**PATIENT GUIDANCE ON JOINING THE PRACTICE**

Thank you for considering Court Road Surgery to help you and your family to manage your health.

It is important when choosing a GP practice, to choose a practice that will meet your needs.  Our guidance sets out our appointment system and core information about how we provide services.  Please consider carefully before registering with us to ensure the systems we have in place are aligned to your expectations.  For example, there is no one single successful appointment system. As a practice, we provide services based on the resources we have available to ensure we provide safe and efficient care. Our systems change from time to time.

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

Although not mandatory, it is helpful if new patients are able to provide their **NHS Number** to register at this Practice. This can be obtained by contacting your previous surgery/ referring to your NHS Number card/ checking your repeat prescription slip.

You will need to complete a Registration Form (or bring your 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 patient services team and reviewed by the Clinicians, 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.
* In some circumstances, the patient services team will advise you on the most appropriate service for your problem and a message will not be passed to the GP. For example, patients with a Dental problem will be directed to a Dentist as practices are advised not to treat dental problems.
* The practice may close to on the day requests earlier than 10:00am if demand exceeds our ability to provide a safe service.
* The practice will decline routine requests made after 10:00am, or earlier if for safety reasons this time is brought forward.
* Practice Nurse appointments can be pre-booked.
* Home visits may be requested for patients who are housebound or too ill to attend the Practice. Lack of transport, ability to secure an appointment with a GP on the day or insufficient funds are 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.
* Prescription requests are only accepted in writing. Please refer to our website for details on how to request medication.
* Patients who have run out of medication are advised to request medication in the usual way. The practice does not consider lack of organisation on the part of a patient to request medication appropriately to be an urgent matter.
* 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 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.

**IMPORTANT INFORMATION RELATING TO PATIENT REMOVALS**

* If any person does not attend any booked appointments (DNA) without advising the Practice prior to the appointment, they may be removed from the Practice List.
* If any person frequently cancels booked appointments, they may be removed from the Practice List.
* If any person is verbally or physically aggressive towards any member of the practice team, including swearing and shouting, they may be removed from the practice list.

**IMPORTANT INFORMATION RELATING TO CERTAIN MEDICATION**

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.

Potential patients should also be aware that the practice does not prescribe medication for ADHD. These must be obtained from the hospital specialist team as part of the ongoing care they provide.

Compliance with monitoring of medication is essential and the practice will consider cessation of prescribing of medication, in particular those supplied on a shared care arrangement with the hospital, where compliance is poor.

**IMPORTANT INFORMATION RELATING TO DECLINING REGISTRATION REQUESTS**

GP practices have a duty of care to provide quality and safe care to patients. An open list enables any patient to register at the practice of their choice where GPs provide safe, quality and accessible care to patients.

GP Practices also have an obligation to review and take appropriate measures if workload would compromise patient safety or quality of care.

* An Informal List Closure may be determined by the Partners of the Practice provided there are reasonable and non-discriminatory grounds for doing so.
* A formal List Closure may be approved by the Health Board, and during the period of time agreed with the Health Board, the practice may not register any new patients.
* Removal of patients outside practice area automatically takes place when a patient moves address and their new address is outside of the existing practice boundary.

In the event of an informal list closure, patients requesting registration will be provided with a written notice of the refusal and reason for it. The request will not be made on the grounds of race, sexual orientation, gender, social class, age, religion, appearance, disability or medical condition. A written record will be kept at the practice and made available for the Health Board upon request.

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

* We aim to promote good health and encourage prevention of disease
* We offer facilities for ante-natal care, family planning, asthma, diabetic and other long term condition annual reviews
* 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
* Understand that a consultation can take the form of a telephone call or face to face review and it will be the decision of the Clinician as to which is most appropriate
* 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.
* Please treat all members of our team with courtesy and respect
* Please use our services appropriately and adhere to the guidance set out by the practice
* Please do not call the practice to request repeat medication or to check if prescriptions that have been requested are ready for collection.

Your agreement should be signed and returned with your registration documents.

* I have read and understand the above information
* I enclose my patient registration form or NHS Medical Card
* I enclose my New Patient Questionnaire

Signed: Date:

Name: Date of Birth: