**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 or our website to see if your address falls within our catchment area. You are asked if possible 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 and to ensure all names and details are spelt correctly if you have not been registered before on the NHS.

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.

If you are supplying documents please ensure you only bring **photocopies**.

**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 supply details of your University/College and GP to ensure a smooth transition of your medical records back to us.

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| **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 view aspects of your medical record.  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. |

When thinking about contacting the surgery, some knowledge and forward planning can ensure that you are dealt with ASAP.

If you would like to see a doctor or have an admin query, you will need go onto our website and in the first instance register with our online triage service called PATCHs – [www.wallaseymedicalcentre.co.uk](http://www.wallaseymedicalcentre.co.uk). Once you have registered (only need to do this once), you are then able to complete a PATCHs form with as much information as possible. These forms are triaged daily by the GP who will then contact you within 72 hours by telephone/test message/video call or face to face appointment. This also applies if you have an admin query. If you do not have access to a computer or smart phone then our receptionists will complete a PATCHs form with you over the telephone after 10am. Any urgent problems will be dealt with promptly.

\*Familiarise yourself with the PATCHs triage system, and try to plan in advance if you can.

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| **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) |

TipMany 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. Please telephone the surgery and a PATCHs lite will be completed for you over the phone and added to the triage list for that session to be dealt with as urgent by the doctor on duty.

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**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:

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| **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:**

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

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

(If you are unable to supply any documentation it will not stop the registration process.)