

Bridgnorth Medical Practice

Northgate Health Centre, Northgate, Bridgnorth, Shropshire, WV16 4EN



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Dear New Patient

Welcome to Bridgnorth Medical Practice.

In this 'New Patient' pack you will find all the information you require to register with our Practice.

There are several information pages marked 'patient copy – please keep' which we hope you will find useful.

Purple Registration form and New Patient Health Questionnaire

It is important that you give all the information requested on these forms as they will be used to obtain your medical record from your previous practice and to provide us with a brief health summary whilst this is being processed.

Page 2 How to make an appointment or order repeat medication
 Registering for online services.

Page 3 Useful contact numbers, walk-in centres, and information on how your local pharmacy can help with minor illness

Page 4 How reception works and general guidance

Page 5 Consent to share confidential information

As part of the registration process, you will be allocated a named, accountable GP. If you wish to know the name of your named GP, please ask when you are next in contact with the Practice.

The Practice uses a reminder text messaging service and by providing your mobile phone number you will give implied consent for us to use this number for text reminders. If you wish to opt out of the text messaging service please notify the Practice. Please do not use shared mobile phone numbers for this service.

If you are not sure if you have completed your forms correctly, please ask the Receptionist for assistance.

Yours sincerely

Bridgnorth Medical Practice

Appointments

Our online services allow you 24-hour access to online routine GP appointments, medical history, and access to repeat medication ordering.

If you require further assistance with booking an appointment e.g. with a Nurse, please contact our appointments line 01746 767121

Cancelling an appointment

To cancel an appointment, please go online and cancel your appointment or contact our cancellation line 01746 762330

Home Visits – please contact the Practice before 10:30 should you require a home visit.

Home visits are only provided to those patients who are unable to attend the surgery due to their medical condition – we do not provide home visits if you have difficulty with transport.

Patients not seen within 3 years or aged over 75

If you are between 16 and 75 and not attended a consultation or clinic within the last 3 years and wish to do so, please contact the Practice to book a Health Check appointment. If you are over 75 and have not attended a consultation or clinic within 12 months and wish to do so, please contact the Practice for an appropriate appointment.

Repeat Prescriptions

Please bring your repeat re-order form with you if you require medication, as we may not have received your records from your previous practice.

All repeat medication can be ordered using our online services/via your chosen pharmacy – please ask them about their service/put your form in the red box in the main entrance to the Practice. Please note, for safety reasons, we do **not** take medication requests over the telephone.

Registering for Online Services

If you would like to register for Online Services, please ask for an Online Access form from Reception. You can use this form to request access to this online facility, or you can give someone else permission to do so on your behalf. This person is called a Proxy.

For security reasons you will need to provide ID in the form of one piece of photo evidence such as a **passport** or **photo driving licence**, **and** one **proof of registered address** such as a valid financial statement, mobile phone contract or insurance document.

Please note, if you are nominating a Proxy, they will also need to provide the above ID.

How to use the online services

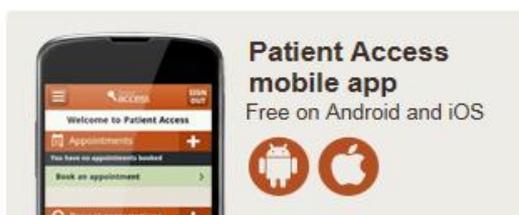
Once you have registered for online services, and received your registration information, please go to <https://patient.emisaccess.co.uk/Register> and follow the registration instructions.

Help with Patient Access

[View our most frequently asked questions](#)

[View the current status of the Patient Access Service](#)

Once registered, there is a useful section 'Help with Patient Access'



There are also Apps available for iPhones and Androids – just click on the relevant symbol to download.



PATIENT COPY – PLEASE KEEP



Useful Contacts

NHS 111	www.nhs.uk/111	Boots	01746 763127
Shropdoc Out of Hours	0333 222 66 55	Bridgnorth Pharmacy	01746 711495
Bridgnorth Health Visitors	01746 711952	Murrays	01746 763297
Bridgnorth District Nurses	01746 711960	Care Homes in Bridgnorth	
Community Mental Health	01746 768787	Danesford Grange	01746 763118
		Innage Grange	01746 762112
Bridgnorth Hospital	01746 762641	Oldbury Grange	01746 768586
Royal Shrewsbury Hospital	01743 261000	NHS England	0113 825 3712
Princess Royal Hospital	01952 641222	Shropshire CCG	01743 277500
NHS Transport	01743 453057	NHS Choices	www.nhs.uk/
Volunteer cars	01746 768539		

Shropshire Walk-in Centres

Urgent Care Centre 01743 231000 Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ
Open every day: 8:00am – 8:00pm

Malling Health Wrekin 01952 457414 Princess Royal Hospital, Apley Castle, Telford, TF1 6TF
Open every day: 8:00am – 8:00pm

Malling Health Telford 01952 293258 39-41 Sherwood Row, Telford, TF3 4DZ
Monday – Friday: 8:00am – 8:00pm Saturday: 9:00am – 4:00pm Sunday: CLOSED

Your Local Pharmacies can help with MINOR ILLNESS

Here are just some of the conditions that your pharmacist can help you with:

- Bites and stings
- Chickenpox
- Colds/flu-like symptoms
- Nasal congestion
- Cold sores
- Conjunctivitis
- Constipation/diarrhoea
- Cough
- Cystitis
- Dermatitis/dry skin/allergic rash
- Earache
- Fever management
- Fungal skin infections/scabies

- Hayfever
- Haemorrhoids
- Headache/Migraine
- Heartburn/Indigestion
- Infant colic
- Mouth ulcers
- Nappy rash
- Oral and vaginal thrush
- Sore Throat
- Sprains and strains
- Teething
- Threadworms
- Warts and verrucas

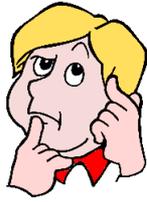
Pharmacists provide many other services including:

- NHS emergency hormonal contraception
- NHS smoking cessation support
- Advice on travel injection requirements and supply of malaria prevention

When the Surgery is CLOSED:

For advice, call NHS 111 or visit one of the local pharmacies

If you need urgent medical attention that will not wait until the surgery is next open, telephone Shropdoc on 0333 222 66 55 - REMEMBER: in an emergency, please call 999



Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional, at the most appropriate time.

Receptionists are asked to collect brief information from patients to help doctors prioritise house visits and phone calls. To ensure that all patients receive the appropriate level of care, and direct patients to see the nurse or other health professional rather than a doctor, where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules. Any information given by you is treated strictly confidentially. The Practice would take any breach of confidentiality very seriously and deal with accordingly. You can ask to speak to a receptionist in private away from reception. However, if you feel an issue is very private and do not wish to say what this is, then this will be respected.

ZERO TOLERANCE

Our staff are here to help you. Our aim is to be as polite and helpful as possible to **all** patients. However, shouting and swearing at practice staff will not be tolerated under **any** circumstances, and patients who are abusive may be removed from our patient list.

Please help us to help you!

Alcohol Advice and Targets

Men: should not regularly drink more than 3-4 units of alcohol a day

Women: should not regularly drink more than 2-3 units a day

'Regular' means drinking every day or most days of the week.

You should also take a break for 48 hours after a heavy session to let your body recover.

Benefits

Sleep better, more energy, lose weight, no hangovers, reduced risk of injury, improved memory, better physical shape, reduced risk of chronic disease.

Help 2 Quit

Helping people to stop smoking

If you are interested in quitting smoking, but need a little help doing so, contact the Practice to book an appointment with our Quit Smoking Advisor.

Help2Quit
Break free from smoking

Comments, Compliments and Complaints: we are always looking at ways to improve and ensure that you have the best experience with the NHS. You can help us by telling us what you think of the services delivered by Bridgnorth Medical Practice. A guide to giving your feedback is available on our website or from Reception.

Blood pressure checks: Please feel free to come into the Practice and use our SurgeryPod to monitor your blood pressure. It will print out your blood pressure result which you can hand to one of reception team to add to your medical records.

New Patient Health Questionnaire

[Patient] Name.....Date of birth.....

Telephone.....Mobile.....

Next of kin or Contact: Nameand Address
and Contact number.....

Have you been registered here before? Yes No

Have you been in the Armed Forces? If yes, please enter service number:

Ethnic origin – please ✓ one of the following:

- White Chinese Indian Bangladeshi
 Pakistani Black-African Black-Caribbean Other – please state
 I do not wish to provide this information

Other members of your household:

Name:	Date of birth:	Name:	Date of birth:
Name:	Date of birth:	Name:	Date of birth:

Medical History – please ✓ if you have / have had any of the following:

- Asthma / COPD Cancer Diabetes
 Epilepsy Heart Disease High Blood Pressure
 Rheumatoid Arthritis Stroke Other

Family History – please give details of any significant family history:

Allergies: have you any allergies to medicines or anything else? If yes, what?

Medication: if you are taking any regular, prescribed medication, please make a routine appointment with a GP 1 week before you require a further supply. Please list your Repeat medication

Weight

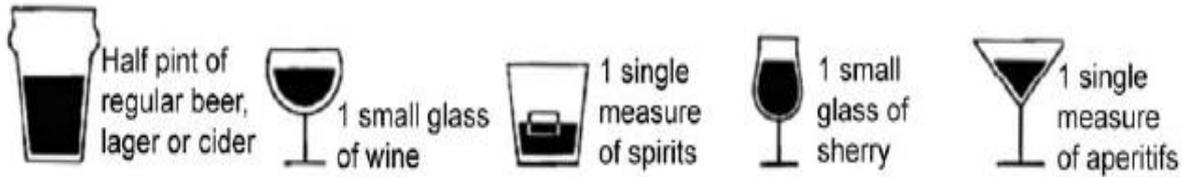
Height

Smoking

- Smoker Number of cigarettes/cigars per day Ounces of tobacco per day
Ex-smoker Date stopped
- Non-smoker

**** If you are a carer or look after someone, please ask for a Carers Pack ****

Alcohol Intake Assessment



On average, how many units of alcohol do you drink per week?

Description	Score					Enter Score Below
	0	1	2	3	4	
How often do you have a drink that contains alcohol?	Never	Monthly or less	2-4 times a month	2-3 times a week	4 + times a week	
How many units do you have on a typical day when you are drinking?	1 – 2	3 – 4	5 – 6	7 – 9	10 +	
In the last 6 months, how often have you had more than 6 units on any one occasion if female, or more than 8 units if male?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Total						

Score 0 – 4 = lower risk drinking

Score 5 + = increasing and high risk drinking

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Consent to Share Confidential Information

The Data Protection Act 1998 and the ethical codes of conduct of all health care professionals, require that medical data is treated confidentially at all times. We are not permitted to share any of your medical details with a third party without your consent.

NOTE: If you wish to allow a third party access to or to discuss your medical history with the health care professional providing your treatment, please complete ALL sections of the consent form below.

Patient Consent

I give consent to the sharing of my medical information as directed below.

[Patient] Full Name.....Date of Birth.....

[Patient] Address.....

Third Party Details

To be shared with:

[Third Party] Full Name.....Date of Birth.....

Relationship to patient.....Telephone No.....

Address.....

Please tell us what information can be shared:

Type of information	Please tick ✓
Medical History	
Medication	
Test results	
All of the above	

Please note: If you no longer wish your nominated person to have access to your medical information, please inform the Practice in writing. Once we have received your signed letter, we will remove the permissions from your record.

[Patient] Signature.....Date.....

[Proxy] Signature.....Date.....

PLEASE RETURN TO RECEPTION