

Clarendon Lodge Medical Practice

New Patient Registration Information



Welcome to Clarendon Lodge Medical Practice , the doctors and staff are pleased that you have expressed an interest in joining their Practice.

Within the New Patient Registration Pack, there is information regarding the forms which you will need to complete. Please ensure that you read all the information to ensure that you are able to complete the necessary forms.

For Registration, we require you to complete and return to the Practice all the forms attached which state – Please return completed form to Reception.

These forms include:

- **Family Registration form (GMS1).**
- **A New Patient Questionnaire.**
- **Consent form – including text messaging, emailing and Summary Care Record.**
- **Nominated Pharmacy form for electronic prescriptions.**
- **Registration for Online Services – Patient Access.**

You will also need to provide both of the following:

Proof of your place of residence – in the form of a utility bill/Council tax
AND

Proof of your Identification – in the form of a Valid Passport/ Driving Licence/ ID card

Once we have received all forms completed and relevant ID Documentation - we will be able to register you and offer a New Patient Health check - This will be with one of our Health Care Assistant. The Doctors recommend everyone aged 16 and over to make an appointment. Your blood pressure will be checked, as will your urine and your height and weight. It also gives you the chance to discuss any concerns that you may have concerning your lifestyle, health or medication.

We also offer a Free NHS Health Check if you are aged 40-74 and on no regular medication – Please ask at Reception to book in for this.

We do understand that completing and returning these forms may take some time and we would like to assure you that if you need to see a Doctor before your registration is complete we can arrange this.

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Online Medical Record Access – Patient Access

If you wish to, you can now use the internet to telephone book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your prescriptions and allergies online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online, might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

Please ensure you complete the registration form in your New Patient Pack for Online Access.

Online Medical Record Access –Detailed Coded Records

This practice also offers you the opportunity to use the internet to securely view your electronic medical record held by the surgery. There are also links to information leaflets about diseases, tests, investigations, support groups and medications and links to websites such as NHS Choices and patient.co.uk where you can find more information to help you understand about what you read in your record. The system allows you to view the following areas of your medical record:

- A summary that gives you the most important and recent entries in your health record
- Allergies
- Patient Information Leaflets linked from the diagnoses in the medical record section
- Results showing recent investigations such as blood results, blood pressures and x-rays
- Some vaccinations
- Medications
- Consultations

NB The service is currently only available for patient aged 16 and over. We hope to extend this facility to the under 16s at a later date.

Should you wish to access your Detailed Coded Records - Please ask at Reception for further information and application form.

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Your Consent with Clarendon Lodge Medical Practice.

In accordance with the new General Data Protection Regulation we require your explicit consent to allow us to contact you in specific ways or share your information with other healthcare professionals.

We therefore need your **explicit consent** is where the patient is specifically asked if they wish to share or not share their information/record. The patient agrees that “yes” they are happy for their information/record to be shared. The permission is then added to their medical records to allow sharing to happen. Sometimes the patient is asked to sign a consent form and this can be scanned into the patient’s record. This is the gold standard best practice that we should all aim for.

Implied Consent is where the patient has not been specifically asked if they wish to share or not share their information/record but the permission is set in the system to allow the sharing to happen. There are circumstances where implied consent will be applied to patients’ records, either individually or as a whole group. This must be undertaken in the best interest of patient care and is usually done by a clinician who feels it in the patients best interests because they have care needs or mental incapacity. It is usually under the guidance of a notice from the Records Information Group (RIG), as directed nationally or following practice/CCG sharing policies. Best practice it to aim for explicit consent. Therefore any patient who has implied consent on their record should, at the earliest opportunity, be asked for their explicit consent to share their record and this must be updated in the clinical system against their individual record.

Implicit Consent is where consent can be added implicitly to the records of patients. However this is usually an informed implied consent. This means that patients are informed that their records are shared unless they tell the GP Practices that they do not want to share their information. Patients can be informed in any number of ways including via leaflets, letters, posters, information on the websites, on screens in the waiting room, footers in letters and notes on prescription counterfoils.

Dissent is where a patient has specifically been asked if they wish to share their record/information and they choose not to. They specifically requests the GP practice not to share in the future and remove shares which may already be set against their record. It is possible for a patient to consent to some shares (eg eDSM) and dissent for others (eg Care.data). It is possible for patients to change their mind and ask for consents to be added/removed and likewise for dissents to be added/removed.

Please ensure you complete the consent form in your New Patient Registration Pack after reading this information.

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Accessible Information Standard

As part of the accessible information standard we wish to make sure that patients and service users, and their Carers and parents, can access and understand the information they are given by Clarendon Lodge Medical Practice

If you have any information or communication needs - which relate to a disability, impairment or sensory loss. We can provide for instance letters in large print or Braille, or if you require an interpreter/ translator for consultations with the Doctor or Nurse.

Please ask Reception for an information form.

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What is the NHS Summary Care Record?

The new NHS Summary Care Record (SCR) is being introduced to help deliver better and safer care and give you more choice about who you share your healthcare with.

The Summary Care Record will contain basic information about any allergies you may have, unexpected reactions to medications and any prescriptions you have recently received. The intention is to help clinicians in Accident and Emergency Departments and 'Out of Hours' health services to give you safe, timely and effective treatment.

Clinicians will only be allowed to access your 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.

Should you wish to include additional information in your Summary Care Record, what other information can be added to my Summary Care Record?

- Your long term health conditions – such as asthma, diabetes, heart problems or rare medical conditions. Your relevant medical history – clinical procedures that you have had, why you need a particular medicine, the care you are currently receiving and clinical advice to support your future care.

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- Your health care preferences – you may have your own care preferences which will make caring for you more in line with your needs, such as special dietary requirements.
- Your personal preferences – you may have personal preferences, such as religious beliefs or legal decisions that you would like to be known.
- Immunisations – details of previous vaccinations, such as tetanus and routine childhood jabs.
- Specific sensitive information - such as any fertility treatments, sexually transmitted infections, pregnancy terminations or gender reassignment will not be included, unless you specifically ask for any of these items to be

Children under the age of 16 - Patients under 16 years will not receive this letter, but will have a Summary Care Record created for them unless their GP surgery is advised otherwise. 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.

You do not have to have a Summary Care Record, although you are strongly recommended to consider this choice. If you decided to proceed, but at any time in the future you, or a child you are responsible for, change your mind and choose not to have a Summary Care Record, all you need do is write to your Surgery informing them of your decision to “Opt-out”. If you have already told your Surgery that you wish to “Opt-out” and you wish this to remain in place you need take no further action.

Please complete the Consent form within the Registration Pack and hand back to Reception to ensure your choice is recorded in your medical records.

Carer's Information

Do you help without payment, a friend or family member who cannot manage on their own due to physical or mental illness or disability?

If so, you are a CARER - we encourage all carers to register with us so that we may offer support.

Please ensure that you complete the Carer's information within the Registration Pack.

For more information, please ask to speak to our:

Carer Administrator
Phillomena Watts

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Dr JE Fullbrook
Dr J Mulley
Dr T Harper
Dr A Fahmy
Dr R Alsop
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COMMON ILLNESS: **How to look after them at home.**

These notes are written to help you deal with common illnesses. These usually last only a few days and while they are not a serious threat to life or health, the symptoms may be unpleasant. Our suggestions are meant to help you make yourself or family members more comfortable.

The doctors are always available for advice if you are uncertain. However, it is always helpful if simple remedies have been tried first. Aspirin or Paracetamol, diarrhoea and cough mixtures, thermometers and first aid kits are all available over the counter. They should always be available at home but kept well away from children's reach.

These guidelines apply to those who are in good general health. If you have a chronic condition such as asthma, chronic bronchitis, heart disease or diabetes it may be wise to discuss your symptoms with your doctor, or our practice nurse.

1. A child with a temperature. Children develop a raised temperature because of infection and most of these are viral. A virus **does not** respond to anti-biotics but fortunately most children will get over a virus infection in a few days without complications. If the temperature is very high, (normally it is 37 degrees centigrade or just below) we suggest the following measures -

(a) try to lower the temperature by giving Paracetamol (Calpol) in the maximum dose stated for a child of that age. The dose can be repeated after four hours if necessary,

(b) try to reduce the temperature by giving plenty of cool drinks and dress the child in light clothing,

(c) sponging down with a tepid flannel is helpful (tepid rather than cold water), or placing the child in a lukewarm bath. Do not towel dry but allow the child to dry naturally.

(d) if the child seems particularly ill apart from the temperature then telephone the doctor but do not wait until late at night. Remember that temperatures often fluctuate, and are usually higher at night than in the morning.

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Sometimes young children will have a convulsion with a very high temperature. If this happens lie the child on his/her side and stay with them while the shaking lasts, then call the doctor.

2. Colds. Also known as coryza or upper respiratory tract infections. Colds are caused by different viruses. . We all get them from time to time and no cure is available. Colds usually clear up within a few days, but may last over a week or ten days. They do not require a doctor's attention but the symptoms can be helped by taking Aspirin or Paracetamol two or three times a day and plenty of liquid to drink. Steam inhalations are soothing and may help open the passages of the nose; add Friars balsam, menthol crystals, Vick or Olbas Oil to hot water.

3. Influenza. 'Flu is also a viral illness but the symptoms are much worse than a simple cold. A sore throat, high temperature and a cough are usually present often associated with aching limbs and headache. Usually it is not possible to go to work with 'flu and most people need at least a week to ten days to recover. Bed rest and Aspirin or Paracetamol, and perhaps a cough linctus usually help. Typically 'flu is followed by a period of feeling very tired and run down, which this may last for several days after the acute symptoms have passed. There is no need to worry if the appetite is lost for a few days but remember to take plenty of drinks, especially when the temperature is high.

4. Sore throats. Most sore throats are caused by viruses. Most do not require anti-biotics. Use throat lozenges and aspirin or paracetamol. For people over 12 soluble aspirin can be dissolved in water, then used for gargling before swallowing. Use treatments like this for a few days before making an appointment at the surgery.

5. Ear ache. This is not always due to infection in the ear and often accompanies sore throats and colds. Simple pain killers help but if it persists or the patient is generally unwell consult your doctor when he or she is next available.

6. Diarrhoea and vomiting. In most cases this common tummy upset (often called gastro-enteritis) gets better on its own after a few days. Treatment consists of replacing lost fluids with water or clear diluted drinks. It is as well to avoid solids for the first 24 hours and then to stick to a very light diet for the next day or two. Bread and potatoes (not fried) are sensible foods to start with.

In small babies, especially in the first three to six months of life, diarrhoea and vomiting can be more risky. We advise you to telephone your doctor about it if it lasts more than 24 hours in a young baby.

7. Strains, sprains and backache. Most will respond to a few days rest with regular simple pain killers which are available over the Chemist's counter. Sports injuries are helped by applying an ice pack (such as ice cubes in a plastic bag or a packet of frozen peas) to the affected part as soon as possible after injury. A support bandage or resting with the injured limb raised can also help.

8. Burns and scalds. Apply lots of cold water to the affected area as soon as possible and continue until the pain begins to subside. If the skin is blistered but not punctured apply antiseptic cream such as Savlon under a loose dry dressing. If the burn or scald is a large one, i.e. over four or five inches in diameter, or if the skin is broken we advise consultation with the Practice Nurse.

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Sunburn should be treated as other burns, especially if it blisters.

9. Insect bites and stings. Calamine lotion and antihistamine tablets are available over the counter at the Chemist and will ease soreness and itching. The area around the sting will swell and become very red but it soon goes down. Bee stings should be scraped away rather than plucked out as this might inadvertently squeeze more of the venom into the wound.

10. Head Lice. Head lice (or 'nits') are very common and can infect clean hair. They are normally picked up from other children. A shampoo can be bought from the Chemist to clear them up. Our Health Visitors will be happy to offer advice if the problem persists.

11. Nose bleeds. These are common in children especially after a cold. Sit the patient in a chair leaning forward with the mouth open. Squeeze the nostrils gently for about ten minutes, also applying a flannel or handkerchief soaked in cold water. Avoid picking or blowing the nose for the following 24 hours. Nose bleeds usually stop in ten to fifteen minutes but if they persist please ring for advice.

12. Vaccination and immunisation reactions. These often occur after injections against infectious illnesses, in adults as well as children. There may be swelling and inflammation at the site of the injection, which can be relieved by applying an ice pack. There may also be a feverish reaction which can occur up to ten days after the immunisation or even up to four weeks after the MMR injection. Treat with plenty of fluids by mouth and Paracetamol.
