



Manor Park Surgery

Tel: 0113 239 4416

Manor Park Surgery, Bellmount Close, Bramley, LS13 2UP

Web: manorparksurgery.co.uk



Email: reception.manorparksurgery@nhs.net

Facebook: Manor Park Surgery

Our GP Partners: Dr Gilmore (m), Dr Birnage (f), Dr Barton (m), Dr Allender (m),
Dr Power (f)

For further details of our clinical staff visit our website.

Our reception opening times:

Monday to Friday - 07:30 to 18:30*

* Please note that our telephones lines are available 08:00am - 18:00pm.

Some early doctor's appointments are available most mornings from 7:30am.

We also offer weekend and late evening appointments at The Gables Surgery. Please see our website for further information.

Welcome

Manor Park Surgery is situated in Bramley, West Leeds. We are a growing practice, and we want to listen to our patients to help improve the healthcare services we offer.

Our Services

GP Access every morning, Early morning and late evening appointments, Midwifery, Integrated Pharmacy, Onsite Physiotherapy Service, Onsite Ultrasound Service, Onsite 'Pharmacy First' scheme, Community Wellbeing advisors, Mental Health and Learning Disability Care Co-ordinators, Dieticians, Diabetes Dieticians, Frailty Team, Occupational Therapists, Physician Associates, Paramedics, Pharmacy Technicians, Domiciliary Appointments, Health & Wellbeing Coaches, Weight Management, Contraception and Smear Clinics, Healthy Minds. We are registered as a GP training surgery.

Accessibility

Our surgery has been designed to be accessible with our entrance and consulting rooms suitable for wheelchair access. We also have accessible toilets and parking spaces in our main surgery car park. We try to support all our patients where possible, if you have communication needs, please ask about our "Accessible Information Standards".

How to register

We would be delighted to welcome you as patient at Manor Park Surgery. Simply come to surgery with photographic ID and proof of address (utility bill or other) if you have these. You will need to complete a registration form and a health questionnaire for the surgery. If you are registering a baby, we require that the parent / legal guardian with whom they live, is also registered with the practice.

NHS App & SystemOnline

Register for our online access or download the NHS App! Book appointments, order medication, see results and view your record on the web. Registration is easy, ask reception for details or visit the Play store or App store to download the App.

Feedback and Complaints

We continuously try to improve our service by encouraging, listening and responding to the views of our patients, responding positively to them and by learning from them and putting mistakes right. You can get in contact with us or make a complaint by completing a compliment, comment or complaint form. These are available from reception or on our practice website. You can also send us an email at reception.manorparksurgery@nhs.net or write to us at the following address: Manager, Manor Park Surgery, Bellmount Close, Bramley, Leeds, LS13 2UP. All complaints must be in writing.

Appointments

We offer a variety of appointments with different types of clinicians. We release same day appointments at 08:00 and 13:00, and we have some that can be booked one week in advance. Appointments are accessible via the front desk, telephone or using our e-consult service PATCHs. PATCHs can be used for non-urgent medical issues and admin queries. Your e-consult will be reviewed by our trained admin staff to ensure you are booked in with the most appropriate clinician/service. We also work alongside other practices as part of the Leeds West Primary Care Network to provide additional health services to the local population. Working closely together with other primary and community care staff and health organisations allows patients better access to high quality care closer to home.

Home Visits

To request a home visit please ring the surgery and your details will be passed on to a doctor who will ring you back. If they decide you require a home visit you will be placed on the home visit list. Please note that home visits are only available to patients who live within the practice boundary.

Results

If you have had a blood test or scan it is important that you find out the result. Whilst we try to contact all patients with abnormal results, you should not assume that no news is good news. If you register for SystmOnline or download the NHS App you can view your results over the web or you can call the surgery number after 10:30. Please allow 7 days for blood results to come back and 3 weeks for scans and x-ray results to come back.

Out of hours service

The practice telephones open at 8am and close at 18:00pm (Monday to Friday). If you need non-emergency assistance during these times you should call the free NHS111 service. Simply dial 111 from any telephone.

The surgery is also closed one afternoon each month for staff training, on a Thursday. Details will be published on our website. Again, if you need non-emergency assistance during these times dial 111.

If you have a life-threatening emergency call 999!

Please only attend A&E if your problem is an emergency. There are alternative routes for less serious accidents, Minor Injuries ONLY (cuts, bites, stings, acute muscle joint injuries, sprains etc).

St George's Minor Injury Unit, St George's Road, Middleton, LS10 4UZ (03303115106), Open 8:00-23:00 7 days a week.

Wharfedale Minor Injuries Unit, Wharfedale General Hospital, Newall Carr Road, Otley, LS21 2LY (01943465522) Open 8:00-23:00 7 days a week.

Walk in service at Shakespeare Medical Practice, Burmantofts Health Centre, Cromwell Mount, LS9 7ST (01132951132) Open 8:00 – 20:00 every day (inc bank holidays).

Pharmacy First – .

Sinusitis for adults and children aged 12 years and over;

Sore throat for adults and children aged 5 years and over;

Acute otitis media for children aged 1 to 17 years;

Infected insect bite for adults and children aged 1 year and over;

Impetigo for adults and children aged 1 year and over;

Shingles for adults aged 18 years and over; and

Uncomplicated urinary tract infections in women aged 16 to 64 years.

Patient rights

We are committed to achieving the highest possible standard of primary health care and, we recognise the centrality of the patient's personal dignity, individuality and right to privacy.

Zero Tolerance

We operate a zero-tolerance policy at the practice. If you act violently, either verbally or physically, towards any member of staff, you will be removed from our list and provided with an explanation of the reason why. New patients will need to agree to the behavioural agreement included in the registration pack.

Prescriptions

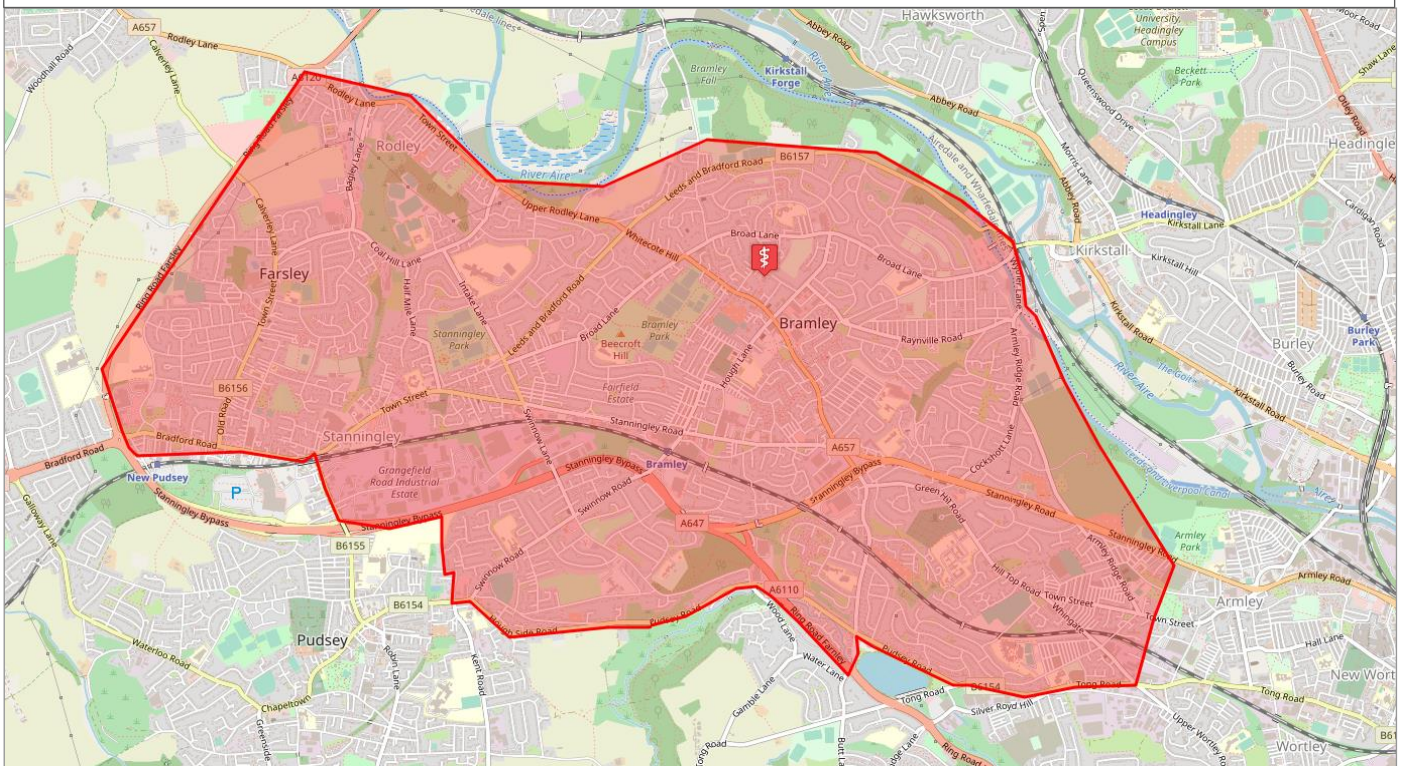
There are various ways to order your regular medications:

- Request the medication via SystmOne online or through the NHS App.
- Request that a pharmacy arranges the ordering of the medicine.
- Complete a 'back copy' on your existing prescription asking for the same again and leave it at reception.

Please allow a minimum of 48 hours for your prescription to be ready.

Practice Boundary

We no longer require you to be within our practice boundary to be registered at the practice. However, if circumstances dictate that you would require a home visit from a doctor, they will only be able to visit you if you are within the agreed boundary.



Child Immunisations

Mother and baby have their postnatal check between 6-8 weeks and at this time baby will be given their first immunisations. The surgery will send mum an appointment for this, and it is important to register baby at the earliest convenience. Information about subsequent immunisations is available from reception. If you have recently moved from another country and have a young child, it is helpful to us if you can supply the child's immunisation history as we won't have this information.

Private Fees

You may have to pay a fee for certain services that are not covered by the NHS, which covers the time taken by a clinician or the admin team. For example, insurance claims, medicals and some travel vaccinations. Further details can be found on our website or ask at reception.

Patient Participation Group (PPG)

The PPG is open to any registered patient to join, it allows patients and practice staff to work together to improve the experience of patients using the practice. Do you have any ideas for improving services in the practice? Are there services you would like to see available? The group is your opportunity to let us know your view. If you are interested in joining the PPG as a member, join our mailing list. You can drop us an email on reception.manorparksurgery@nhs.net. You can unsubscribe at any time.

Interpreters

The practice does have access to the service of interpreters if needed. Please make sure you let us know if you will require this service.

Named GP

All patients have the right to express a preference to see a particular practitioner, and whilst the practice will endeavour to comply it might not always be possible. Patients will also be assigned a "Named GP" who will take overall account of those patients. Patients can ask to change their named GP at any time.

Confidentiality

We always operate a strict code of confidentiality in accordance with Caldicott Guidelines, the NHS Code of Conduct and the Data Protection Act. Every use of patient identifiable information must be lawful. A person in each organisation handling patient information is responsible for ensuring that the organisation complies with legal requirements. All our staff, both clinical and non-clinical, have been made fully aware of their responsibilities and obligations. You can find our full Data Protection Notice on our website.

Travel Immunisations

If you are planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world. Please call the surgery for advice at least eight weeks in advance. Some travel vaccines are given free on the NHS, others, such as yellow fever and rabies, are chargeable.

Annual Reviews

Patients with long term conditions, such as Asthma, Diabetes, COPD and Heart Disease, will be invited for an annual review appointment with a doctor or nurse. We aim to do these during your birthday month.

Chaperones

We have trained staff available to act as chaperones if you require one. Please ask one of our team members on reception.

When you are unwell it is important to choose the most appropriate way getting help. Below are some suggestions of where to go for different kinds of issues, in order of severity.

Hang over
Grazed knee
Sore throat
Cold

Self-Care

A lot of illnesses can be treated in your home using a well stocked medical cabinet.

Unwell
Unsure
Confused
Need help

NHS 111

This service offers confidential medical advice and information by telephone.

Diarrhoea
Runny nose
Painful cough
Headache

Pharmacist

Your local pharmacist can give you confidential advice on a range of minor illnesses.

Vomiting
Ear ache
Stomach ache
Back ache

General Practice

Treatment advice and support for most health issues.

Cuts
Strains
Itches
Sprains

Minor Injuries

Treatment and advice for minor injuries. See above for local options.

Choking
Chest pain
Blacking out
Blood loss

A&E or 999

Hospital and emergency care for people with urgent, life-threatening issues.

Dear Patient,

Welcome to Manor Park Surgery. Thank you for choosing to register with us. We are delighted that you are joining our friendly and forward-thinking Practice.

Please find enclosed:

Practice Leaflet– Our current Practice leaflet tells you more about us, our opening hours and services. This information can also be found on our Practice website:

<https://www.manorparksurgery.co.uk>

GMS1 Registration Form (New Patient Application Form) – you must complete this form fully to register with us. It is very important that you fill in each section for us to be able to obtain your medical record from your previous practice. ID is required as below:

- **ID for over 16's:** It is helpful for us to check your photographic ID and proof of address at registration. Seeing some form of ID helps us ensure the correct matching of a patient to the NHS central patient registry and to ensure we receive the medical records from the previous Practice.
- **Children of 16 and under:** It is essential that we see children's ID within 4 weeks of registration. An adult with parental responsibility should normally be registered at the Practice with the child.

Health Questionnaire– This information is very important for your medical record with us. We need this information before we can make any referrals for you. We request that if you do not hand this in with your registration form, you submit it at your earliest convenience.

SystemOnline info sheet & Registration form – for patients who may wish to register for online services. Please note we cannot register you for online services without photo ID.

Practice Boundary

The Practice is required to have an agreed boundary in which registered patients can receive home visits. Patients outside of this boundary are free to register at the Practice but must be aware that there is no home visiting capacity for them under the Practice.

Additional Communication Needs

Do you require information in: Large Print, Easy Read Format or Braille?

Do you need anyone to come to appointments with you: A British Sign Language interpreter, translation service or an advocate?

If you have any additional communication needs, please let us know by speaking to the Care Navigator team on reception.

Carers

If you provide care for somebody, we can support you. If you are a carer then ask reception for a Yellow Card Referral for support services and information.

Consent to share medical information with a relative or carer

If you would like to give us consent to discuss your medical care with a relative or carer, please ask us for a 'Patient Consent to Share Information with a Carer/Relative Form'. This will allow us to discuss your care with this person. You can revoke consent at any time.

We hope that you find our Practice offers all that you need. We always welcome your feedback so if you have any questions, concerns or feedback then please do not hesitate to contact the surgery.

Best wishes,

GP Partners

Acceptable Behaviour Agreement

As a GP Practice, we are committed to promoting safe access to our services and offering choice, wherever possible, in the services we provide and the way we deliver them. Practice staff are trained to support patients and their families for clinical and administrative needs. Our reception team have undergone training to support the delivery of patient facing services.

At Manor Park Surgery we are committed to ensuring everyone is treated with respect and dignity including all patients, their families, carers and our Practice team.

An Acceptable Behaviour Agreement (otherwise known as a doctor-patient contract) is an individual written agreement between a patient and their GP Practice. It can be a useful tool to support changes to behaviour and can clarify what the Practice expects of the patient and what the patient can expect of the Practice.

In some circumstances either before, after or when a warning / zero tolerance letter is issued, we may also ask patients to enter into an Acceptable Behaviour Agreement, which could be considered when a patient has acted unacceptably. In this instance, the Practice team is willing to continue a therapeutic relationship with the patient, provided the patient complies with the conditions outlined in this agreement.

Practice responsibilities to patients

As a Practice, we will ensure that staff are able to access training that is relevant and appropriate to their role and will enable services to be delivered safely and to a high quality, to all registered patients. We know that communication is key to building a positive relationship with patients; we will ask and record how you wish to be communicated with by the Practice team.

The Practice will make available the following services to all registered patients:

- **A consultation with an appropriate healthcare professional.** The need for a consultation may be assessed using patient triage and/or care navigation. **Patient triage** will determine whether a face-to-face appointment is required and who the most appropriate healthcare professional within the Practice is to address the need. **Care navigation** may be used if a patient provides information regarding their query or symptoms. It can be determined quickly and clearly who the most appropriate healthcare professional is to address the need. This may not always be a GP. If patients do not wish to provide any details of their reason for contacting the Practice or would prefer to see a particular healthcare professional, this may still be booked.

- **The Practice offers consultations through several different ways.** These include telephone, online, video, individual face to face and group face to face. Online consultations can be accessed via Manor Park Surgery website.
- **The Practice offers consultations with several different healthcare professionals.** These include a General Practitioner, Advanced Nurse Practitioner, Practice Nurse, Clinical Pharmacist, Paramedic, Healthcare Assistant, Social Prescriber/Wellbeing Coordinator, Mental Health Practitioner, First Contact Physiotherapist, Community Pharmacist.
- **The Practice offers several online services.** These include online appointment booking for consultations which do not require triage first, such as cervical screening (smear test), long term condition reviews, immunisations etc. You are also able to cancel any appointment you have through online services. We also offer online ordering of repeat prescriptions, access to your full medical record, including test results and letters, two-way messaging with the Practice, SMS text reminder services and access to nhs.uk to check your symptoms and search for health information.
- **The Practice offers appointments on a range of days and times.** These include during core opening hours Monday to Friday, after 8:00am at our main site. Evening and weekend appointments may be available to you; these can be accessed via the Practice or through our Enhanced Access hub.
- **The Practice offers several different ways to contact us.** These include by telephone, via our online consultation platform, through the 'contact us' section on our website, through the Practice email address.
- **The Practice offers several different medical and non-medical services to support you.** These include annual reviews to help you manage your long-term condition well, vaccinations to protect you from a number of viruses, wellbeing support through our social prescribing service to help you with any non-medical concerns you may have. This may include connecting you with other community and voluntary sector partners. Screening services, to help early diagnosis of a number of cancers or serious diseases.
- **The Practice offers a repeat prescribing service.** Our policy is to aim to provide repeat prescriptions within 2 working days. Requests for repeat prescriptions can be accepted online, including via the NHS App, in person, however we are unable to accept requests over the telephone.

Full details of all the services available to patients can be found on our Practice website at: www.manorparkurgery.co.uk

We would remind that all patients are free to register with a Practice of their choice, as long as the Practice has an open patient list for new registrations and the patient lives within the Practice area / boundary.

Patient responsibilities to the Practice

In order to remain registered with our Practice we are providing this guide to set out the type of conduct that is expected of all patients.

All patients are expected to behave in the following manner:

- Be polite and respectful towards all individuals (staff and other patients).
- Do not make inappropriate or unacceptable remarks to any staff or other patients at the Practice including any abusive remarks related to any individuals:
 - Age, disability, gender reassignment, marriage or civil partnership, pregnancy, race, religion or belief, sex, sexual orientation

- Do not undertake any form of threatening abuse or violence towards any individual (staff and other patients) at the Practice.
- Use our services responsibly including:
 - To book routine appointments in accordance with the Practice's policy
 - To request urgent appointments only for genuine urgent conditions
 - To engage with any remote appointments, we may offer over the telephone (or by video)
 - Attend face-to-face services where it is important to be seen in person, (including when physically able to do so, rather than requesting a home visit)
 - Attend all appointments on time
 - Cancel any booked appointments that are no longer required
 - Request repeat prescriptions in good time, ensuring that all items are ordered together rather than in individual lots
 - Use our health care professionals time in an appropriate manner e.g. do not seek appointments for minor ailments that can be self-treated in the first instance.
 - Raise only genuine concerns or complaints you may have about your care or the services we provide you.
- Respect the Practice premises and property.
- Attend the Practice premises for the purpose of engaging with our services.

In return, as a patient you can expect to:

- Continue to access all our services, to be provided with respect, dignity and confidentiality.
- Raise any concerns or complaints about your care or our services and that these will be investigated and responded to.

Any patients who commit any inappropriate or unacceptable behaviours towards a GP, Practice staff, other patients or the surgery premises or property risk being removed from the Practice list with **8-days' notice**. We will normally provide a warning letter, which will be **held on record for 12 months** before issuing such a notice.

Any threatening, abusive or violent incidents will not be tolerated. Any such incident will be reported to the police and will mean your **immediate removal** from the Practice list and your care transferred to a special allocation scheme which manages violent and aggressive patients.

We invite patients to agree to the terms of this guide / agreement as a commitment to our ongoing relationship.

Declaration:

I,, agree to comply with the above conditions and wish to remain registered at the Practice. I understand that if I commit any inappropriate or unacceptable behaviours as illustrated by this guidance, I risk being removed from the Practice patient list.

Signed:

NHS No:

Date:

Please return to Reception.

How We Use Your Information to Provide You With Healthcare

This practice keeps medical records confidential and complies with the General Data Protection Regulation. We hold your medical record so that we can provide you with safe care and treatment. We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

- We will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example, when they refer you to a specialist in a hospital. Or your prescription to your chosen pharmacy.
- Healthcare staff working in A&E and out of hours care will also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your **Summary Care Record** (SCR) or locally **Leeds Care Record**. For more information see our privacy notice on our practice website.

You have a choice of what information you would like to share and with whom.

Authorised healthcare staff can only view your SCR with your permission. The information shared will solely be used for the benefit of your care. Please speak to the practice if you wish to object. You also have the right to have any factual mistakes or errors corrected.

Other important information about how your information is used to provide you with healthcare

Registering for NHS care

- All patients who receive NHS care are registered on a national database.
- This database holds your name, address, date of birth and NHS Number but it does not hold information about the care you receive.
- The database is held by NHS Digital a national organisation which has legal responsibilities to collect NHS data.

Identifying patients who might be at risk of certain diseases

- Your medical records will be searched by a computer programme so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admissions to hospital.
- This means we can offer patients additional care or support as early as possible.
- This process will involve linking information from your GP record with information from other health or social care services you have used.
- Information which identifies you will only be seen by this practice.

Safeguarding

- Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm.
- These circumstances are rare.

- We do not need your consent or agreement to do this.

How your information is used for medical research and to measure the quality of care

Medical research

We share information from medical records:

- to support medical research when the law allows us to do so, for example to learn more about why people get ill and what treatments might work best;
- we will also at times use your medical records to carry out research within the practice.

If we share information with medical research organisations, we would do this with your explicit consent or when the law allows. You have the right to object to your identifiable information being used or shared for medical research purposes. Please speak to the practice if you wish to object.

Checking the quality of care - national clinical audits

We contribute to national clinical audits so that healthcare can be checked and reviewed.

- Information from medical records can help doctors and other healthcare workers measure and check the quality of care which is provided to you.
- The results of the checks or audits can show where hospitals are doing well and where they need to improve.
- The results of the checks or audits are used to recommend improvements to patient care.
- Data is sent to NHS Digital a national body with legal responsibilities to collect data.
- The data will include information about you, such as your NHS Number and date of birth and information about your health which is recorded in coded form - for example the code for diabetes or high blood pressure.
- We will only share your information for national clinical audits or checking purposes when the law allows.
- You have the right to object to your identifiable information being shared for national clinical audits. Please contact the practice if you wish to object.

How your information is shared so that this practice can meet legal requirements

The law requires practices to share information from your medical records in certain circumstances. Information is shared so that the NHS or Public Health England can, for example:

- plan and manage services;
- check that the care being provided is safe;
- prevent infectious diseases from spreading.

We will share information with NHS Digital, the Care Quality Commission and local health protection team (or Public Health England) when the law requires us to do so.

National screening programmes

- The NHS provides national screening programmes so that certain diseases can be detected at an early stage.
- These screening programmes include bowel cancer, breast cancer, cervical cancer, aortic aneurysms and a diabetic eye screening service.
- The law allows us to share your contact information with Public Health England so that you can be invited to the relevant screening programme.

To be completed by the GP Practice

Practice Name

Practice Code

I have accepted this patient for general medical services on behalf of the practice

I will dispense medicines/appliances to this patient subject to NHS England approval.

I declare to the best of my belief this information is correct

Practice Stamp

Authorised Signature

Name

Date

____/____/____

SUPPLEMENTARY QUESTIONS – These questions and the patient declaration are optional and your answers will not affect your entitlement to register or receive services from your GP.

PATIENT DECLARATION for all patients who are not ordinarily resident in the UK

Anybody in England can register with a GP practice and receive free medical care from that practice.

However, if you are not 'ordinarily resident' in the UK you may have to pay for NHS treatment outside of the GP practice. Being ordinarily resident broadly means living lawfully in the UK on a properly settled basis for the time being. In most cases, nationals of countries outside the European Economic Area must also have the status of 'indefinite leave to remain' in the UK.

Some services, such as diagnostic tests of suspected infectious diseases and any treatment of those diseases are free of charge to all people, while some groups who are not ordinarily resident here are exempt from all treatment charges.

More information on ordinary residence, exemptions and paying for NHS services can be found in the Visitor and Migrant patient leaflet, available from your GP practice.

You may be asked to provide proof of entitlement in order to receive free NHS treatment outside of the GP practice, otherwise you may be charged for your treatment. Even if you have to pay for a service, you will always be provided with any immediately necessary or urgent treatment, regardless of advance payment.

The information you give on this form will be used to assist in identifying your chargeable status, and may be shared, including with NHS secondary care organisations (e.g. hospitals) and NHS Digital, for the purposes of validation, invoicing and cost recovery. You may be contacted on behalf of the NHS to confirm any details you have provided.

Please tick one of the following boxes:

- a) I understand that I may need to pay for NHS treatment outside of the GP practice
- b) I understand I have a valid exemption from paying for NHS treatment outside of the GP practice. This includes for example, an EHIC, or payment of the Immigration Health Charge ("the Surcharge"), when accompanied by a valid visa. I can provide documents to support this when requested
- c) I do not know my chargeable status

I declare that the information I give on this form is correct and complete. I understand that if it is not correct, appropriate action may be taken against me.

A parent/guardian should complete the form on behalf of a child under 16.

Signed:		Date:	DD MM YY
Print name:		Relationship to patient:	
On behalf of:			

Complete this section if you live in an EU country, or have moved to the UK to study or retire, or if you live in the UK but work in another EEA member state. Do not complete this section if you have an EHIC issued by the UK.

NON-UK EUROPEAN HEALTH INSURANCE CARD (EHIC), PROVISIONAL REPLACEMENT CERTIFICATE (PRC) DETAILS and S1 FORMS

Do you have a non-UK EHIC or PRC? YES: NO: If yes, please enter details from your EHIC or PRC below:



If you are visiting from another EEA country and do not hold a current EHIC (or Provisional Replacement Certificate (PRC))/S1, you may be billed for the cost of any treatment received outside of the GP practice, including at a hospital.

Country Code:	<input type="text"/>
3: Name	<input type="text"/>
4: Given Names	<input type="text"/>
5: Date of Birth	DD MM YYYY
6: Personal Identification Number	<input type="text"/>
7: Identification number of the institution	<input type="text"/>
8: Identification number of the card	<input type="text"/>
9: Expiry Date	DD MM YYYY
PRC validity period (a) From:	DD MM YYYY
(b) To:	DD MM YYYY

Please tick if you have an S1 (e.g. you are retiring to the UK or you have been posted here by your employer for work or you live in the UK but work in another EEA member state). **Please give your S1 form to the practice staff.**

How will your EHIC/PRC/S1 data be used? By using your EHIC or PRC for NHS treatment costs your EHIC or PRC data and GP appointment data will be shared with NHS secondary care (hospitals) and NHS Digital solely for the purposes of cost recovery. Your clinical data will not be shared in the cost recovery process.

Your EHIC, PRC or S1 information will be shared with Business Service Authority for the purpose of recovering your NHS costs from your home country.

Consent/Dissent to receiving messages from the practice:

The practice will occasionally contact patients with updates about the practice or to relay information about seasonal vaccinations or any other relevant news. We may also message patients if we have tried to call you and were unsuccessful or to send out invitations to book into clinics.

These messages may be by SMS, email, or the practice online consultation system.

Often this is the quickest and easiest way of sharing information with patients, but it is entirely up to you whether you would like to receive these messages from us.

Please tick one of the options below to inform us of your choice.

- I Consent to receiving messages from the practice.
- I Dissent, I DO NOT want to receive any messages from the practice.

Nominate a pharmacy:

If you have regular medication issued, it is important that you nominate a pharmacy that you would like your medication to go. Please write the name of your nominated pharmacy below.

New Patient Health Questionnaire

Title:	Forenames(s):	Surname:
Address:		Post Code:
Home Telephone	Mobile Telephone:	
Date of Birth:	Email:	

How do you identify your gender? _____

What is your occupation? _____

Name of your next of kin? _____

Their relationship to you? _____

Next of kin contact number: _____

Please use the patient self-testing area – in waiting area 2.

Blood Pressure: _____ / _____ Height: _____

Pulse Reading: _____ Weight: _____

How do you identify your ethnicity? Please tick one

White British	<input type="checkbox"/>
White Irish	<input type="checkbox"/>
Mixed white and black Caribbean	<input type="checkbox"/>
Mixed white and black African	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>
Indian	<input type="checkbox"/>
Polish	<input type="checkbox"/>

Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>
African	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Russian	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>

What is your first spoken Language _____

Do you require an interpreter? _____

Do you take regular exercise? Yes No

If yes, what exercise do you take? _____

How long does each exercise session take you? _____

How many times per week do you exercise? _____

Do you Smoke? Please tick one

Yes No Never I am an Ex-smoker

If yes, how much do you smoke of the following per day:

Cigarettes Cigars Ounces of tobacco

If you are an ex-smoker:

How old were you when you stopped smoking? _____

How much did you smoke per day? _____

Do you drink alcohol? Yes No If yes please complete the following...

For the following please circle the answer which best applies to you:
(1 drink = ½ pint of beer, 1 glass of wine or 1 single spirit)

Questions	Scoring system					Your score
	0	1	2	3	4	
How often do you have a drink containing alcohol?	Never	Monthly or less	2 to 4 times per month	2 to 3 times per week	4 or more times per week	
How many units of alcohol do you drink on a typical day when you are drinking?	0 to 2	3 to 4	5 to 6	7 to 9	10 or more	
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	

Audit C Score

If you score 5 or more, please complete the following additional questions. (*We may follow these results up with you.*)

Questions	Scoring system					Your score
	0	1	2	3	4	
How often during the last year have you found that you were not able to stop drinking once you had started?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often during the last year have you failed to do what was normally expected from you because of your drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often during the last year have you needed an alcoholic drink in the morning to get yourself going after a heavy drinking session?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often during the last year have you had a feeling of guilt or remorse after drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often during the last year have you been unable to remember what happened the night before because you had been drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Have you or somebody else been injured as a result of your drinking?	No		Yes, but not in the last year		Yes, during the last year	
Has a relative or friend, doctor or other health worker been concerned about your drinking or suggested that you cut down?	No		Yes, but not in the last year		Yes, during the last year	

Has there been any of the following in your family (Father, Mother, Brother, Sister) before the age of 65?

Heart disease, Heart attack or Angina	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Which family member? _____
Stroke	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Which family member? _____
Cancer	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Which family member? _____ Site of cancer? _____

Are you allergic to any medications, substances, or foods? If yes, please give details.

Please provide details of any medication that you take (prescribed or otherwise) this can be a written list or a copy of your current repeat template.

Do you need/have anyone who looks after you or your daily needs as a carer?

Yes No

**If yes, would you like them to help deal with your health affairs at the surgery?
(a receptionist can help with these arrangements)**

Yes No

Do you care for anyone else? (If yes, ask a receptionist about carers support)

Yes No

Application for online access to my medical record

Patient Information

- It is your responsibility to keep your login details and password safe and secure.
- If you forget your password, you will need to come to the practice, and show your photo ID, for us to provide your login details.
- The practice may not be able to offer online access due to a number of reasons such that it may cause harm. The practice has the right to remove online access to services for any patient.
- If you suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.
- It is up to you whether, or not, you share your information with others; perhaps family members or carers.

- If you think that you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for online access at this time.

Application for online access to my medical record


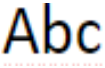

Surname:		Date of Birth:	
First Name:			
Address:			
Postcode:			
Email Address:			
Telephone Number:		Mobile Number:	
Signature		Date	
For practice use only			
Patients NHS number		Practice computer ID number	
Identify verified by: (initials)	Date:	Method: <div style="text-align: right;"> Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/> </div>	
Authorised by			Date
Date account created			
Date paraphrase sent			

Are we easy to understand?

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you.

If you find it hard to read or see our letters or if you need someone to support you at appointments, please let us know.



Do you need information in:

- Braille 
- Large Print 
- Easy read 

Do you need anyone to come to appointments with you:

- A British Sign Language interpreter 
- An advocate 

Can we support you:

- to lip read 
- to use a hearing aid 
- to use a communication tool.

Please explain what support would be helpful to you?

Name:

Please pass this form to any of our team

Would you like to help
improve your GP practice
services?



Have you ever thought about joining our Patient Participation Group (PPG)?

A PPG is a group made up of volunteer patients and members of practice staff who work together to improve the experience of patients using the practice.

To find out more, you can either contact the surgery on **0113 2394416** and request your details to be passed on to our Patient Experience Manager, or you can email us on reception.manorparksurgery@nhs.net. You can also speak to one of our Care Navigators for more information.