**Wallasey Medical Centre**

**Registrations**

**What do you need to bring with you to be able to register at the practice**

## New Patient Registration

The doctors welcome new patients who live within our practice area. Please check with reception to see if your address falls within our catchment area. You are asked to bring proof of address, NHS number and passport or photo ID (see list below). These documents are not a mandatory requirement and you will not be refused registration if you cannot produce them. The reason we ask for them is to match up and ensure a smooth transition of your previous medical notes to us.

Your registration status with us will depend on whether you are a visitor, staying temporarily in the area or are a permanent resident.

As it often takes some time for records to be forwarded from your former practice all newly registered patients will be asked to complete a health questionnaire and are offered a new patient health check with the nurse if appropriate.

Please contact reception for further information.

Please ensure you only bring **photocopies** of these documents.

**For children under the age of 16 please also bring in their Red Book or immunization record when registering so that we can see if they require any immunisations.**

**Identification**

* Current Passport (Full)
* Driver’s License with photo ID
* Birth certificate.

**AND**

**Proof of Address**

* Utility bill - gas/electric/ cable TV or landline telephone bill (issued within last 3 months)
* Tenancy agreement
* Council tax bill
* Council rent book
* Household or motor insurance certificate
* HM Revenue & Customs documentation (e.g. PAYE coding notice/notification of tax credit/HMRC tax calculations)
* Bank Statement

\*if you have previously registered with the NHS then we would be able to find your NHS number for you if you cannot.

\* Students who are returning to their family home and re-registering if possible please bring in proof of ID and details of your University/College and GP to ensure a smooth transition of your medical records back to us.

**NEW ONLINE SERVICE:** [www.wallaseymedicalcentre.co.uk](http://www.wallaseymedicalcentre.co.uk)

An online service called “Patient Access” is available to **Order Repeat Prescriptions** and **Book Appointments** with the GP.

If you would like a registration letter for access to this service, **please ask reception on the day that you attend your first appointment**. ID will be required to have this letter.

**GP appointments**

When thinking about making an appointment at the surgery, some knowledge and forward planning can ensure that you see the doctor at your convenience.

If you would like to see a doctor, you'll usually need to make an appointment. Our GP’s have their own booking routines, with a mixture of routine appointments, telephone consultations and emergency appointments per day.

The surgery is able to offer you an appointment to see a GP or other healthcare professional quickly, if necessary. However, if it is more convenient, you can book appointments 2-3 weeks in advance.

Familiarise yourself with the GP surgery’s appointment system, and try to plan in advance if you can.

**Don’t forget your local pharmacy…**

Before you make an appointment to see your GP, consider the alternatives. The pharmacist behind the counter at your local chemist may be able to give you the help you need, so you won't have to spend time waiting for an appointment. Pharmacists are highly trained health professionals, and may offer a wider range of health services than you might think. Pharmacists can help with:

* Mild skin conditions, such as [acne](http://www.nhs.uk/conditions/acne/Pages/Introduction.aspx) and [eczema](http://www.nhs.uk/conditions/eczema-(atopic)/pages/introduction.aspx)
* Coughs and [colds](http://www.nhs.uk/livewell/coldsandflu/pages/coldsandfluhome.aspx), including nasal congestion and sore throats
* Minor cuts and bruises
* Constipation and [haemorrhoids (piles)](http://www.nhs.uk/conditions/haemorrhoids/Pages/What-is-it-page.aspx)
* Hayfever and [allergies](http://www.nhs.uk/conditions/allergies/pages/introduction.aspx)
* Aches and pains, such as [headaches](http://www.nhs.uk/conditions/headache/pages/introduction.aspx), earache and backache
* Indigestion, [diarrhoea](http://www.nhs.uk/conditions/diarrhoea/pages/introduction.aspx) and threadworms
* [Period pain](http://www.nhs.uk/conditions/periods-painful/pages/introduction.aspx) and thrush
* [Warts, verrucas](http://www.nhs.uk/conditions/warts/pages/prevention.aspx), mouth ulcers and cold sores
* [Athlete's foot](http://www.nhs.uk/conditions/athletes-foot/Pages/Introduction.aspx)
* [Nappy rash](http://www.nhs.uk/Conditions/Nappy-rash/Pages/Introduction-OLD.aspx) and teething
* Some pharmacies can provide truss fittings, stoma products and incontinence supplies
* [Emergency contraception](http://www.nhs.uk/conditions/emergency-contraception/pages/introduction.aspx) (the morning-after pill)
* Needle and syringe exchange services
* [Pregnancy tests](http://www.nhs.uk/planners/pregnancycareplanner/pages/pregnancy-test.aspx). Most pharmacies can provide pregnancy test kits, and some have a private area where you can use the kit
* [NHS stop-smoking courses](http://www.nhs.uk/Livewell/smoking/Pages/Gethelp.aspx)

TIP LogoMany pharmacies offer a [Medicines Use Review](http://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Pages/pharmacistsandchemists.aspx) (MUR). This is a detailed review of the medicines that you take. It’s especially useful for people who take a number of medicines, and leads to better alternatives being prescribed. Ask your pharmacist for more details.

**Emergency Appointments**

In the event of sudden onset of your illness, you can be treated as an emergency patient by making an appointment to see the Doctor up to 4 hours in advance.

You may not be able to see a doctor of your choice.

**Do you need an Emergency Appointment?**

It will help considerably if you can observe the following when seeking an appointment as an emergency:

The following conditions and requests **DO NOT** require an emergency appointment:

|  |
| --- |
| **Non-Urgent Conditions:** |
| Ongoing, stable conditions. |
| Repeat prescription requests. |
| Sickness certificate requests. |
| Routine test requests. |

**The following are a few examples of conditions that you might request an emergency appointment for:**

|  |  |
| --- | --- |
| **Urgent Conditions:** | |
| Chest Pains. | Breathlessness. |
| Wheezing. | Earache. |
| Bleeding. | Painful Eyes. |
| Blackouts. | Stomach Pains. |
| Any severe pain. |  |

**Please remember that you can also ask to speak to the GP via a telephone consultation at the end of morning surgery or the beginning of evening surgery, where advice can be given to help with urgent conditions.**

IF SUPPLYING, PLEASE ONLY BRING PHOTOCOPIES OF DOCUMENTS WITH YOU – this will speed up the registration process.