

Practice Registration Policy

The White House Surgery complies with the Gloucestershire countywide registration policy and procedure.

The White House Surgery does not discriminate in the registering of new patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. Refusal to accept an application to register will not be made without reasonable grounds e.g. the patient is not entitled to free NHS services or lives outside the Practice area.

Everyone seeking registration will be required to demonstrate they are entitled to free NHS treatment. All new patients will be required to provide identification and proof of address. The White House Surgery accepts those who are entitled to free NHS services as permanent patients if they normally reside within our practice area or as temporary patients if they are visiting within our practice area.

Immediately necessary treatment may be provided without proof of entitlement to NHS services but the patient's records will be noted that no identification has been seen and the patient will be asked to bring proof the next time they attend the surgery. Only minimal short term prescribing will occur until identification is provided. The practice may also contact a patient's previous GP (or current GP in the case of temporary residents) 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.

Everyone seeking registration will be provided with a registration pack.

REGISTERING AS A PATIENT

Welcome to The White House Surgery

This practice accepts patients who have moved into, or are living in, our catchment area.

A map of our practice area and boundaries is available for viewing at reception or on our website.

Registration forms and proof of identity and address

To register as a patient you will need to complete a registration pack and also provide identification (passport, driving licence, visa etc) and evidence that you permanently live at an address in our practice area for a settled purpose (utility bill, council letter, bank statement etc). Individuals wishing to register with the practice temporarily, whilst away from their permanent UK address will also need to provide full details of their usual doctor and surgery. We may need to contact your usual doctor as part of any treatment we provide you with and will need to forward them details afterwards, to ensure your medical records remain up-to-date.

Please provide us with a daytime contact number in addition to your home telephone number as there may be times we need to make contact with you promptly during opening hours. It is a requirement that any changes in personal details such as name, address, contact telephone numbers etc are communicated to the practice promptly.

All newly registered patients will be seen by the practice for routine assessment, within the first 6 months of joining the practice.

If you move to an area outside the practice boundary you will need to register with a practice more local to your new address. Travelling distance and time for medical staff to provide home care visits for patients too ill to attend surgery must be kept to a minimum, to ensure as prompt a response as possible in meeting these needs.

Entitlement to NHS Treatment

Please note that this practice, and all Gloucestershire practices, strictly adheres to the following guidance:

Entitlement to free NHS treatment is on the basis of residency regardless of any previous national insurance or tax contributions and irrespective of whether you are a UK passport holder. Holding an NHS number does not indicate that NHS treatment is free of charge. Proof of identity and address are required (as described above).

UK residents:

If you have established a main residence within our practice area, you are entitled to request to be permanently registered with the practice.

UK citizens living abroad:

If you live abroad for most of the year you are not entitled to continue to be registered with this practice. Anyone leaving the UK with the intention of living abroad for a period of 90 days or longer must notify the practice of this in advance. If you fall ill when returning on a visit you are entitled to emergency care, if this is deemed necessary by the Practice. Please also see below if you are resident in an EEA country.

Insured EEA residents:

If you do not have a main residence within our practice area you are entitled to 'any necessary care' for chronic conditions including routine monitoring of existing conditions. This includes the following types of healthcare services for ongoing conditions – blood tests, blood pressure checks, routine maternity care, cholesterol checks, insulin, oxygen, renal dialysis and warfarin tests. Visitors will need to produce their European Health Insurance Card. For the purposes of this guidance, visitors from elsewhere in the United Kingdom can be included within this category.

Overseas Visitors (not EEA Residents):

If you do not have a main residence within our practice area you do not qualify for free NHS treatment and cannot register with the practice as an NHS patient. The only exception to this is if you need emergency or immediately necessary treatment, which is provided free of charge. The GP will decide if your condition falls into this category. You may always, however, be treated as a private patient.

EEA Member States (which also include EFTA countries) are:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, and Sweden. Switzerland also qualifies under the Insured EEA Residents category.

Registered Asylum Seekers:

Are entitled to free NHS services, subject to production of evidence, for the entire term of the application process, including any appeals. Any person who has achieved refugee status is also entitled.

THE WHITE HOUSE SURGERY

Collecting Information about Your Ethnic Group and Your Language

INFORMATION FOR PATIENTS

Everyone belongs to an ethnic group, so all our patients who register at the Practice after the 1 April 2006 are being asked to describe their ethnic group and also their first language.

The Department of Health and the Gloucestershire Primary Care Trust have asked us to collect this information to help the NHS and social services:

- Understand the needs of patients and service users from different groups and so provide better and more appropriate services for you.
- Identify risk factors – some groups are more at risk of specific diseases and care needs so ethnic group data can help treat patients and support service users by alerting staff to high-risk groups.
- Improve public health by making sure that our services are reaching all of our local communities and that we are delivering our services fairly to everyone who needs them.
- Comply with the law as the Race Relations (Amendment) Act 2000 gives public authorities a duty to promote race equality and good race relations and ethnic monitoring is important in making sure that race discrimination is not taking place.

The 16 ethnic groups used are standard categories for collecting ethnic group information. Using these codes will help us to compare information about the groups using our services with information from the census which tells us about our local population. The list of groups is designed to allow most people to identify themselves.

The list is not intended to leave out any groups of people, but to keep the collection of ethnic information simple.

It is important to us that you are able to describe your own ethnic group. If you need to complete any of the boxes labelled 'any other group' then please give some details so that we can better understand your needs.

You do not have to complete the question but providing this information is very important. It will help us with diagnosis and assessment of your needs, and it will also help us to plan and improve our service. Experience shows that when people are asked their ethnic group, most people are happy to give it.

The information you provide will be treated as part of your confidential NHS or care notes and will not be shared with any other person or organisation. The NHS and social services have strict standards regarding data protection and your information will be carefully safeguarded.

If you have any concerns or questions regarding this request or you want to make any comments or complaint about the collection of this information or the way in which you have been treated by staff requesting this information please ask to speak to our Practice Manager.

Remember this information will help us to in turn help you. Thank you.

THE WHITE HOUSE SURGERY

REGISTRATION INFORMATION - Ethnicity and Language

Please complete this form for each member of the family.
Parent or guardian please complete for your children. Thank you.

Your first name and
surname.....
(To whom the information below relates)

✓ **Please tick your ethnic category**

- | | |
|---|--|
| <input type="checkbox"/> British (White) | <input type="checkbox"/> Bangladeshi (Asian or Asian British) |
| <input type="checkbox"/> Irish (White) | <input type="checkbox"/> Any Other Asian Background (Asian or Asian British) |
| <input type="checkbox"/> Any Other White Background (White) | <input type="checkbox"/> Caribbean (Black or Black British) |
| <input type="checkbox"/> White and Black Caribbean (Mixed) | <input type="checkbox"/> African (Black or Black British) |
| <input type="checkbox"/> White and Black African (Mixed) | <input type="checkbox"/> Any Other Black Background (Black or Black British) |
| <input type="checkbox"/> White and Asian (Mixed) | <input type="checkbox"/> Chinese (Other Ethnic Groups) |
| <input type="checkbox"/> Any Other Mixed Background (Mixed) | <input type="checkbox"/> Any Other Ethnic Group |
| <input type="checkbox"/> Indian (Asian or Asian British) | <input type="checkbox"/> Not Stated |
| <input type="checkbox"/> Pakistani (Asian or Asian British) | |

If other please
state:.....

✓ **Please tick your first or preferred language:**

- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Italian | <input type="checkbox"/> Somali |
| <input type="checkbox"/> Bengali | <input type="checkbox"/> Japanese | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> British Sign Language | <input type="checkbox"/> Kurdish | <input type="checkbox"/> Swahili |
| <input type="checkbox"/> Chinese Yue | <input type="checkbox"/> Makaton | <input type="checkbox"/> Tamil |
| <input type="checkbox"/> English | <input type="checkbox"/> Mandarin Chinese | <input type="checkbox"/> Turkish |
| <input type="checkbox"/> Parsi | <input type="checkbox"/> Patois/Creole | <input type="checkbox"/> Urdu |
| <input type="checkbox"/> French | <input type="checkbox"/> Polish | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> German | <input type="checkbox"/> Portuguese | <input type="checkbox"/> Welsh |
| <input type="checkbox"/> Greek | <input type="checkbox"/> Punjabi | |
| <input type="checkbox"/> Gujerati | <input type="checkbox"/> Russian | |
| <input type="checkbox"/> Non verbal communication | | |
| <input type="checkbox"/> Any Other Language | | |

If other language please
state:.....

The ethnic category and languages used above are as defined by and collected at the request of the Department of Health, the Gloucestershire Primary Care Trust and are assured by the Information Standards Board for Health and Social Care.

YOUR NAME:

DATE OF BIRTH:

The White House Surgery offers its patients the choice of having a Summary Care Record.

The new NHS Summary Care Record has been introduced to help deliver better and safer care and give you more choice about who you share your healthcare information with.

What is the NHS Summary Care Record?

The Summary Care Record contains basic information about:

- **any allergies you may have,**
- **unexpected reactions to medications,**
- **and any prescriptions you have received.**

The intention is to help clinicians in A & E Departments and 'Out of Hours' health services to give you safe, timely and effective treatment. Clinicians will only be allowed to access your record if they are authorised to do so and, even then, only if you give your express permission. You will be asked if healthcare staff can look at your Summary Care Record every time they need to, unless it is an emergency, for instance if you are unconscious.

Children under the age of 16

Patients under 16 years will not receive this form, but will have a Summary Care Record created for them unless we are advised otherwise. **If you are the parent or guardian of a child then please either make this information available to them or decide and act on their behalf. Ask the surgery for additional forms if you want to opt them out.**

You do not have to have a Summary Care Record, although you are strongly recommended to consider this choice. If you are happy for a Summary Care Record to be set up for you then you need take no further action. If you want to opt-out now please tick the box below and return it to Reception as soon as possible.

Please tick the box and sign below if you do not want a Summary Care Record:

YES I would like a Summary Care Record or simply file this form

No I do not want a Summary Care Record Date _____

Signed _____

**Hand this form in at your Surgery
if you wish to "Opt-Out"**

HealthSpace information

In addition, patients over 16 can register on a secure website called HealthSpace for a 'Basic' account which gives you access to a Personal Health Organiser. Register at www.healthspace.nhs.uk to do this. If you go a stage further you can register for an 'Advanced' account which will entitle you to see a copy of your Summary Care Record once it has been created.

Complete the Advanced Registration application and print off the form and contact your Patients' Advice and Liaison Service (PALS) office to find out where you should go to register for an Advanced HealthSpace Account. You can do this by emailing community.pals@glos.nhs.uk or by telephoning the PALS on **0800 0151 548**. Advisers are available Monday to Friday from 9.00am to 5.00pm. When you register you must remember to bring along with you 3 items of identification, Passport and/or Driving Licence and 2 Utility Bills current within the last 3 months.

Acceptable Identification Documents for Registration at the Practice

<u>Name Identification</u>	<u>Address Identification</u>
<ul style="list-style-type: none">• Current signed full passport• Current UK driving licence• Blue disabled drivers pass• Current benefits or State Pension notification letter confirming rights to benefits for the current period.• Current HMRC tax notification eg PAYE coding, statement of account (P45's & P60's are not official HMRC documents)• Shotgun or Firearms Certificate• Travel documents issued to foreign nationals granted permission to remain in the UK• Current EU/EEA driving licence• Residence permit issued by the Home Office to EU nationals• EU/EEA member state identity card	<ul style="list-style-type: none">• Recent utility bill or statement showing current address in our area.• Local Authority tax bill for current year• Bank or Building society statements• Credit/Store card statement• Mortgage Statement• Local Council rent card• Tenancy agreement• Solicitors letter confirming recent purchase of your property

Under 16's

Children under the age of 16 whose Parent/ Guardian is registered with the practice/ registering at the same time will need to provide either:

- Original Birth Certificate or a certified copy
- Passport

If you are unable to provide any of the above documents please speak to a member of the reception team who will be able to discuss alternative documents.