

Patient information – Earsdon Park Medical Practice
November 2017

FREQUENTLY ASKED QUESTIONS

Q: Where can I register?

A: A list of local practices which are currently accepting new patients is attached. If you need any help with this, please complete the form enclosed and return it to the GP practice, or you can call the Patient Advice and Liaison Service (PALS) on 0800 032 0202.

If you have concerns about this change, you can also contact Healthwatch North Tyneside, the independent champion for patients, on 0191 263 5321 or email info@healthwatchnorthtyneside.co.uk.

Further information about these and other practices in the surrounding area is also available on the NHS Choices website, www.nhs.uk. You can register with any GP practice whose boundary includes your home address. Details of practice boundaries are on most practice websites and leaflets.

Other practices nearby are aware of this change and we are working with them to ensure that they have any additional support they need.

Q: What if I approach a practice and they won't register me?

A: You have a right to request to register with any GP practice as long as you live within its practice boundary. Although the practice may, in some circumstances, decline to register you, the reason cannot be based on your medical condition, age, gender or race.

The practice will normally accept you as soon as you approach them, although you may be asked for identification, and you will be required to complete some forms. You may also be asked to see the practice nurse for a health check. These arrangements may take a week or two, but the practice can deal with any health needs as soon as they receive your application.

Q: How will my records get transferred?

A: When you register with a new practice, they will automatically receive your records from your previous GP.

Q: Will I receive the same services?

A: All practices are required to provide the same basic GP services. Some practices choose to deliver additional services. You may wish to check www.nhs.uk for details of services.

Q: I have been to see a hospital specialist who was writing to my GP. Where will this letter go now?

A: Your current GP will receive any correspondence while you are registered with them. When you move to another practice, your new doctor will receive any future correspondence from the hospital.

Q: I am undergoing treatment - how will my new practice know about this?

A: Your medical record contains details of your previous and ongoing treatment, and this will automatically transfer with your patient record.

Q: I am ill now and need to see a doctor, can I still go to my practice?

A: Yes. You continue to be registered with this practice until 31 March 2018, following this we would encourage you to register with another GP practice as soon as possible; please don't leave registration until you need to see a doctor. If you do take longer to decide which practice to register with, all practices are obliged to provide immediately necessary care to patients that live within their practice boundary, but they won't have access to your previous records.

Q: I have been referred to hospital. Will I need to be re-referred by my new practice?

A: If you have been referred to hospital recently, you should register with a new GP as soon as you can. The hospital will communicate with you directly regarding your appointment time. When you next attend the hospital you should inform them who your new GP practice is.

Q: I am waiting for results of my blood tests/x-rays, how will I get them?

A: Any test results will be added to your patient record. If you are undergoing treatment or investigations of any nature it is advisable for you to register with another practice as soon as possible to ensure continuity of care.

Q: My baby is due his/her injections, what do I need to do?

A: You need to ensure your child is registered with a new practice as soon as possible and the practice will be responsible for issuing a letter informing you of your child's injection schedule. Although you can remain registered at Earsdon Park until the end of March 2018, it is advisable for you to register your family with another practice as soon as possible. If you think your child has missed any injections, please speak to either your Health Visitor, or the staff at your new GP practice. Please note that you may have a new Health Visitor allocated to your family.

Q: I am pregnant; will I still have the same midwife?

A: You may not have the same midwife, but you could speak to your existing midwife about this letter, and she will advise you.

Q: My sick note is due, where will I get this from?

A: As soon as you register with a new GP, any sick notes become the responsibility of your new GP; however, Earsdon Park Medical Centre will continue to provide sick notes to registered patients, where appropriate, until 31 March 2018.

Q: Will I need to show identification when I register with a new GP practice?

A: Once you approach a practice, they will talk you through the registration process. You will need to provide identification and proof of address. The list below gives some examples:

- Birth or marriage certificate
- Medical card
- Passport or driving licence
- Local authority rent card
- Paid utility bills
- Bank/building society cards/statements
- National Insurance number card
- Pay slip or P45
- Letter from Benefits Agency/benefit book/signing on card
- Papers from the Home Office

The following cannot be accepted as proof of identity on their own: library card, video rental card, health club card, private rent book.

Q: Will I have to see a doctor or nurse when I register?

A: You are likely to be asked to attend a new patient check appointment. This will be to check basic facts about your health such as your weight and height, and may include a brief discussion about any medication you take or treatment you are undergoing.

Independent advice – Healthwatch North Tyneside

If you have any concerns and would like to discuss these changes with an independent organisation, you may want to contact Healthwatch North Tyneside, the support organisation that listens to, supports and speaks up for users of health and social care services.

Call 0191 263 5321, email info@healthwatchnorthtyneside.co.uk or go to www.healthwatchnorthtyneside.co.uk.