CWHHE Central London. West London. Hammersmith & Fulham. Hounslow. Ealing. Clinical Commissioning Groups

HOLLAND PARK SURGERY
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Dear Patient,

New Patient Registration Form (Adult: 16 and over)

Welcome to Holland Park Surgery.

Please complete the Practice Agreement, GMS1 and Patient Questionnaire forms. This will help ensure that your registration is processed swiftly. The highlighted sections are mandatory information that you need to complete.

You can find us on our website https://hollandparksurgery.tvddev.co.uk/ or through the NHS Choices website www.nhs.uk. A practice leaflet will be given to you for further information when you register with us.

If you are over 40 you may be entitled to an NHS Health Check to check your risk of developing cardiovascular disease.

If you are not in our catchment area and are registering as an 'Out of Area Registration', please be advised that your acceptance will be decided by the partners depending on your medical needs. No home visits are provided for 'Out of Area' patients.

We are a teaching practice and teach both undergraduate and post graduate students. Please help us train doctors of the future by allowing them to sometimes sit in or consult with you under supervision of their trainer. We will always ask your consent to have a student present.

If you wish to book appointments online and or request repeat prescriptions you will need to request an access pin from reception. Please allow 14 days for your registration to be processed (this is because we are receiving a high rate of new registrations and it will take time for us to process the paperwork onto the system).

Thank you for registering with our practice.

Yours sincerely

Therese Laurent
Practice Manager

Holland Park Surgery
Patient Agreement

Disclosure	Prescriptions
I agree to disclose all material facts regarding my health to my General practitioner and his/her Clinical Staff. We the Practice declare that we shall not disclose any information regarding the patient without the patient's written consent.	The practice operates a prescribing policy in accordance with national and local guidelines. I agree to request repeat prescriptions on two working days notice of my need for medication. I agree to make my request either in person, by Fax or over the internet (an access pin from reception will be required to enable this). I acknowledge that requests cannot be made by telephone. Private prescriptions will not always be written under the NHS. Please allow 48 hours for a decision to be made. You may be offered an NHS alternative.
Confidentiality	**Telephone Results**
We are registered under the Data Protection Act 2018 and have robust systems in place to protect your confidentiality. Personal health information is used to monitor the practices screening activities. Occasionally anonymised health information is sent to monitor quality standards and for post payment verification purposes.	I can telephone for test results between 12-4pm. Reception staff can give out most results but some will need to be referred to the doctor or nurse who made the request. This may not be on the same day.
Appointments	**Zero Tolerance**
I agree to attend on time for all appointments that I book with the Practice and to cancel in advance any appointment that I cannot attend. I acknowledge that should I arrive late for an appointment I may be asked to wait until the end of surgery or rebook for another time. I understand that my appointment is for 15 minutes only and to be fair to other patients waiting the doctor/nurse may only be able to deal with one problem during this time. I agree to book a follow up appointment should this be deemed appropriate. The practice agrees to advise patients, on their arrival of any late running. The surgery runs late because patients presenting with serious complex problems take time to examine, refer and investigate. Please be patient with us, if your problem is complex, you will be afforded the time needed.	I agree NOT to behave in an abusive, threatening or otherwise aggressive manner to any member of the practice staff. I am aware that the practice operates a zero tolerance policy and I acknowledge the right of the practice to remove me from their list without appeal. **Home Visits** I shall only request a home visit from the practice under circumstances where I cannot physically attend at the Practice. Please call the practice as early as possible (to help us plan our caseload). **Out of Area registration** I agree that as an "Out of Area Registration" patient that if I am not well enough to go to the practice, I will not be eligible for a home visit. In that event I will contact the 111 service, who will ensure that I am able to access a service either near or at your home. The Practice may decline your registration if you have complex medical needs or are housebound.
Mobile	**Out of Hours Service**
I consent to SMS text messaging by the practice to my mobile phone for appointment reminders and cancellations. Yes ☐ No ☐ My mobile number is:	When the practice is closed, I agree to use the Out of Hours Service for emergencies only.

I agree with all the terms stated above.

Print Name: ______________________ **Signature:** ______________________

Date: ______________________

New Patient Registration Form (Adult: 16 and over)

Instructions for completing this form

1. Complete a separate form for each family member to be registered
2. Complete in BLOCK CAPITALS and tick the boxes as appropriate

1

Full Name:

Date of Birth:

Title : ☐ **Mr** ☐ **Mrs** ☐ **Miss** ☐ **Ms**

Other. *Please state* **:**

Gender: ☐ **Male** ☐ **Female** ☐ **Other.** *Please state* **:**

Marital Status:

Mobile tel. number:

Text messaging service enables your GP Practice to get in touch with you by sending text messages to your mobile phone (e.g. text appointment reminders). You are able to text back to cancel or rebook your appointments and send responses to questions.

IF YOU CHANGE YOUR MOBILE NUMBER, PLEASE LET YOUR GP KNOW AS SOON AS POSSIBLE.

If you don't want to receive text messages from your practice tick here: ☐

Maiden name / Mothers name if different:

Current Address:

Work tel. number:

E-mail address:

If you consent to us sending you emails to this address please tick here: ☐

Next of Kin:

Relationship to Patient:

Next of Kin contact tel. number:

Please indicate your first choice of contact method:

☐ **Letter** ☐ **Email** ☐ **SMS (text)** ☐ **Phone**

Town* and Country of birth

(*If town is London please state which Borough)

Country:

Town:

Borough (*If born in London):

If you are from abroad, date you first came to live in the UK:

Please state any country (outside UK) that you have visited/lived in for more than 6 months during the past 5 years:

Country:	**Dates/Year (If known):**

Please list other relatives of your home who are registered with us:

Relationship:	**Name:**	**Date of Birth:**

2	**Looking After Someone**	
	Are you looking after someone? Let us know if you are looking after someone who is ill, frail, disabled or has mental health and/or emotional support needs, or substance misuse problems.	☐ Yes ☐ No
	Is someone looking after you? Let us know if a family member, friend or neighbour looks after you. If yes, they are your carer. You are welcome to invite your carer to accompany you to visits at the practice.	☐ Yes ☐ No
	Carer's name :	**Relationship to you:**
	Address of carer :	
	Telephone number of carer :	

3	**Are You Currently Employed?**			
	If so please specify whether :	☐ **Full-time**	☐ **Part-time**	☐ **Self-employed**
	If you are not employed, please indicate which best describes you:			
	☐ **Retired** ☐ **Student**	☐ **Housewife/ Homemaker/House husband**		☐ **Unemployed**
	☐ **Other** ***Please state***:			
	If returning from the Armed Forces please state which below: Comments:			
	☐ **Army**	☐ **Royal Navy**	☐ **Royal Air force**	

5	Diet and Exercise						What type of diet do you have?

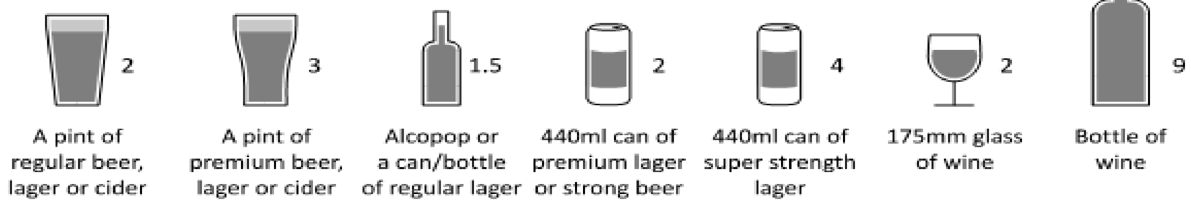
4							
	Your Religion (Please tick) (*PS=please state)	☐ C of E	☐ Catholic	☐ Other Christian *PS__________	☐ Bhuddist	☐ Hindu	☐ Muslim
		☐ Sikh	☐ Jewish	☐ Jehovah's Witness	☐ No religion	☐ Other religion *PS____________	
	Your Ethnic Origin (Please tick one)	☐ White (UK)		☐ White (Irish)	☐ White (Other)		
	☐ Black Caribbean/British	☐ Indian/British Indian		☐ Arabic	☐ Other Mixed Background		
	☐ Black African / British	☐ Pakistani ☐ British Pakistani		☐ Chinese	☐ Other Asian Background		
	☐ Other Black Background	☐ Bangladeshi / British Bangladeshi		☐ Other	☐ Ethnic Category Refused		
	What is your main spoken language? **Do you speak English?** Yes ☐ No ☐			**Do you need an Interpreter?** Yes ☐ No ☐			
	Do you need help with mobility/hearing/speaking? (tick all that apply)						
	☐ Wheelchair	☐ Walking aid	☐ Hearing aid	☐ British sign language (BSL)	☐ Makaton sign language		
	☐ Lip reading	☐ Large print	☐ Braille	☐ Other *PS ______________________________			
	Are you currently?	Homeless ☐	A Refugee ☐	An Asylum Seeker ☐			
	Are you housebound?	Yes ☐ No ☐	Comments:				

	How much exercise do you do?			☐ Healthy
	☐ Sedentary (No exercise)			☐ Unhealthy
	☐ Gentle (climbs stairs, walking , gardening)			☐ Vegan
	☐ Moderate (Cycling, swimming regularly)			☐ Vegetarian
	☐ Vigorous (Attends gym regularly)			☐ Moderate
	Please enter your height in		**Please enter your weight in**	
	Feet / inches:	**cm:**	**Kilos/grams:**	**Stones / lbs:**

6	**Lifestyle**		
	Are you currently a smoker? ☐ Yes ☐ No **Have you ever been a smoker?** ☐ Yes ☐ No	If you smoke, how many Cigarettes / Cigars / Tobacco do you smoke in a day?	
	If you are a smoker and want to STOP please tick here: ☐		
	Alcohol	Alcohol consumption is measured in units, which is explained in the diagram below.	

This is **one unit**...

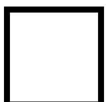
...and each of these is **more than one unit**...



Please have a look at the above diagram and then answer the questions on the next page.

Total AUDIT Score (Questions 1 – 10):

Questions about your Alcohol Consumption	Scoring System					Your score
	0	**1**	**2**	**3**	**4**	
1. How often do you have a drink containing alcohol?	Never	Monthly or less	2 - 4 times per month	2 - 3 times per week	4+ times per week	
2. How many units of alcohol do you drink on a typical day when you are drinking?	1 -2	3 - 4	5 - 6	7 - 9	10+	
3. How often have you had 6 or more units if female, or 8 or more if male, on a single occasion in the last year?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
If your total score for the above 3 questions is 4 or less, then you do not need to complete the questions below						
4. How often during the last year have you found that you were not able to stop drinking once you had started?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
5. How often during the last year have you failed to do what was normally expected from you because of your drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
6. How often during the last year have you needed an alcoholic drink in the morning to get yourself going after a heavy drinking session?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
7. How often during the last year have you had a feeling of guilt or remorse after drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
8. How often during the last year have you been unable to remember what happened the night before because you had been drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
9. Have you or somebody else been injured as a result of your drinking?	No		Yes, but not in the last year		Yes, during the last year	
10. Has a relative or friend, doctor or other health worker been concerned about your drinking or suggested that you cut down?	No		Yes, but not in the last year		Yes, during the last year	



Scoring: 0 – 7 Lower risk, 8 – 15 Increasing risk, 16 – 19 Higher risk, 20+ Possible dependence.

7	**Women Only**	What is the date of your last ***Smear test***? (Also known as a ***PAP*** or ***Cervical smear***)	Date:	Result:
	Was this at your GP Surgery?	☐ Yes ☐ No	Please specify who processed your ***Smear test*** :	☐ NHS ☐ Private ☐ Abroad
	Date of last ***Mammogram*** (if applicable):			
	Number of ***pregnancies*** (include miscarriages & terminations) (If applicable)			
	Do you wish to see a doctor in this Practice for contraceptive services (including the pill, coil or cap)?			☐ Yes ☐ No

8

Your Medical Background

Are there any serious diseases that affect your parents, brothers or sisters?
Tick all that apply *and* state family member:

☐ **Diabetes** Who:	☐ **Asthma** Who:	☐ **Thyroid disorder** Who:	☐ **Stroke** Who:	☐ **COPD** Who:
☐ **Heart Attack** under age of 60 Who:	☐ **Cancer** (Specify type) Who:	☐ **High Blood pressure** Who:	Any other important family illness. Please state:	Who:

Do you suffer from any of the following chronic conditions?

Chronic condition	Date of diagnosis	Medicines you are currently taking	Staff use only
Diabetes Mellitus Type I			X40J4
Diabetes Mellitus Type II			X40J5
Stroke			XaEGq
Ischaemic Heart Disease			XE2uV
Hypertension			XE0Ub
Emphysema			H32..
Chronic Bronchitis			H31..
Asthma			H33..
Chronic Kidney Disease			X30In
Depression			XaB9J
Schizophrenia			Eu20z
Bipolar Disorder			X00SM
Other (please state):			

Please state any allergies and sensitivities you have to medicines, food & dressings:		
Please state any mental disabilities you have:		
Are you able to administer your own medicines?	☐ Yes ☐ No	***If no*** please give details, e.g. swallowing or opening containers:

What long term medical conditions have you had?	Date of Diagnosis:
What operations or serious injuries have you had?	Date of operations or injuries:

Please list any tablets, medicines or other treatments you are currently taking / undertaking not already mentioned:

Name of medication?	**What condition is it for?**	**How many do you take and how often?**	**What is the dose/strength?**

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9	**Sharing Your Medical Record**
	Medical Record Sharing: Allows your complete GP medical record to be made available to authorised healthcare professionals involved in your care. You will always be asked your permission before anybody looks at your shared medical record. **If you do want to share your GP record tick here:** ☐ **If you do not want to share your GP record tick here:** ☐
	Summary Care Record: Contains details of your key health information – medications, allergies and adverse reactions. They are accessible to authorised healthcare staff in A&E Departments throughout England. You will always be asked your permission before anybody looks at your Summary Care Record. Ask your GP about the optional 'Additional information' choice. **If you do want to have a Summary Care Record created tick here:** ☐ **If you do not want to have a Summary Care Record tick here:** ☐

10	**Patient Participation Group (PPG)**	
	The Practice is committed to improving the services we provide to our patients. To do this, it is vital that we hear from people about their experiences, views, and ideas for making services better. By expressing your interest, you will be helping us to plan ways of involving patients that suit you. It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice. If you are interested in getting involved in the PPG, please tick yes in the box below and we will contact you with further details.	
	Yes I am interested in becoming involved in the PPG ☐	***No*** I am not interested in becoming involved in the PPG ☐

11	**Online Services**	
	You can now do the following online or via the SystmOnline app: • Book and cancel appointments, order repeat prescriptions, view your Detailed Medical Record. IT WILL BE YOUR RESPONSIBILITY TO KEEP YOUR LOGIN DETAILS AND PASSWORD SAFE AND SECURE. IF YOU KNOW OR SUSPECT THAT YOUR RECORD HAS BEEN ACCESSED BY SOMEONE THAT YOU HAVE NOT AGREED SHOULD SEE IT, THEN YOU SHOULD CHANGE YOUR PASSWORD IMMEDIATELY.	
	Yes I'd like to register for online services ☐	***No*** I don't want to register for online services ☐
	We can now send your prescriptions electronically to the pharmacy of your choice. If you would like us to do this, please give the name and location of the pharmacy here:	

12	**Other Information**		
	Do you have a "***Living Will***" or "Advanced Directive"? (A statement explaining what medical treatment you would not want in the future)?	☐ Yes ☐ No	***If "Yes",*** can you please bring a written copy of it to your first appointment?
	Have you nominated someone to speak on your behalf (***e.g. a person who has Lasting Power of Attorney***)? ☐ Yes ☐ No	***If "Yes", <u>please state</u>*** their Name: Address: Phone number:	

13	NHS (Charges to Overseas Visitors) Regulations 2015 Self Declaration
	I am a British resident and entitled to full NHS care ☐
	I hold a non-UK issued European Health Insurance Card (EHIC) ☐
	I hold an S1 form (entitlement to health care in another European Economic Area country for a limited duration) ☐
	For more information on your entitlement to NHS care and charges which may be applicable, please talk to your practice for a leaflet explaining the rules and entitlements for overseas patients accessing the NHS in England.

14	NHS Health Check for patients aged 40-74 years old ("Health M.O.T")
	The NHS Health Check is a health check-up for adults in England aged 40-74. It is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. If you are in the 40-74 age group without a pre-existing condition and you have not had a free NHS Health Check for the past five years you are eligible for an appointment. **Please tick if you would like the surgery to contact you for a free NHS Health Check appointment** ☐

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CHECKLIST

Thank you for completing this form. Please check you have completed all sections where possible.
Please ensure that you bring the following with you to the surgery to complete your registration:

1. **Completed & Signed New Patient Registration Questionnaire** (this form!) ☐
2. **Completed & Signed GMS1 Form** ☐
3. **Photo Proof of ID** - e.g. Passport, Photo Driving License or Photo ID card ☐
4. **Proof of Address** – ***Must be in your name and dated within the past 3 months*** ☐
   – *Provided in one of the following:* Bank statement, Utility Bill (Gas, Electricity, Water), Council Tax, Tenancy Agreement or Landline Phone Bill (Mobile phone bills are not accepted)
5. If possible, your **Immunisation Records** – usually the Personal Child Health Record ("Red Book") ☐
6. If possible, your **NHS Card** – usually shows your previous GP and your NHS Number ☐
7. If relevant, your **Repeat Medication Request Slip** from your previous GP ☐

- **Please book a New Patient appointment if you are on any regular medication or have any chronic or significant medical condition**
- **Please request a copy of the Practice Leaflet if you have not already received it. Alternatively you can also find more information on our practice website**
- **I confirm that I have completed this form as accurately and honestly as possible and would like to apply to be registered as a patient at this practice**

13	**Signature**	**Date:**
	Patient signature:	Signature if signing on behalf of patient:

Office use only

Received by:	Date:
Registration completed by:	Date:
New patient check booked?	Date:

Need Appt? ☐ Yes ☐ No			Need Etoh Advice? ☐ Yes ☐ No	
Photo ID	☐ Passport	☐ Driving licence	☐ Identity card	☐ Other
Proof of Address	☐ Utility Bill	☐ Tenancy Agreement	☐ Bank Statement	☐ Other
Nominated GP	☐ Patient advised		☐ Patient not advised (add reminder to record)	