**COURT ROAD SURGERY**

**PATIENT GUIDANCE TO JOIN THE PRACTICE LIST**

Prior to joining the Practice please ensure you have at least 1 month supply of medication from your previous Practice.

New Patient guidance packs can be collected within the opening times of the Practice.

This pack will include:

* The Patient guidance to joining the practice list
* A Common Ailment card

All new patients will need their **NHS Number** to register at this Practice. This can be obtained by contacting your previous surgery/ referring to your NHS Number card.

Any patient aged over 18 years must provide the Practice with **two forms of identification** for the patient who wishes to be registered. 1 should be **photographic** i.e. driving license, passport. The other should **confirm their address** i.e. utility/household bill. Persons under the age of 18 may register providing a copy of a birth certificate.

Your signed new patient guidance sheet needs to be returned by the Patient to be able to join the Practice, at the allocated time you are given. You will be asked to complete a Registration Form (or bring your old NHS Medical Card) and a brief questionnaire (completion required for any new patient over the age of 5 years). If you are on repeat medication from your previous practice is helpful if you can provide your repeat medication order form.

Please refer to the practice website for details about the services we provide @ [www.courtroad.gpsurgery.net](http://www.courtroad.gpsurgery.net)

* Court Road Surgery telephone lines open at 08:00 – 18:30. Doors are open from 08:15 – 18:15
* Court Road Surgery GP appointments are currently available by request, on the day, between 8am – 10am. Details of the medical problem are taken by reception staff and reviewed by the GP, who will advise if an appointment should be face to face, via telephone, via another member of the primary care team or sought from another provider.
* The practice will decline requests made after 11:00am.
* Practice Nurse appointments can be pre-booked.
* When requesting an appointment you will be asked the reason for the appointment. This is to assist with signposting you to the most appropriate clinician/ service.
* Home visits may be requested for patients who are housebound or too ill to attend the Practice. Lack of transport or money is not a reason to request a Home Visit.
* The Out of Hours Service provides medical care and is for URGENT problems only or for something that cannot wait until the Practice opens the following day.
* Prescriptions take a minimum of 2 working days to process. Saturday, Sunday and bank holidays are not classed as working days due to the Practice being closed.
* If you are suffering any eye problems including dry eye, sticky eye etc you MUST see an Optician and will be directed to an optician by the Reception Team.
* Any mouth or gum problems will NOT be seen in the Practice. Please contact a Dentist.
* Many Common Ailments (see card in pack) can now be seen at a Local Pharmacy. Contact the Pharmacy for a time slot. If medication is needed this will be prescribed free of charge by the local pharmacist.

If any person does not attend any booked appointments (DNA) without advising the Practice at least 1 hour prior to the appointment they may be removed from the Practice List. Please note, where families are registered and the Parent is being removed because of missed appointments, the children will also be removed.

Patients who have recently moved into the area can be seen by a GP as a Temporary Resident until registration has been agreed.

Patients applying to join the Practice list who have a local GP will not be seen at Court Road Surgery until registration has been agreed.

**IMPORTANT INFORMATION RELATING TO BENZODIAZEPINE DRUGS**

It is practice policy that we do not prescribe any medication in the ‘Benzodiazepine family’. If you are presently taking medication such as Diazepam, Temazepam or any other form of Benzodiazepine you will automatically be put on a reduction plan with a view to stopping the medication.

This forms part of the conditions to you being registered with the Practice.

**PRACTICE POLICY – how we can help you**

* We aim to promote good health and encourage prevention of disease
* We offer facilities for anti-natal care, family planning, asthma, diabetic and heart clinic, support for smokers trying to quit and advice for travellers including travel vaccines
* We will treat you with courtesy and respect
* We will maintain appropriate medical records and respect your right to access them
* Your GP will discuss your condition with you and explain the reasons for any treatments or referrals. They will explain the main purpose of any drugs prescribed and tell you about significant side effects
* We will review your repeat medication at least once a year
* We will try to see you as close to your appointment time as possible. We will always try to give an explanation if your appointment is significantly delayed

**PRACTICE POLICY – how you can help us**

* Please notify the reception staff of any change of name/address/telephone number
* Remember to cancel any appointments with the GP/Nurse if you are unable to attend
* One appointment is for One Patient – not a whole family
* Examination and treatment facilities are better at the surgery. Please do not ask for a Home Visit unless absolutely necessary

I have read and understand the above information

Signature:

Name: DOB: