The Partnership of:
Drs, Deasy, Patel, Dowler, Archibong, Lotlikar, Al-Juboori & Brazier

Dickens Place Surgery
Dickens Place
Chelmsford
Essex
CM1 4UU

Type of ID seen	
Date	
Staff Initials	
New patient check date	

NEW PATIENT REGISTRATION FORM

Please be advised all information given will be held in the strictest of confidence as in line with our confidentiality policy.

PATIENT DETAILS Please complete in BLOCK CAPITALS and circle where appropriate

Mr Mrs Miss Ms Dr Prof Rev Other		Surname:	
Date of Birth	/ /	First names:	
NHS No:		Previous name/s:	
Male/Female/ Transgender		Town and Country of birth:	
Home Address:			
Postcode:		Home Telephone Number:	
Mobile Telephone Number:		Work Telephone Number:	
Marital status:		Occupation:	
Ethnicity:		Main Spoken Language:	
Email address:			

CONSENT TO SMS & Email (This allows us to send you appointment notifications and general practice information)	YES / NO

ALLOCATED GP: Please be aware that you will be allocated a named GP within the Practice who will be responsible for your overall care; however you can still choose to see any GP at the Practice.

NEXT OF KIN DETAILS

Name and address:	
Relationship:	
Contact number:	

CHILDREN UNDER 5: Parents registering Children under the age of 5 Where possible, please provide the surgery with a copy of your Child's immunisation record.

YOUR OWN HEALTH

Health Problems: Please tick if you have a history of any of the following 12 health problems……

Cancer		Coronary Heart Disease, Heart Failure, or Atrial Fibrillation	
Dementia or Alzheimer's		Depression or Mental Health problems	
Hypertension (High Blood Pressure)		Kidney Disease	
Respiratory Difficulties (Asthma or COPD)		Stroke or Transient Ischemic Attacks	
Diabetes		Learning Difficulties	
Epilepsy		Thyroid Disease	
If you have any other history, important illnesses or disabilities not mentioned above please give details here (include special diet requirements):			

ALLERGIES: Please list any allergies you have:	

MEDICATION: If you are currently taking any repeat medication, please attach a copy of your repeat prescription to the form when you hand it in.
REPEAT PRESCRIPTIONS Please indicate below where you would like to collect your prescriptions from

FAMILY HISTORY Has anyone in your immediate family (aged under 65) suffered from any of the following conditions?
(Please circle any that apply and note the relationship)

Asthma	Yes / No	Relationship:	
Cancer(please specify)	Yes / No	Relationship:	
Diabetes	Yes / No	Relationship:	
Heart Disease	Yes / No	Relationship:	
High Blood Pressure	Yes / No	Relationship:	
Stroke	Yes / No	Relationship:	

FOR FEMALES AGED 15 TO 65 – If you use any form of contraception please circle which one.					
Coil	Depot injection	Implant	Oral Pill	Patches	Other……
If you have a Coil or Implant approximately what date was it fitted?					Date ……
Have you had recent smear?				Date ……	Normal / Abnormal

PATIENTS AGES 65 AND OVER		
Have you had a flu vaccination this year?	Yes	No
If No, would you like one this year? (Vaccines are in stock September – January each year)	Yes	No
Have you had a Pneumonia/Pneumococcal vaccination?	Yes	No
In No, would you like one?	Yes	No

YOUR LIFESTYLE

EXERCISE: Please circle which of these terms best describes how much exercise you take on a regular basis.			
None	Light	Moderate	Heavy
Body Measurements	Height	Weight	Waist Circumference
	cm	kg	cm

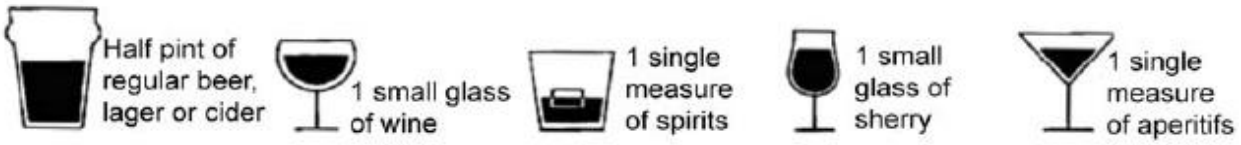
YOUR SMOKING STATUS (Please tick boxes and complete with information as appropriate)

Never Smoked		N/A	
Ex-Smoker		Date Stopped?	
Smoker		How many per day?	
E-Cigarette		Alone or with cigarettes Daily Intake of nicotine?	Alone / Combination
		Would you like advice on quitting we have a smoking cessation nurse available	Yes / No

YOUR ALCOHOL CONSUMPTION

Alcohol

Each one of the below = 1 unit



Scoring System (Circle your answers)

Questions	0	1	2	3	4	Your Score
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	
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+	
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	

ADDITIONAL COMMUNICATION REQUIREMENTS (Tick all that apply)

Do you have any specific communication needs? By leaving this section blank we <u>will not</u> record the need for alternative communication methods in your record		
Braille Grade 1	☐	
Braille Grade 2	☐	
British Sign Language	☐	
Contact via Carer/Third party	☐	
Easy read	☐	
Electronic - Email	☐	
Electronic – Test message	☐	
Large print font	☐	

Interpreter (please state Language) …….	☐
Verbally over the telephone (no written communication)	☐
Other ……	☐

APPOINTMENTS: We ask that you read our appointment schedule and our procedure for appointments – see practice leaflet

PATIENT PARTICIPATION GROUP: Would you like to help shape the way the practice develops, share your views on how services are run and/or give constructive feedback? Why not join our Patient Participation Group? Further information can found on our website (www.longfieldmedicalcentre.nhs.uk) or ask at reception for a form

SIGNATURE OF PATIENT:	
OR SIGNATURE on behalf of a patient:	
DATE:	

CARERS QUESTIONNAIRE

Who is a Carer? A Carer is someone, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to being elderly, physical or mental illness, addiction or disability.

We would be grateful if you could complete the following questions for the practices Carer's Register. The register enables the practice to proactively manage carer's needs with the practice and to consider the provision of services to carers.

IF <u>YOU ARE A CARER</u> please complete this section

What is your relationship with the person you care for?	
Details of the person(s) you are caring for	
Title	
Surname	
Forename	
DOB	
House name/flat	
No. and street	
Village	
Town	
Postcode	
Telephone	
NHS number	

IF YOU ARE BEING <u>CARED FOR</u> Please complete this section

What is your relationship with your Carer?	
Details of your carer	
Title	
Surname	
Forename	
DOB	
House name/flat	
No. and street	
Village	
Town	
Postcode	
Telephone	
NHS number	

If you consent to your Carer being informed of any medical information about you which is held at the practice, please sign and date below; if NOT the leave blank

Signed: …… Date: ……

REQUEST TO ACCESS SYSTMONLINE

Date of Birth:	
Name:	
Address:	
Email:	
Mobile Phone Number:	

I confirm I am the patient named above/OR I have parental responsibility for patient named above *(please delete where appropriate*). I would like to request a password and login to enable me to access SystmOnline to book appointments, request repeat prescriptions, view my medical record and my summary care record. I understand the importance of keeping my log in and password details safe for security purposes.

Please note that if you are requesting a password and login for a young person under the age of 11 years (this will make you a "Proxy" user). Once this young person reaches 11 years of age, for the purpose of patient confidentiality your access to their SystmOnline account will automatically be disabled.

If you are registering for your own online services you will need to complete this form and return it with photographic ID. If you are registering for a "proxy" user you will need to supply photographic ID and proof that you have parental responsibility for the young person (i.e. their birth certificate)

You will be given access to the following online services
Booking appointments
Requesting repeat medications
Accessing my Summary Care Record
Full medical record from date of registration

I consent to my username and password for accessing my online services be sent to me by text/email both requires verification which will be sent to you once the registration process is complete (please tick this box to show your consent)	

Signature	
Patient Signature/Signature on behalf of patient	
If you are not the patient please state your relationship to the patient	
Date	

Contact us online

Welcome to Dickens Place Surgery
We have an online consultation service called PATCHS. You can access PATCHS by visiting our website https://dickensplacesurgery.co.uk/ and clicking on the PATCHS logo.

Contacting using PATCHS instead of by telephone has a number of advantages for you including:

- Getting help quicker from a GP (within in an hour or so without the need for an appointment).
- No queuing on the telephone.
- Ability to submit requests any time day or night (though we can only respond during our opening hours).
- Doing everything on there, prescriptions, consultations, sick notes, checking results etc. Though you shouldn't use it for emergencies.
- Submitting requests on behalf of someone you care for.
- If the doctor or nurse decides you need an appointment, they will see you ASAP (usually on the same day).

Using PATCHS also has advantages for us including:

- Seeing what your request is up front in writing helps us plan our work better.
- Freeing up the telephone for people that cannot use PATCHS e.g. those with emergency problems or if they cannot physically use the internet.
- Helping us save face-to-face and telephone appointments for patients that really need them.
- Helps us reduce the risk of spreading coronavirus to other patients and our staff.

SHARING YOUR NHS PATIENT DATA

Information sharing in the NHS is subject to rigorous regulation and governance to ensure your full identifiable and personal medical data is kept confidential and only ever seen by carefully vetted doctors, nurses and administrative staff responsible for overseeing your care.
With the development of information technology, the NHS will increasingly be sharing key information from your GP medical notes with Out of Hours GP Services, Hospital A&E Units, Community Hospitals, and Community Nurses all of whom may at various times in your life be looking after you. Sharing information can improve both the quality and safety of care you receive and, in some cases, can be vital in making life-saving decisions about your treatment.

There are currently three different elements of “sharing NHS patient information”

- SCR = The NHS Summary Care Record
- EDSM = The Enhanced Data Sharing Model “SystmOne”
- CARE.DATA = The Extraction of Data for Research

The first two elements are about ensuring continuity and safety in your personal care and the third is about extracting anonymous data for research to improve the future commissioning of health and social care services and the health of the nation.

We ask you please to read the information on this document carefully and complete the relevant fields on the attached form and return it to your GP surgery.

SCR = NHS SUMMARY CARE RECORD

The NHS Summary Care Record was introduced many years ago to help deliver better and safer care; it contains basic information about:

- Any allergies you may have,
- Unexpected reactions to medications, and
- Any prescriptions you have recently received.

The intention of the SCR is to help clinicians in Hospital A&E Departments and GP ‘Out of Hours’ health services to give you safe, timely and effective treatment. Clinicians are only allowed to access your SCR record if they are authorised to do so and, even then, only if you give your express permission. You will be asked if healthcare staff can look at your Summary Care Record every time they need to, unless it is an emergency, for instance if you are unconscious. You can refuse if you think access is unnecessary.
Over time, health professionals treating you may add details about any health problems and summaries of your care. Every time further information is added to your record, you will be asked if you agree (explicit consent).
Patients under 16 years have an NHS Summary Care Record created for them so if you are the parent or guardian of a child then please either make this information available to them or decide and act on their behalf.

EDSM = ENHANCED DATA SHARING MODEL "SYSTMONE"

SystmOne is a clinical computer system produced by a company called TPP. It lets NHS staff record patient information securely onto a computer. This information can then be shared with other clinicians so that everyone caring for you is fully informed about your medical history, including medication and allergies.
SystmOne is currently used in GP practices, Child Health Services, Community Services, Prisons, Hospitals, Urgent Care and Out of Hours services, Palliative care services and many more.

Allowing your GP to share your record in the "SystmOne" database helps to deliver better and safer care for you.

It is the policy of this GP practice to automatically opt registered patients into "SystmOne" sharing unless they expressly decline. Those patients who choose to decline are able to determine if their data is "shared out" and/or "shared in"

Sharing OUT controls whether information recorded at our GP practice can be shared with other NHS health care providers.

Sharing IN determines whether or not our GP practice can view information in your record that has been entered by other NHS services who are providing care for you or who may provide care for you in the future (*that you have consented to share out*).

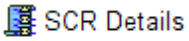
To The GP Admin Support Team

NHS PATIENT INFORMATION SHARING – MY CHOICES

Please complete and/or tick the grey boxes below to detail your personal decisions regarding the 3 aspects of NHS patient data sharing:

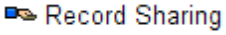
It is very important you sign this form to say that you understand and accept the risks to your personal health care if you do decide to opt out of SCR or EDSM. Hand the completed form in to your GP Surgery; they will scan this form into your NHS GP Medical Records and enter the appropriate computer codes.

Patients full NAME	
Patients DATE OF BIRTH	



1. SCR - NHS SUMMARY CARE RECORD
Please tick only one box.

	Express consent for medication, allergies and adverse reactions only ***(XaXbY)***
	Express dissent – Patient does not want a summary care record and fully understands the risks involved with this decision ***(XaXj6)***



2. EDSM – ENHANCED DATA SHARING MODEL "SystmOne"
Sharing Out – Do you consent to the sharing of data recorded by your GP practice with other NHS organisations that may care for you?

	YES share data with other NHS organisations
	NO do NOT share any data recorded by my GP Practice; I fully accept the risks associated with this decision

Sharing In – Do you consent to your GP Practice viewing data that is recorded at other NHS organisations and care services that may care for you?

	Consent Given
	Consent Refused; I fully accept the risks associated with this decision.

Patient's Signature	
Date	
Signature on behalf of patient	
Relationship to Patient	

THANK YOU FOR FILLING IN THIS NHS GP REGISTRATION FORM!
IT HELPS US TO HELP YOU!

Dickens Place Surgery

Privacy Information Leaflet

Dickens Place Surgery

Newland Spring

Chelmsford CM1 4UU

01245 442628

www.dickensplacesurgery.co.uk

What is a privacy notice?

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

Why do we need one?

To ensure compliance with the UK General Data Protection Regulation (UK GDPR), Dickens Place Surgery must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

What is the GDPR?

The UK GDPR replaces the EU GDPR following Brexit and was previously known as the Data Protection Directive 95/46/EC. GDPR harmonised data privacy laws initially across Europe, but now throughout the UK. It has been incorporated into the Data Protection Act 2018 to reshape the approach to data privacy.

How do we communicate our privacy notice?

At Dickens Place Surgery, the practice privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration (by means of this leaflet).
We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How do we use your information?

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

Maintaining confidentiality

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the UK General Data Protection Regulation (UK GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Dickens Place Surgery; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment, to determine which Integrated Care System (ICS) is responsible for paying for your treatment. This information may include your name, address and

treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opt-outs

The national data opt-out programme affords patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

Accessing your records

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at dickensplace@nhs.net. GP practices are data controllers for the data they hold about their patients
2. Write to the data controller at Dickens Place Surgery
3. Ask to speak to the practice manager Samantha Young, or their deputy Irene Perry

The Data Protection Officer (DPO) for Dickens Place Surgery is Jane Marley

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select 'Make a complaint'
We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed on 30th June 2023

Information for Patients who Do Not Attend their Appointments

Introduction
Due to the increasing number of appointments wasted through non-attendance the Practice have, introduced the following policy.

STAGE ONE.
Patient has failed to attend a pre-booked appointment (1st in a twelve month period).
Patient will receive DNA1 letter and a copy of this leaflet.

STAGE TWO
Patient has failed to attend a pre-booked appointment (2nd in a twelve month period) **OR** patient has failed to attend a "same day" appointment i.e. an appointment booked for attendance the day it's booked.
Patient will receive DNA2 letter and a copy of this leaflet.

STAGE THREE
Patient has failed to attend a pre-booked appointment (3rd in a twelve month period) **OR** patient has failed to attend a "same day" appointment i.e. an appointment booked for attendance the day it's booked for the second time.

What will happen if a patient reaches Stage 3?
At this stage, one of two things will happen:

The Partners will request the removal of the patient from their Practice List and will write to the patient advising that this is the course of action they have taken.
OR
The Partners will write to the Patient advising that they may remain registered at the Practice on the condition that all appointments are attended **thirty minutes** before their allocated appointment time. This allows us the opportunity to offer the appointment to another patient should this not be adhered to.

Should the patient opt to remain registered at the Practice they will be requested to sign an agreement stating that they understand and will comply with the conditions applied to their continued registration at the Surgery.

What will happen if a patient does not arrive THIRTY MINUTES before their appointment time?
Patients not arriving thirty minutes before their allocated appointment time will have their appointment cancelled.

Patients subsequently attending the Surgery once their appointment has been cancelled will not be offered another appointment for that same day.

Patients not arriving thirty minutes before their allocated appointment time and not offering any explanation for this will be written to and removed from the Practice List.

How long will these conditions remain valid for?
Stage Three will remain in place for a minimum of three appointments and a maximum period of one year.

CANCELLING YOUR APPOINTMENT:
Should you wish to cancel your appointment please give us as much notice as possible but certainly no less than thirty minutes allowing us adequate time to offer the appointment to another.

TEXT MESSAGES:
Effective November 2014, we started sending text confirmation of your appointment to your mobile number (if you have consented). Please ensure that the reception team have your current mobile phone number for this purpose.
For children under 16 we will be texting the parent whose number is on that child's record.
Please note that it is your responsibility to remember your appointment and to ensure you let us know in good time if you cannot attend.
Should you have any queries regarding this policy, please address them to the Head of Operations, Samantha Young.

Dickens Place Surgery

ZERO TOLERANCE

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times.

Removal from the practice list

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they should find a new practice. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.

Removing other members of the household

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the practice to continue to look after the whole family. This is particularly likely where the patient has been removed because of violence or threatening behaviour and keeping the other family members could put doctors or their staff at risk.