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St. Andrew's Medical Centre  
Greenhill Park  
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# New Patient Registration Policy

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VERSION: 20/06/20

## General Advice

Patients can register at the Practice if the list is open. At present the list is open.

Registration in person can be done by completing the GMS1 Registration Form and other practice relevant forms/questionnaires at the Reception counter or by downloading them online from the practice's website at <https://neasden-greenhillpark.co.uk/>

Patients can choose which GP practice they register with but practices can decide not to register patients under certain conditions. These are:

- the practice might not be taking on new patients because it is at maximum capacity
- the practice might not be accepting patients who live outside its practice boundary
- you have previously been removed from the list
- you have a history or exhibited violence at the Practice

Our practice currently does not accept patients who live outside our catchment area. These registrations will be refused by the Health Authority.

The Practice will not decline registration on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or a medical condition. If we cannot accept your registration, we will give you our reasons in writing.

You can read more about your legal rights to choice in the NHS on the GOV.UK website.

<https://www.gov.uk/government/publications/the-nhs-choice-framework/the-nhs-choice-framework-what-choices-are-available-to-me-in-the-nhs>

If you are a **newly registered patient from abroad** you should be aware that being registered with a GP, does not automatically mean you will be eligible to receive all services the NHS provides for free, in particular, those provided by a hospital. If you require a referral to a hospital, you will also need to meet the hospital's eligibility criteria for free treatment which is different to that for Primary Care GP services. You may at this point be asked to provide proof of entitlement.

When you have completed and returned the GMS1 form, the practice will send it to NHS England (NHSE), who will transfer your medical records to the practice and write to you to confirm your registration as a patient with the practice. The data from the other forms and questionnaires are entered on your record once the registration is complete.

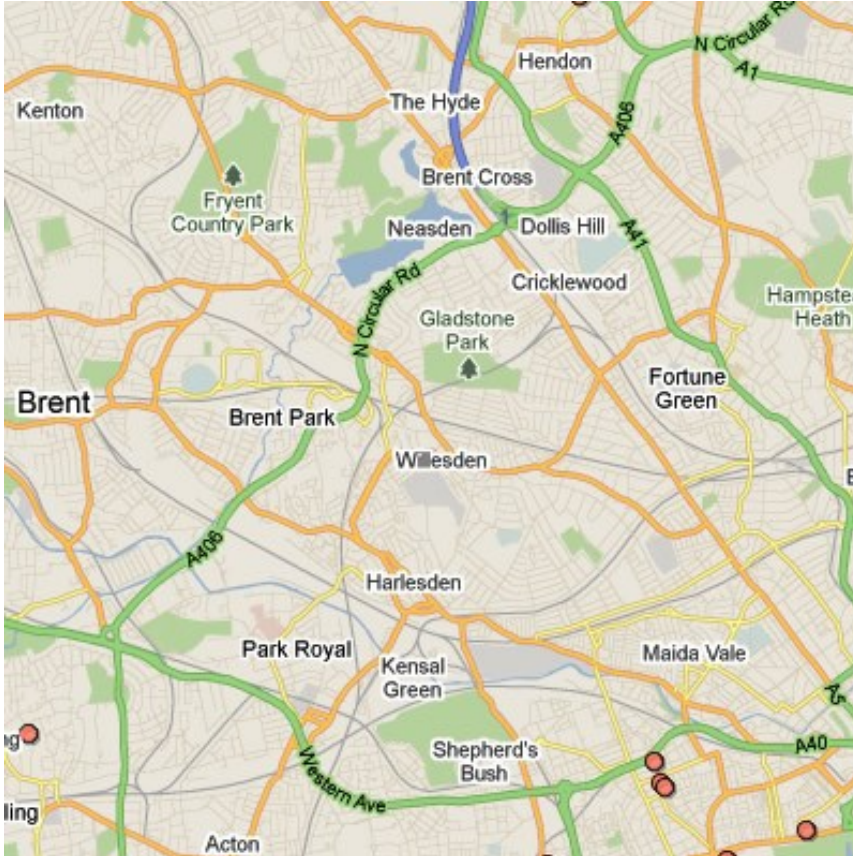


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## Our catchment area



## Registering Children

Parents or guardians can register a baby at the practice by completing the registration form and presenting it together with a birth certificate, mother's photographic ID and a red book. Please note that the mother should be registered with the practice as well.

The practice would ask for proof of identity when you register, especially when you register children in your care. This is to be used to check your details match with the information held on the NHS central patient registry and that your previous medical notes are passed on to us, your new practice. It is the patient's responsibility to properly and correctly inform the practice of their residential address.

## The Registration Process

Registration can be done by completing the registration form and other practice relevant forms/questionnaires at Reception or by downloading them online from the practice's website <https://neasden-greenhillpark.co.uk/>

**PLEASE COMPLETE ALL QUESTIONS.** It is best if you can visit the surgery between 15:00 pm to 17:00pm, Monday to Friday -Greenhill Park Medical Centre and Thursday 15:00 pm to 18:00 pm, Sunday



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10:00 am to 13:00 pm – Neasden Medical Centre with the forms, a proof of address and a photo ID. Please note Saint Andrews Medical Centre does NOT register new patients. The registration process could take **at least 20 minutes** as it involves completing simple health checks. Allow enough time. The receptionist will check the completed form if all the details needed are entered. You may be asked for additional details to help process your application. If you don't complete **ALL** questions, it may result in the delay or a rejection of your registration. The processing of your registration will take 5 working days. You are welcome to give us a call after that period to book an appointment or simply to check if registration was completed. We might need some additional information to complete your registration, in which case we will try to contact you. If we have not been able to get in touch with you and your registration remains incomplete for a long period of time, the Health Authority may decide that they are unable to process it and you will not be on our list.

During COVID19 we still accept new registrations, however we will direct you to our Online Form. You will still need to provide ALL necessary documents, including the New Patient Registration Health Check form. If you forgot to fill in the form completely, we will contact you on the telephone number or at the email address provided. Please ensure your contact details are correct.

It is the registering patient's responsibility to provide the **CORRECT AND ACCURATE** registration information. If you do not do so, it may delay the transfer of your medical records to us, your new doctor and communication from the GP practice and hospitals may not be able to reach you.

The receptionist will offer you a new registration health check appointment with the Healthcare Assistant or practice nurse.

## **Patient's Responsibilities**

You should provide accurate information about your health, condition and status and **LET US KNOW WHEN YOU CHANGE YOUR ADDRESS, PHONE NUMBER OR EMAIL ADDRESS**. We may contact you regarding our services via text, phone call, email or letter. It is important that you give us your consent or refusal during registration to any or all of this.

You should keep your appointments and give us a call if you know you are going to be late. If you need to cancel, please do at least 24 hours beforehand. Make separate appointments for each family member wishing to see the doctor if you are coming together.

We offer interpreting services when required. Please make sure you specify the language you speak when filling out the registration form and request an interpreter at the time of the booking, the appointment. That will give us the necessary time to be able to provide you with an interpreter. Telephone interpreting is available when needed.

One appointment = One problem. If you have more than one problem to discuss with the doctor, please book a double appointment. Not all encounters require a doctor. We do screen appointment requests and will advise you appropriately. For example, doctors do not take blood tests.



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## Prescriptions

Please be aware that processing your registration, and the transfer of your notes, may take up to 2 weeks. If you require repeat medication, you are advised to request enough from your current GP to avoid running out. Only minimal short term prescribing will occur until your identification is verified.

You might find requesting your repeat prescription list from your current practice useful for your registration process. The practice may contact your previous GP (or current GP if you are a temporary resident or visiting within our catchment area), for example if proof of identification is not provided or controlled drugs are requested. If a patient repeatedly fails or refuses to provide identification or if staff have concerns over any patient (identified or otherwise), they may contact the Local Counter Fraud Specialist (LCFS). Contacting the LCFS does not breach the Data Protection Act: section 29 (3) allows for the release of information for the prevention and detection of crime.

### **Repeat prescription will be ready within 48 hours after your request.**

You should follow the course of treatment which you have agreed and talk to your clinician if you find this difficult. Take medicines according to the instructions and only ask for repeat prescriptions only if you need them.

### **We participate in the North West London PRESCRIBING WISELY PROGRAMME and have a Self-Care Policy for over-the-counter prescribing:**

- We do not prescribe items that you can buy over the counter.
- We do accept repeat prescription requests from the pharmacist.
- We follow the North West London Drug Formulary, where we have an approved list of medicines that we can prescribe for your clinical conditions and we do not prescribe branded medicine unless there is clinical evidence for doing so.
- There are drugs that can only be prescribed by the hospital and not by GPs.
- If you see a private doctor and you are prescribed a medicine which is outside the NWL Drug Formulary or not within the agreed NWL Guidelines, you may have to continue this as a private prescription by your private doctor.
- If you take medication that requires regular blood tests, please remember that we might not be able to issue your prescription unless you have an up-to-date blood test result.

You are advised to notify your GP wherever applicable of medication prescribed privately as NHS doctors don't have access to your private records. This includes cervical smear tests.

We have a Frequently Asked Question (FAQ) leaflet on prescriptions. You can request it from Reception or find it on our practice website.

You should provide feedback both positive and negative about the treatment and care you have received including any adverse reactions you may have had.



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## **Public Health Programmes**

You should participate in important public health programmes such as vaccinations, cervical smear screening, breast mammogram and bowel screening that you are invited to. You may receive invites via text messages, emails or letter. Please ensure your contact details are always up-to-date

## **Zero Tolerance Policy**

You should treat NHS staff and other patients with respect and recognise that being abusive; causing a nuisance or disturbance on NHS premises could result in your removal from the list and prosecution.

## **Online Services**

When you register with us, with your consent we can register you for Online Services. This has several advantages, such as being able to view your medical records online, request your repeat medications online and to book certain appointments. If you do not wish to use Online Services, you must inform us. You are free to change your mind at any time.

## **Registering homeless patients**

Homeless patients are entitled to register with a GP using a temporary address or no address at all. Our practice are committed to ensuring homeless patients receive the same level of care as those with permanent addresses. We will support and register homeless patients who can use a friend's address or a day centre. They can also use the practice address to register. Please note that we facilitate patient registrations and do not have control over their approval. If the Health Authority requires further information, new patient registration maybe delayed.

## **Registration of refugees and asylum seekers**

The world is experiencing unprecedented high rates of global migration and our responsibility as GP practice is to provide equal health care population groups. We do register patients without any identity, immigration status and proof of address. Please be aware that asylum and refugee status are often proven with an official card given by the government or a letter equivalent. While we are happy to process the registration request the Health Authority has the final decision in approving it.

## **Registartion of patients under protection**

As a caring and supportive practice we register patients who are under special protection measures such as witnesses and victims of domestic abuse, although they might not be able to provide us with their original identification documents and proof of address. While we are happy to process the registration request the Health Authority has the final decision in approving it. We have a robust policy for dealing with patients in a vulnerable situation and you are welcome to approach any member of staff should you need help. All



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our staff in patient care have a valid DBS Certificate and the clinicians are trained to deal with specialist safeguarding needs.

### **Same gender doctors**

Considering patients care and personal preferences, we offer same gender doctor appointments if requested by patients and if available for the time needed.