
CRAWFORD STREET SURGERY

REGISTRATION POLICY

VERSION: 6 - REVIEW AUG 2026

GENERAL ADVICE

Patients can register at the Practice, the practice operates an open list, which means we register patients in our catchment area.

The practice operates online registrations via the Crawford Street Surgery website. www.crawfordstreetsurgery.co.uk . If online is not possible or circumstances cannot allow online registration, in person at the practice to complete a registration form is acceptable.

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.

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 the online registration is completed the processed could take up to 48-72 hours to transfer medical records to the practice, this is done electronically, however this will depend on where your previous GP is located. If your are from Aboard, Scotland, Wales or Ireland, this could take up to a month as you will be allocated a new NHS Number. There may be circumstances where additional information is required from our Head Office Primary Care Services England to process your registration.

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

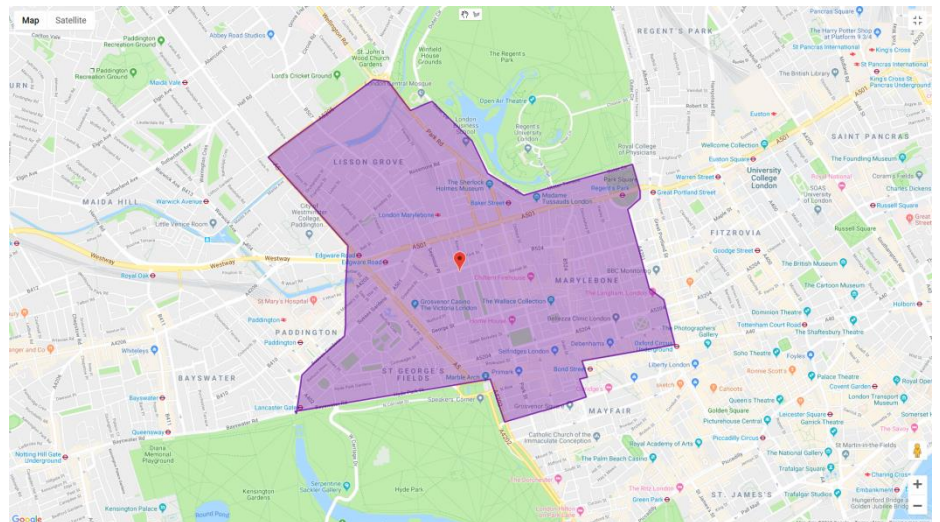
CATCHMENT AREA AND REGISTRATION REFUSAL

The Practice will not decline registration on the grounds of to 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 of threatening behaviour or damage to Practice property
- homophobic, racist, disability or religious verbal abuse
- we may not be accepting patients that do not live within the practice boundary/catchment area, this is subject to review if you work in the area
- in your personal circumstances, if you are vulnerable 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 the online registration or in practice. 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 as your new practice. It is the patient's responsibility to correctly inform the practice of their residential address.

PATIENT'S RESPONSIBILITIES

You should provide accurate information about your health, condition and status by producing any supporting documents. **LET US KNOW WHEN YOU CHANGE YOUR ADDRESS, PHONE NUMBER (UK only) 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 on your registration form. **We encourage you, if possible, to download and register with the NHS APP**

You should keep your appointments and try to call us 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 depending on your status. 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 blood tests, mammograms and 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, mammogram (breast screening) and bowel screening that you are invited to. You may receive invites via NHS APP, text messages, emails or letter.

ZERO TOLERANCE POLICY

WE POLITELY ASK YOU TREAT NHS STAFF AND OTHER PATIENTS WITH RESPECT AND DIGNITY. 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. We also encourage you to register with the **Patient Knows Best APP**, this way you can view your test results and view future hospital appointments. We also use **PATCHS** which is our eConsult, this platform is similar to the NHS APP, a request for an appointment, repeat prescription requests and general queries can be submitted via PATCHS, the response turnaround time for PATCHS is 24 hours from submission.