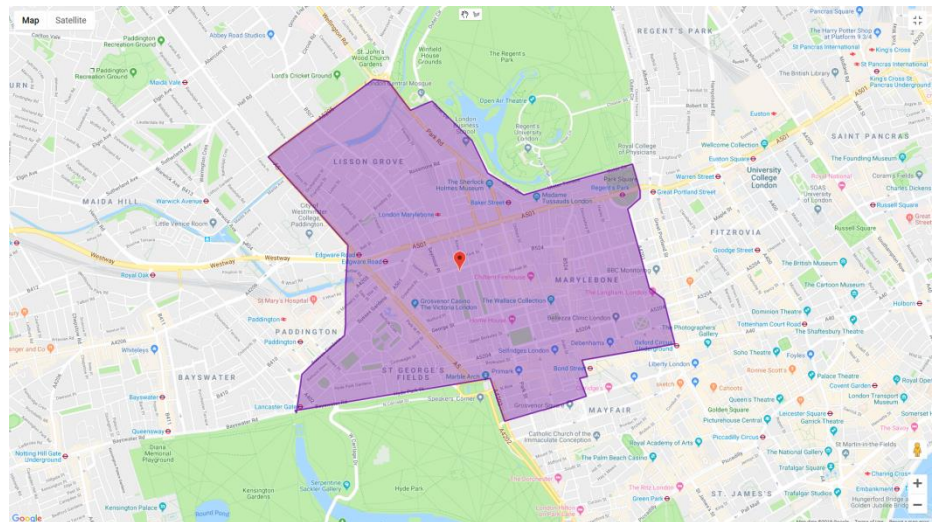
---

The Practice will not decline registration on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or a medical condition. If we cannot accept your registration, we will give you our reasons in writing.

We may refuse to register you for the following:

- if you have previously been removed from the list
- if you have a history or exhibited violence at the Practice
- we have no capacity to take on new patients
- we may not be accepting patients that do not live within the practice boundary/catchment area
- in your particular circumstances, it may not be appropriate for you to register with a practice that is a long way from where you live.

**This is our catchment area**



---

## REGISTERING CHILDREN

Parents or guardians can register a baby at a practice by completing and presenting form FP58, which is issued at the same time as a birth certificate.

The practice would ask for proof of identity when you register, especially when you register children in your care. This is to be used to check your details match with the information held on the NHS central patient registry and that your previous medical notes are passed on to us, your new practice. It is the patient's responsibility to properly and correctly inform the practice of their residential address.

---

## THE REGISTRATION PROCESS

Registration can be done by completing the registration form and other practice relevant forms/questionnaires at Reception or by downloading them online from the practice's website [www.crawfordstreetsurgery.co.uk](http://www.crawfordstreetsurgery.co.uk)

Please complete **ALL** questions. It is best if you can visit the surgery between 08:30am to 17:00pm, Monday to Friday with the forms. The registration process could take **at least 20 minutes** as it involves completing forms and simple health checks. Allow enough time. If you took the forms home to complete, return them to

a receptionist who will check that all the details needed are entered. You may be asked for additional details to help process your application. If you don't complete **ALL** questions, it may result in the delay of your registration. If you have not heard from us within two weeks, give us a call to see if your registration is complete. It maybe that we need additional information but have not been able to get in touch with you. If your registration remains incomplete for a long period of time, the Health Authority may decide that they are unable to process it and you will not be on our list.

It is the registering patient's responsibility to provide the **CORRECT AND ACCURATE** registration information. If you do not do so, it may delay the transfer of your medical records to us, your new doctor and communication from the GP practice and hospitals may not be able to reach you.

The receptionist will offer you a new registration health check appointment with the Healthcare Assistant or practice nurse.

---

#### PATIENT'S RESPONSIBILITIES

---

You should provide accurate information about your health, condition and status and **LET US KNOW WHEN YOU CHANGE YOUR ADDRESS, PHONE NUMBER OR EMAIL ADDRESS**. We may contact you regarding our services via text, phone call, email or letter. It is important that you give us your consent or refusal during registration to any or all of this.

You should keep your appointments and give us a call if you know you are going to be late. If you need to cancel, please do at least 24 hours beforehand. Make separate appointments for each family member wishing to see the doctor if you are coming together.

One appointment = One problem. If you have more than one problem to discuss with the doctor, please book a double appointment. Not all encounters require a doctor. We do screen appointment requests and will advise you appropriately. For example, doctors do not take blood tests.

---

#### PRESCRIPTIONS

---

Please be aware that processing your registration, and the transfer of your notes, may take up to 2 weeks. If you require repeat medication, you are advised to request enough from your current GP to avoid running out. Only minimal short term prescribing will occur until your identification is verified.

You might find requesting your repeat prescription list from your current practice useful for your registration process. The practice may contact your previous GP (or current GP if you are a temporary resident or visiting within our catchment area), for example if proof of identification is not provided or controlled drugs are requested. If a patient repeatedly fails or refuses to provide identification or if staff have concerns over any patient (identified or otherwise), they may contact the Local Counter Fraud Specialist (LCFS). Contacting the LCFS does not breach the Data Protection Act:

section 29 (3) allows for the release of information for the prevention and detection of crime.

You should follow the course of treatment which you have agreed and talk to your clinician if you find this difficult. Take medicines according to the instructions and only ask for repeat prescriptions only if you need them.

We participate in the North West London **PRESCRIBING WISELY PROGRAMME**:

- We do not prescribe items that you can buy over the counter.
- We do not accept repeat prescription requests from the pharmacist.
- We follow the North West London Drug Formulary, where we have an approved list of medicines that we can prescribe for your clinical conditions and we do not prescribe branded medicine unless there is clinical evidence for doing so.
- There are drugs that can only be prescribed by the hospital and not by GPs.
- If you see a private doctor and you are prescribed a medicine which is outside the NWL Drug Formulary or not within the agreed NWL Guidelines, you may have to continue this as a private prescription by your private doctor.

You are advised to notify your GP wherever applicable of medication prescribed privately as NHS doctors don't have access to your private records. This includes cervical smear tests.

We have a Frequently Asked Question (FAQ) leaflet on prescriptions. You can request it from Reception or find it on our practice website.

You should provide feedback both positive and negative about the treatment and care you have received including any adverse reactions you may have had.

---

#### PUBLIC HEALTH PROGRAMMES

---

You should participate in important public health programmes such as vaccinations, cervical smear screening, breast mammogram and bowel screening that you are invited to. You may receive invites via text messages, emails or letter.

---

#### ZERO TOLERANCE POLICY

---

You should treat NHS staff and other patients with respect and recognise that being abusive, causing a nuisance or disturbance on NHS premises could result in your removal from the list and prosecution.

---

#### ONLINE SERVICES

---

We encourage you to sign up to Online Services with us. This has several advantages, such as being able to view your medical records online, request your repeat medications online and to book certain appointments. We register all new patients for online services unless you expressly request us not to.