

GORDON HOUSE SURGERY



GP PRINCIPALS & MANAGING PARTNER

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AGED 17+ REGISTRATION

OUR MISSON IS TO PROVIDE AN EXCELLENT EXPERIENCE OF HIGH-QUALITY HEALTHCARE.

CODE OF BEHAVIOUR FOR PATIENTS & VISITORS:

"THE PRACTICE AIMS TO GIVE ITS PATIENTS HIGH QUALITY CARE IN A SECURE ENVIRONMENT. WHILST YOU ARE IN OUR CARE OR VISITING OUR PREMISES YOU HAVE THE RIGHT TO EXPECT COURTESY AND CONSIDERATION FROM OUR STAFF AND FROM OTHER PATIENTS AND VISITORS, AND THEY HAVE THE RIGHT TO EXPECT THE SAME COURTESY AND CONSIDERATION FROM YOU"

Dear Patient,

There are seven key principles that guide the NHS in all it does:

- 1. The NHS provides a comprehensive service, available to all
- 2. Access to NHS services is based on clinical need, not an individual's ability to pay
- 3. The NHS aspires to the highest standards of excellence and professionalism
- 4. The patient will be at the heart of everything the NHS does
- 5. The NHS works across organisational boundaries
- 6. The NHS is committed to providing best value for taxpayers' money
- 7. The NHS is accountable to the public, communities and patients that it serves

They are underpinned by core NHS values: Working together for patients, Respect and dignity, Commitment to quality of care, Compassion, Improving lives & Everyone counts.



PATIENTS AND THE PUBLIC – YOUR RESPONSIBILITIES THE NHS BELONGS TO ALL OF US. THERE ARE THINGS THAT WE CAN ALL DO FOR OURSELVES AND FOR ONE ANOTHER TO HELP IT WORK EFFECTIVELY, AND TO ENSURE RESOURCES ARE USED RESPONSIBLY

- Please recognise that you can make a significant contribution to your own, and your family's, good health and wellbeing, and take personal responsibility for it.
- Treat NHS staff and other patients with respect and recognise that violence, or the causing of nuisance or disturbance on NHS premises, could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services.
- Provide accurate information about your health, condition and status. Please keep appointments or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.
- Follow the course of treatment which you have agreed and talk to your clinician if you find this difficult.
- Participate in important public health programmes such as vaccination.
- Ensure that those closest to you are aware of your wishes about organ donation

RIGHTS AND RESPONSIBILITIES FOR PATIENTS AND THE PRACTICE

AN EXCELLENT EXPERIENCE OF HIGH QUALITY HEALTHCARE



GORDON HOUSE SURGERY



We believe that the practice and patients both have rights and responsibilities to ensure a friendly, courteous and efficient service provided under a safe environment. Below are some responsibilities that patients and the practice should always follow. The NHS has to provide more services to more people at a higher quality than ever but within a budget that is not increasing. To achieve this, we need everyone at our practice to avoid waste so care is available when we really need it.

PATIENT RESPONSIBILITIES:

- You have the right to explanations of your illness and any investigations relevant to that illness. If you require referral to a specialist you will be offered a choice, in accordance with the NHS 'Choice and Booking' agenda.
- You should treat ALL practice staff and other patients with courtesy and respect at all times.
- As this is a busy practice, please be patient if the Clinician is running late. If you arrive up to 10 minutes late for your appointment, we will endeavour to retain your appointment slot and <u>send you in to see the clinician as soon as possible, you may have to wait if others patients attend on time for their appointments.</u>
- If you arrive more than 10 minutes late for your appointment your turn may be lost you will have to rebook your appointment.
- All repeat medication should be ordered within a MONTH prior to medication running out. Please allow
 <u>THREE COMPLETE WORKING DAYS</u> before collecting the prescription. Repeat medication will only be issued when
 due, in accordance with dose indicated by your clinician.
- Please ensure a single appointment is for ONE person and ONE problem only. If you have more than one medical problem, please request a longer appointment.
- Please note that the first seven days of any sickness a self-certificate is sufficient. Please visit the GOV website
 for more information: https://bit.ly/3wxzJ5c. However, if requested a private certificate may be issued and
 appropriate fee charged.
- All Non-NHS services will incur charges depending on the service requested, please confirm the agreed fee with staff before proceeding with your request. Any private report etc. is provided on the basis of your medical conditions and fees are charged in respect of time spent preparing such reports, therefore fees are nonrefundable. Fees are set by the British Medical Association (BMA).
- Talk to us about complaints, suggestions and feedback. We are always looking to develop and support out patients.

PRACTICE TEAM RESPONSIBILITIES:

- We aim to treat all patients and staff with respect and courtesy, irrespective of his/her ethnic origin, religious beliefs, personal attributes, or the nature of health problem
- We will maintain your right to privacy and confidentiality and will not discuss your illness with other staff members on an unprofessional basis.
- Help you make an informed decision about your health and advise on treatment in a timely manner
- Keep up to date with the developments in the community and in line with our local ICB's aim and objectives
- Treat you with compassion and dignity at all times
- Appointments options include face to face, video and telephone consultation. We offer online consultation via eConsult via our website www.gordonhouse.nhs.uk
- Receptive to feedback both positive and negative about your experiences and the treatment and care you have
 received, including any adverse reactions you may have had. You can often provide feedback anonymously and
 giving feedback will not affect adversely your care or how you are treated. If a family member or someone you
 are a carer for is a patient and unable to provide feedback, you are encouraged to give feedback about their
 experiences on their behalf. Feedback will help to improve services for all.
- We aim to support our patients with proactive health screening and encourage all patients to engage in the preventative approach to supporting health care needs.

WE OPERATE ON A ZERO TOLERANCE POLICY TO ABUSE IN THE NHS. PATIENTS WHO DISPLAY UNACCEPTABLE BEHAVIOUR OR VIOLENCE TOWARDS STAFF OR OTHER PATIENTS WILL BE REMOVED FROM THE LIST IN LINE WITH NHS ENGLAND GUIDANCE ON ACCEPTABLE BEHAVIOUR.

How to register with a GP surgery

To register yourself or someone else with a GP surgery, fill in this form and give it to the surgery you want to register with.

You should:

- use a 'tick' or 'x' for boxes where necessary
- complete all sections that apply to you or the person you are registering
- · provide as much information as possible
- use BLOCK CAPITALS
- if you cannot answer a question or it does not apply write 'Not applicable' or 'N/A'
- · only use black or blue ink
- ask at the reception desk of the surgery you want to register with if you need help completing this form

Which sections should be completed?

- Part A all sections that apply.
- Part B this section is optional, but will help the GP provide the best care.
- Part C only complete these sections if you do not normally live in the UK.

You may be contacted by the GP surgery if you do not complete all the relevant sections.

Register online

It is quick and secure to register with a new GP surgery online. Check the website of the surgery you want to register with for a link for the 'Register to a GP surgery' service.

PART A

Try to provide as much information as possible. If a question does not apply to you or the person you are registering write 'Not applicable' or 'N/A'.

Section 1 - Who is registering?

Are you registering Yourself (Go to Section 2 - Patient details) Someo	ne else					
Only provide your details if you are registering someone else.						
Your name	4 Your contact phone number					
Your relationship to the person you are registering						
	Yourself (Go to Section 2 - Patient details) Someo rovide your details if you are registering someone else.					



You can help save lives as a blood or organ donor. Become someone's lifeline.

Visit www.nhsbt.nhs.uk/lifeline or call us on 0300 123 23 23.

Section 2 - Details of patient registering

1	Title	13	Name and address of UK GP surgery you registered with
2	First name		
			Postcode
3	Last name	14	Have you ever lived somewhere else in the UK?
3	Last name	1-4	
			Yes No
4	Middle name (if you have one)	15	Last address in the UK
5	Previous last name		
			Postcode
6	Date of birth DD MM YYYY		The NHS and your GP surgery can use these details to
			call, text or email you about health care services. All phone numbers must be registered in the UK.
	MI () NIIO 10	40	
7	What is your sex as recorded on your NHS record?	16	Home phone number
	Female Male Intersex		
	Not specified or known	17	Mobile phone number
8	NHS number (if you have it)		
		18	Email address
9	Village, town or city of birth		
10	Country of birth	19	Name of emergency contact
10	Country of Birth		
		20	Phone number of emergency contact
11	Current address		
		21	Their relationship to you
	Postcode	00	Name of most of the
	No fixed address	22	Name of next of kin
12	What postcode did you give to the last GP surgery		
	you registered with?	23	Phone number of next of kin
		24	Their relationship to you

Section 3 - Patients under 18 years

For children under 12 months only			
Mhere were they born? England Northern Ireland Wales Isle of Man Scotland Outside the UK	Where was the mother living when the baby was born? Postcode		
For patients under 18 years 1 Do you attend any of the following? School Nursery Home school None of these	Are any of these involved in your care? Hospital specialist Health worker Social worker None of these		
Address Postcode Section 4 - Additional information	4 Have you had all your routine vaccinations? Yes No Don't know 5 Did you get your routine vaccinations in the UK? Yes No Don't know		
Choose one section from A to E, then tick one box to best describe your ethnic group or background. (A) White English, Welsh, Scottish, Northern Irish or British Irish Gypsy or Irish Traveller Any other White background	(C) Asian or Asian British Indian Pakistani Bangladeshi Chinese Any other Asian background (D) Black/African/Caribbean/British African Caribbean		
(B) Mixed or multiple ethnic groups White and Black Caribbean White and Black African White and Asian Any other Mixed or Multiple ethnic background	Any other Black, African or Caribbean background (E) Other ethnic group Arab Any other ethnic group Prefer not to say		

Section 4 - Additional information

2	Have you registered with a UK GP before?	10	Do you have a carer?				
	Yes No		Yes No				
3	If you have moved to the UK, what date did	11	What is your relationship to your carer?				
	you arrive?						
		12	What type of carer are they?				
4	Have you ever served in the UK Armed Forces or were	12					
	you ever registered with a Ministry of Defence GP in the UK or overseas?		Young carer, under 18 Paid as a job				
	Yes No Prefer not to say		Unpaid, but may get benefits Foster carer				
		13	Carer's contact telephone number				
	If you were given a FMED133A form (sometimes called an FMED1 form) when you left the UK Armed forces,						
	you should give this to your GP surgery.	14	What pharmacy do you want your prescriptions sent to?				
5	Do you need an interpreter for your appointments?	14					
	Yes No		Pharmacy address				
6	What language?						
	what language:						
			Postcode				
	British Sign Language (BSL)		You can sometimes collect your prescription items from				
7	Are you a carer?		your GP surgery instead of having to go to a pharmacy.				
	Yes No		Your surgery may discuss this with you				
8	What is your relationship to the person you are caring for?		Do you live more than 1 mile from your nearest pharmacy?				
			Yes No				
9	What type of carer are you?	16	Would you have serious difficulty getting medicines or appliances from your nearest pharmacy?				
	Young carer, under 18 Paid as a job		Yes No				
	Unpaid, but may get benefits Foster carer		res no				
	Do you want important information from your GP record to	be ava	ilable to other health and care professionals?				
	Your GP surgery needs permission to share important informat						
	Record (SCR). Your SCR can only be shared with health and care staff across England who are providing you with direct care. It gives them access to vital information from your GP record.						
	Yes, share a Summary Care Record with additional information						
	Includes details of your medicines, allergies, adverse reactions and additional information, which includes details of any significant illnesses and health problems, operations and vaccinations						
	Yes, share a Summary Care Record without additional information Includes details of your medicines, allergies and adverse reactions only						
	No, do not share a Summary Care Record Details of your medicines, allergies, adverse reactions and any additional information will not be shared with anyone involved in your direct care						

PART B

You do not have to complete this section. But any information you do give will help the GP give you the best care.

Section 5 - Patient health

Section 5 - Patient health (continued)

12	Disabilities	14	Give details of any medication you are taking
			Are any of these repeat prescriptions?
13	Other medical conditions		Yes No
		15	Do you or your carer need to be communicated in an accessible format?
			For example, braille, audio, large format or EasyRead.
			Tell us what you need
		16	Do you or your carer need any reasonable adjustments
			to make your visit to the GP surgery accessible? For example, an audible or visual alert in the waiting room,
			access to a hearing loop or the support of a note taker.
			Tell us what you need

PART C

Section 6 - Patients from abroad

Complete this section if you are:

- visiting the UK and do not normally live here.
- currently living in the UK, but do not think of it as your permanent country of residence. For example, you are studying here or have come to the UK as part of your job.
- a permanent resident in the UK and receive a pension or benefit from a European country.

Information on eligibility to free care outside the GP practice

Anyone can register with a GP practice and receive free medical care from that practice. However, should you be referred for treatment outside the practice or need unplanned care, for example at a hospital, charges may apply if you are a visitor or temporary resident.

Some groups of visitors or temporary residents are eligible to receive this care free of charge. Documentation may be required to demonstrate eligibility.

Examples of those eligible include:

- · refugees, asylum seekers, those receiving certain forms of state support
- suspected or confirmed victims of modern slavery and human trafficking
- temporary residents with a valid visa of over 6 months. You may have paid the immigration health surcharge with your visa application. Note that assisted conception services remain chargeable to this group
- visitors from the EEA will need to provide their EHIC (European Health Insurance Card), which covers immediately
 necessary unplanned treatment, or a S2 form which covers planned treatment.

Additionally, some services are free of charge to all visitors, including diagnosis and treatment for infectious diseases and sexually transmitted infections.

Immediate necessary care, maternity care and other urgent care that cannot wait until a chargeable visitor's departure from the UK will not be withheld or delayed due to charges. But non-urgent treatment will not be given until full payment is received.

More information can be found in the patient leaflet available from the GP practice.

Select the statement that applies to you
I understand I may have to pay for NHS treatment outside of the GP practice.
I do not have to pay for NHS treatment outside of the GP practice and have documents to prove this.
I do not know if I have to pay for treatment.

PART C

Section 6 - Patients from abroad (continued)

Giving us this information means that if you need NHS care outside the GP practice and you are entitled to that care without charge, it will be easier for you to demonstrate this entitlement.

We'll use the information to establish your chargeable status in order to recover NHS costs from countries responsible for your healthcare where applicable. This will not impact your entitlement to register with the GP practice or to receive free GP services.

1	Tick one of the following				
	I have an S1 form issued by an EU or EEA member state	I am in receipt of a European pension or benefit			
	I am entitled to an EHIC card, but I do not have one	I am in the UK as part of my employment			
	I have an EHIC card issued by an EU or EEA member state	None of these			
	Enter details from your EHIC				
1	Country code	5 Personal identification number			
2	Name	6 Identification number of the institution			
3	Given name	7 Identification number of the card			
4	Date of birth DD MM YYYY	8 Expiry date DD MM YYYY			

How will your EHIC and S1 data be used?

By using your EHIC for NHS treatment costs your EHIC data and GP appointment data will be shared with NHS secondary care (hospitals) and NHS Digital solely for the purposes of cost recovery. Your clinical data will not be shared in the cost recovery process. Your EHIC or S1 information will be shared with Business Service Authority for the purpose of recovering your NHS costs from your home country.



NHS Family doctor services registration GMS1

Patient's details	Please complete in BLOCK CAPITALS and tick as appropriate				
Mr Mrs Miss Ms	Surname				
Date of birth NHS	First names Previous surname/s				
No.					
Male Female	Town and country of birth				
Home address					
Postcode	Telephone number				
Please help us trace your previous address in UK	ous medical records by providing the following information Name of previous GP practice while at that address				
	Address of previous GP practice				
If you are from abroad Your first UK address where registered w	with a GP				
If previously resident in UK, date of leaving	Date you first came to live in UK				
<u> </u>	an Armed Forces GP UK Armed Forces and/or been registered with a Ministry of Defence GP in the vist Veteran Family Member (Spouse, Civil Partner, Service Child)				
	Postcode				
Footnote: These questions are optional	Enlistment date: DD MM YY Discharge date: DD MM YY (if applicable) and your answers will not affect your entitlement to register or receive services o some NHS priority and service charities services.				
If you need your doctor to disp	pense medicines and appliances* *Not all doctors are				
☐ I live more than 1.6km in a strai	dispense medicines				
I would have serious difficulty in getting them from a chemist					
Signature of Patient	Signature on behalf of patient				
	Date/				
White: British Irish Irish	ur ethnic group or background from the options below: n Traveller				
Mixed: White and Black Caribbean Any other Mixed background (please v	White and Black African White and Asian Write in):				
	Pakistani Bangladeshi vrite in):				
Black or Black British: Caribbean Any other Black background (please w	African Somali Nigerian				
	ilipino n):				
Not stated: Not Stated should be used where the PERSO	ON has been given the opportunity to state their ETHNIC CATEGORY but chose not to.				
NHS England use only Patient reg	istered for GMS Dispensing				

062021_006

Product Code: GMS1







Family doctor services registration

To be completed	by the GP Pi	ractice						
Practice Name Practice Code								
☐ I have accepted	this patient for g	general medical services on b	ehalf of	f the practice				
I will dispense me	edicines/applianc	es to this patient subject to	NHS Eng	gland approval.				
I declare to the best of my belief this information is correct Practice Stamp								
Authorised Signature								
Name Date/								
		e questions and the patient ent to register or receive ser			nd your			
PATIE	ENT DECLARATI	I <u>ON</u> for all patients who ar	e not o	rdinarily residen	t in the UK			
Anybody in England can register with a GP practice and receive free medical care from that practice. However, if you are not 'ordinarily resident' in the UK you may have to pay for NHS treatment outside of the GP practice. Being ordinarily resident broadly means living lawfully in the UK on a properly settled basis for the time being. In most cases, nationals of countries outside the European Economic Area must also have the status of 'indefinite leave to remain' in the UK. Some services, such as diagnostic tests of suspected infectious diseases and any treatment of those diseases are free of charge to all people, while some groups who are not ordinarily resident here are exempt from all treatment charges. More information on ordinary residence, exemptions and paying for NHS services can be found in the Visitor and Migrant patient leaflet, available from your GP practice. You may be asked to provide proof of entitlement in order to receive free NHS treatment outside of the GP practice, otherwise you may be charged for your treatment. Even if you have to pay for a service, you will always be provided with any immediately necessary or urgent treatment, regardless of advance payment. The information you give on this form will be used to assist in identifying your chargeable status, and may be shared, including with NHS secondary care organisations (e.g. hospitals) and NHS Digital, for the purposes of validation, invoicing and cost recovery. You may be contacted on behalf of the NHS to confirm any details you have provided. Please tick one of the following boxes: a) understand I have a valid exemption from paying for NHS treatment outside of the GP practice. This includes for example, an EHIC, or payment of the Immigration Health Charge ("the Surcharge"), when accompanied by a valid visa. I can provide documents to support this when requested c) do not know my chargeable status I declare that the information I give on this form is correct and complete. I understand that if it is not correct, appropriat								
	Julu complete the	e form on behalf of a child und			DD MM YY			
Signed:			Date	e: 	DD IVIIVI Y Y			
Print name: On behalf of:			Rela pati	itionship to ent:				
		n EU country, or have moved						
NON-UK EUROPEAN	HEALTH INSURA	ANCE CARD (EHIC), PROVISIO						
DETAILS and S1 FORI			14	f ves please enter	details from your EHIC or			
Do you have a <u>non-U</u>	K EHIC or PRC?	YES: NO:		RC below:	details from your Effic of			
EUROPEAN HEALTH INSURANCE CARD	(**)	Country Code:						
A Same	76.47	3: Name						
Transport (ment) I Magazin (ment) and a ment of the contract		4: Given Names		* > 0 0 0 /				
If altershauser warder of the sand	5: Date of Birth	DD MN	VI YYYY					
6: Personal Identification Number								
country and do not ho EHIC (or Provisional Rej	ld a current	7: Identification number of the institution						
Certificate (PRC))/S1, yo for the cost of any trea	ou may be billed	8: Identification number						
outside of the GP pract		of the card		4.00007				
at a hospital.		9: Expiry Date	DD MI	M YYYY	DD 1111100001			
PRC validity period	(a) From:	DD MM YYYY		(b) To				
		ou are retiring to the UK or you another EEA member state						

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How will your EHIC/PRC/S1 data be used? By using your EHIC or PRC for NHS treatment costs your EHIC or PRC data and GP appointment data will be shared with NHS secondary care (hospitals) and NHS Digital solely for the purposes of

Your EHIC, PRC or S1 information will be shared with Business Service Authority for the purpose of recovering your NHS

costs from your home country.

cost recovery. Your clinical data will not be shared in the cost recovery process.