

Bridgnorth Medical Practice

Northgate Health Centre, Northgate, Bridgnorth, Shropshire, WV16 4EN
Tel: 01746 767121 Fax: 01746 765433
Email: bridgnorth.medicalpractice@nhs.net
www.bridgnorthmedicalpractice.co.uk



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.

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.

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 Consent and Text Messaging Consent

The Practice uses a reminder text messaging service, if you would like to be notified by text message of your upcoming appointments and reminders please fill in the consent on page 8 and provide your most up to date mobile phone number.

If you wish to opt out of the text messaging service please tick the '**opt out**' box.

Please **DO NOT** use shared mobile phone numbers for this service.

If you are a Carer or look after someone, please see our website OR ask at Reception for a Carers Pack.

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.

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



www.bridgnorthmedicalpractice.co.uk



Follow us on Twitter and Instagram using **@BMPHealthCentre**

Partners

Dr M Magill, Dr H Millar, Dr G Potter, Dr J Swallow,
Dr J Tatton, Dr A Tindall, Dr S Wright, Dr S Yell

Practice Manager

Sandra Sutton

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Appointments

Appointments can be booked by contacting the Practice on **01746 767121**. You can also book your own **routine GP appointments** online, see 'Registering for Online Services.'

Cancelling an appointment

To cancel an appointment - please contact our cancellation line on **01746 762330**. Alternatively you can cancel appointments online if you are registered for online services.

Home Visits

Please try to 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.

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 by using our Online Services or via Prescription Ordering Direct (POD) on 0333 358 3509 or by putting your form in the red box in the main entrance to the Practice. The Practice does **not** take medication requests over the telephone.

Registering for Online Services

You can register for Online Services, (book your own Routine GP appointments, order your own Prescriptions & view your **coded** Medical Record). Please ask at reception for an Online Services registration form and information booklet. Identification is required.

Improving Access for Patients

Our Practice endeavours to give everyone equal access to our Services – ways in which we are trying to help include; lift access to upper floors, a hearing loop and audible calling. If we are not addressing any special accessibility or communication needs that you may have, please inform Reception.

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**

Alternatively you can call the Urgent Care Centre on 01743 261180

Useful Contacts

NHS 111	www.nhs.uk/111	Prescription Ordering Direct	0333 358 3509
Shropdoc Out of Hours	0333 222 6655	Boots	01746 763127
Bridgnorth Health Visitors	01746 711952	Bridgnorth Pharmacy	01746 711495
Bridgnorth District Nurses	01746 711960	Murrays	01746 763297
Community Mental Health	0300 303 1601		
Bridgnorth Hospital	01746 762641	Princess Royal Hospital	01952 641222
Royal Shrewsbury Hospital	01743 261000	NHS Transport	01743 453057
		Volunteer cars	01746 768539

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

It is not a case of the Receptionists being noseey!

The Reception staff are members of the Practice team and it has been agreed by the GPs that 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 Care Professional, at the most appropriate time.

Receptionists are asked by the GPs to collect brief information from patients to help Doctors prioritise home visits and phone calls.

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

ZERO TOLERANCE

Our aim is to be as polite and as helpful as possible to **all** patients. However, aggressive and threatening behaviour towards Practice staff will **not** be tolerated under **any** circumstances.

Patients who are disrespectful may be removed from our patient list.

Our staff are here to help you, so please help us to help you!

Comments, Compliments and Complaints: We are always looking at ways to improve our service 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.

Clinics

NHS Health Checks - Are you 40-74?

Patients aged 40-74 years of age, who do not have a pre-existing diagnosis of heart disease, stroke, diabetes, chronic kidney disease or high blood pressure, are entitled to a NHS Health Check every 5 years. If you would like a Health Check, please ask a receptionist to make you an appropriate appointment.

75+ Year Old Health Checks

If you are 75 years and over you are entitled to an over 75 Health Check provided by the Practice. If you would like an over 75 Health Check, please ask a receptionist to make you an appropriate appointment.

Help to Quit/Help to Slim

The Help to Quit/Help to Slim service is for patients wishing to stop smoking or lose weight. If you are interested in quitting smoking or losing weight, but need a little help doing so, contact the Practice to book an appointment with our Help to Quit/Help to Slim advisor.

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New Patient Questionnaire

Name..... Date Of Birth.....

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

Address.....

Next of Kin Contact:

Name..... Contact No.....

Have you been registered here before? Yes No

Have you been in the Armed Forces?

If **yes**, please enter service number

Ethnic Origin – Please **tick** one of the following:

White

Chinese

Indian

Bangladeshi

Pakistani

Black-African

Black-Caribbean

Other

Communication

Do you have difficulty with information and/or communicating e.g. hearing or sight impairment? If so, please tell us how we can help you with your communication needs:

Medical History - Please **tick** if you have/have had any of the following conditions:

Asthma/COPD

Cancer

Diabetes

Epilepsy

Heart Disease

High Blood

Rheumatoid

Stroke

Pressure

Arthritis

Other

Allergies: Have you got any allergies? If **yes**, please state below:

Family History – Please give details of any significant Family History.

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

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Please list your Repeat Medication below:

.....
Height/Weight

Height: Weight:

Smoking

Ex-Smoker Non-Smoker Smoker
 Date Stopped: No. of cigarettes/cigars smoked per day:
 Ounces of Tobacco per day:

Alcohol



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

Description	Score					Score
	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 of alcohol do you consume on a typical day?	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?	Never	Less than Monthly	Monthly	Weekly	Daily	
Score of 0 – 4 = Low risk drinking Score of 5+ = High risk drinking						Total =

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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.

Full Name.....Date of Birth.....

Address.....
.....

Third Party Details

Full Name.....Date of Birth.....

Relationship to patient.....

Contact 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.....

Third Party

Signature.....Date.....

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Summary Care Record

SCR is an NHS electronic record of important patient information, created from GP records. It can be seen and used by authorised NHS staff in other areas of the health and care system involved in patients' direct care.

Access to SCR information means that care in other systems is safer, reducing risk of prescribing errors. It also helps avoid delays to urgent care.

The minimum SCR holds important information about:

- Current medication
- Allergies and previous reactions to medications
- Name, Address, Date of Birth and NHS number of patient

Please tick if you are happy to have a SCR

Please tick if you do **NOT** wish to have a SCR

Patient

Signed.....

Print Name..... DOB.....

Date.....

Third Party – Acting on behalf of patient

Signed.....

Print Name.....

Relationship to patient.....

Date.....

Text Messaging Service

Please **tick one** of the following:

I wish to **opt in** to the text messaging service

I wish to **opt out** of the text messaging service



Patient Signature.....

Print Name..... DOB.....

Date.....

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