

IMPORTANT NOTICE:

Once you hand in your completed registration form, it can take up to 7 days to register you with our surgery.

A member of staff will give you a call and book your new patient registration health check appointment once your registration is complete.

If you require medical assistance in the meantime, you must contact your current surgery.

STONEYCROFT MEDICAL CENTRE

ADULT (16+) REGISTRATION PACK

How to Register:

In order for you to register at this practice, you must complete the purple registration form, the questions in this pack and bring them along with 2 pieces of ID (see below). Once we have received this in the surgery, you will go onto the system within 7 days.

For everyone aged 16+ we must have a piece of photographic ID from LIST 1. We only need to see one item from LIST 2 for the whole household.

LIST 1 (Personal Photographic)

- Current signed passport
- Current UK photo card driving licence

LIST 2 (Proof of Address)

- Recent utility bill (within the last 3 months)
- Local authority tax bill (valid for current year)
- Bank, building society or credit union statement (dated within the last 3 months)
- Recent original mortgage statement from a recognised lender
- Current local council/housing association rent card or tenancy agreement

**STONEYCROFT MEDICAL CENTRE
STONEVILLE ROAD
LIVERPOOL
L13 6QD**

APPOINTMENTS & ENQUIRIES: 0151 228 1138 / 0151 220 4401

FAX: 0151 2281653

WEB: www.stoneycroftmc.nhs.uk

General Practitioners

Senior GP Partner – **Dr David Eccles**

GP Partners – **Dr Colin Welsh, Dr Margaret Edwards, Dr Alan Doddridge & Dr Debora Edwards**

Salaried GPs - **Dr E Bainbridge, Dr R Cassidy, Dr K Jones, Dr W Guest & Dr A Lewis**

Practice Staff

Practice Manager – **Miss Holly Tofield**

Deputy Practice Manager – **Mrs Kelly Hughes**

Practice Operations Manager – **Miss Claire Linnane**

Practice Nurses – **Chrissie Phillips & Mausi Towolawi**

The practice is fully supported by a reception and administration team.

All members of surgery staff have access to sensitive patient information and are trained in patient confidentiality.

Opening Times

Monday	8:00 – 18:30
Tuesday	8:00 – 18:30
Wednesday	8:00 – 18:30
Thursday	8:00 – 18:30
Friday	8:00 – 18:30

There is a member of staff available, either via the telephone or face to face at the surgery between the times above. You can call either **0151 228 1138** or **0151 220 4401** for both enquiries and to make an appointment.

Accessing Your Medical Records

The practice is registered under and conforms to General Data Protection Regulation and patients can gain access, and obtain copies of (if required) their records in accordance with current legislation. Please ask at reception for an access form.

All patients have been allocated a named GP and you can find out the name of the GP by either asking at reception or speaking to either the GP or practice nurse when you have an appointment. You can still book an appointment with any GP.

Making an Appointment

All consultations are by appointment only. There are several ways to book an appointment. They are:

- At the surgery
- Over the telephone
- On Patient Online Services (please see the form included in this registration pack)

We book a select number of GP appointments up to 2 weeks in advance. The majority of GP appointments are released on a daily basis from 8:00am. These appointments are available via the means listed above. If you require an appointment with the Practice Nurse, please contact the surgery over the telephone. We also offer early morning appointments on a Monday, Tuesday and Wednesday and late appointments on a Tuesday evening, however these slots are always quick to go!

Telephone consultations are also available with all GP's in certain circumstances, such as to receive test results, medication reviews, earache, head lice, water infections and sick notes. Please inform the receptionist you would like a telephone consultation when booking.

If you cannot attend an appointment you have made, please ring and cancel it in advance as continued failure to do so will result in you being removed from the practice list.

Appointments Outside of Practice Hours

As of October 2018, Liverpool CCG now offer an extended access service where you can be booked in to see a GP in one of three surgeries around Liverpool for an appointment Monday-Friday after 5pm and Saturday.

The three surgeries are: Old Swan Medical Centre, Townsend Lane Surgery & Childwall 5 Ways Surgery.

To make one of these appointments, please contact the surgery and a receptionist will see what appointments are available.

Home Visits

It is practice policy to visit only housebound or terminally ill patients. Home visits will NOT be made for children. Requests for home visits should be made **BEFORE 11am** via the telephone. A GP will ring you back before a visit is made.

Repeat Prescriptions

Patients must either tick the items they require on the right hand tear off side of the repeat prescription or fill in a prescription request form in the surgery and put it in the prescription box in reception, giving **TWO FULL WORKING DAYS NOTICE**. You can also request a repeat prescription online (please see the registration form in this pack).

As of 29th August 2018, pharmacies are no longer able to order prescriptions on a patient's behalf. You must request your own prescription via one of the means mentioned above.

IT IS YOUR RESPONSIBILITY TO MAKE SURE YOUR MEDICATION IS ORDERED IN TIME.

Complaints or Suggestions

The practice endeavours to provide a high standard of health care, but occasionally things do not go as smoothly as they should. If you have any cause for complaint or any suggestions to make, please either put it in writing to the surgery or ask to make an appointment to see the Practice Operations Manager.

All patients have the right to be registered with a GP, to be offered a health check, to receive emergency care at any time and receive appropriate drugs and medications, to be referred for a specialist opinion (where appropriate) and to choose whether or not to take part in medical research or student training. Patients have a responsibility to, where possible, use our service within the resources available, to cancel a pre-booked appointment, not to be violent or display abusive behaviour and to maintain good relations with the practice.

THE PRACTICE HAS A ZERO TOLERANCE POLICY. WE WILL NOT TOLERATE VERBAL AND/OR THREATENING BEHAVIOUR TO ITS STAFF AND TO OTHER PATIENTS. ANY PATIENT WHO IS VERBALLY/PHYSICALLY ABUSIVE TO STAFF WILL BE REMOVED FROM THE PRACTICE LIST WITH IMMEDIATE EFFECT.

The Health Authority

The contact details for Liverpool CCG are as follows:

NHS Liverpool Clinical Commissioning Group
The Department
2 Renshaw Street
Liverpool
L1 2SA
Tel: 0151 296 7000

News

For the latest surgery news, please visit our practice website
www.stoneycroftmc.nhs.uk

Stoneycroft Medical Centre

IMPORTANT PATIENT INFORMATION

We currently have **over 4000 patients registered** at the practice

We book half of our appointments **on the day** and the other half are available **2 weeks in advance**.

On an average day, we have **30 book on the day appointments**.

On an average day, we process more than **100 prescriptions**.

We have 5 salaried GP's and 2 practice nurses – however please be aware that not every GP/Nurse works every day and your chosen Dr may not be available.

Our phone lines open at 8am each day, however they are extremely busy at this time, so please only call from 8am for an appointment.

Each GP appointment is 10 minutes long – if you need to discuss more than one issue, please ask for a double appointment.

If you are contacting the surgery with a **query**, please **don't call until after 9:30am** once the initial rush for appointments is over.

Our reception staff are answering the phones as quickly as they possibly can. Each call can take anything up to 15 minutes as we deal with patients with very complex medical needs and emergencies, so please be patient, we will get to your call as soon as is possible

The practice operates a **Zero Tolerance policy**, we will not allow abuse of our staff. Such incidents will result in your removal from the practice

If you are struggling to contact the surgery, please consider one of the following options:

- Speak to your local pharmacist, they can help with many common ailments
- Sign up for Patient Access so that you can submit prescriptions and book appointments online

What does 1 unit of alcohol look like?



Questions	Scoring System					Your Score
	0	1	2	3	4	
How often do you have a drink that contains alcohol?	Never	Monthly or less	2 – 4 times per month	2 – 3 times per week	4+ times per week	
How many standard alcoholic drinks do you have on a typical day when you are drinking?	1 - 2	3 – 4	5 - 6	7 - 9	10+	
How often do you have 6 or more standard drinks on one occasion?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you found you were not able to stop drinking once you had started?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you failed to do what was expected of you because of drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you needed an alcoholic drink in the morning to get you going?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you had a feeling of guilt or regret after drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often in the last year have you not been able to remember what happened when drinking the night before?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Have you or someone 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 / friend / doctor / health worker been concerned about your drinking or advised you to cut down?	No		Yes, but not in the last year		Yes, during the last year	

Name:		Date of Birth:	/	/
Height :		Weight:		
	cm			kg
Do you drink alcohol? <small>(circle as appropriate)</small>	YES	NO	If so, how many units?	Units
How many days a week do you engage in physical activity?		days	On those days, how many minutes do you engage in physical activity?	minutes
What is your smoking status? <small>(circle as appropriate)</small>	I am a smoker	I am an ex-smoker	I have never smoked	
If you are a smoker, what do you smoke?		How much do you smoke a day?		If you are an ex-smoker, when did you stop smoking?
How would you describe your religion? <small>(circle as appropriate)</small>	None	Christian	Church of England	Roman Catholic
	Buddhism	Hinduism	Judaism	Sikhism
	Other religion:			
Are you a carer? <small>(Do you look after a sick / disabled / elderly friend/relative?)</small>		Are you cared for? <small>(Do you need someone to help you with day to day life?)</small>		
In which country were you born? <small>(circle as appropriate)</small>	England	Scotland	Wales	Ireland
	Isle of Man	Poland	India	China
	Other Country:			
How would you describe your ethnic group? <small>(circle as appropriate)</small>	Asian Bangladeshi	Asian Indian	Asian Other	Asian Pakistani
	Black Caribbean	Black Other	Chinese	Irish Traveller
	Mixed White & Asian	Mixed White & Black African	Mixed White & Black Caribbean	Somali
	White Irish	White Other	Yemeni	Other
What is your main spoken language? <small>(circle as appropriate)</small>	English	Welsh	Polish	Mandarin
	Romanian	Urdu	Punjabi	Other

Do you require an interpreter? (circle as appropriate)		YES		NO	
What is your read language? (circle as appropriate)	English	Welsh	Polish	Mandarin	Cantonese
	Romanian	Urdu	Punjabi	Other	
Have you ever served in the armed forces (including national service)? (circle as appropriate)					
	YES	NO	If yes, please give details of time served, in which force and where.		
Have any of your close relatives suffered from any of the following conditions? If so, please indicate who and at what age they were diagnosed. (circle as appropriate)					
Stroke	YES	NO	If yes, who and at what age?		
Heart Disease	YES	NO			
Diabetes	YES	NO			
Asthma	YES	NO			

Contact Preferences

From time to time, the surgery may need to contact you regarding appointments and other matters.
Please tick the box if you consent to us contacting you via:

Text:

Email:

Please indicate your preferred method of contact: _____



How does Patient Access work?

Patient Access is a website that displays information from the practice's system and allows you to:

1. View and book available appointments.
2. View your medication and request further prescriptions.
3. View your medical record.

Each practice decides how much information is allowed to be seen through Patient Access and how many appointments can be booked online, rather than over the telephone. The practice are also responsible for allowing you access to Patient Access and only they can create and reset accounts if you're struggling to sign in.

Patient Access is maintained by EMIS Health. They provide clinical information systems to practices, hospitals and pharmacies in England, Scotland, Wales and Northern Ireland. On their website you'll be able to get in touch with them if you're having problems with using Patient Access. They'll certainly help you where they can, though sometimes you'll need to contact the practice with the query as we control your account and what you can do with it. If you do contact them, don't include any medical information, just the problem you're having with the website - they'll reply to your query quickly.

To apply for Patient Access, please fill in the form overleaf and bring it in to the surgery with a form of photographic ID.

If you are interested in registering with the practice for this, please complete this form and hand it back to reception. You will be able to book, cancel or check an appointment, request a prescription or look at certain aspects of your medical records 24 hours a day, 7 days a week, 52 weeks a year.

If you are under 16 or would like someone else to manage your patient access account you can nominate them as a proxy user. Please note, to be a proxy user you must have your own patient access account and be registered with us.

YOU WILL NEED TO BRING A COPY OF PHOTOGRAPHIC ID (e.g. PASSPORT, DRIVING LICENCE) WITH YOU WHEN YOU BRING THIS FORM IN TO THE SURGERY.

Patient Details (Record you want access to)	
Name:	
Date of Birth:	
Mobile Number:	
Email:	
Proxy User Details (if applicable) (Person who wants access to the above record)	
Name:	
Date of Birth:	
Mobile Number:	
Email:	
Relationship to Patient:	
Signed Authorisation from patient for Proxy User:	

Should the patient named above wish to revoke their permission for the proxy to have access to their account, it is their sole responsibility to inform the practice of this.

Allowing Others to Speak on Your Behalf

Due to patient confidentiality, we are unable to discuss any aspect of a patient's medical file with anybody other than the patient, without express consent, with the exception of someone holding a Power of Attorney, or the parent of somebody aged 15 or under.

If you would like to consent for someone else to be able to discuss your medical records with practice staff, please indicate this on the form below.

PLEASE NOTE: This form must be completed and signed by the patient giving permission for access to their record. Any incorrectly completed forms will not be processed.

Patient Name: _____ **Patient D.O.B.:** _____

I hereby give permission for the surgery to discuss my medical records with the following people:

Name	Date of Birth	Relationship to Patient	Also a patient in the surgery?

I give permission for the following things to be discussed with the above people (please tick all that apply):

Test Results		Solicitors matters	
Prescriptions		Insurance matters	
Consultations with the Doctor/Nurse		Appointments	
Referrals			

Signed (by patient) : _____ Date: _____

Next of Kin/Emergency Contact

Name	
Contact Number	
Relationship to you	

DISCLAIMER: Should your circumstances change, it is your responsibility to keep us informed. Please contact the surgery if we need to amend the details for your next of kin or emergency contact. It is also your responsibility to keep us updated regarding who can access and discuss specific areas of your medical record as outlined above. The Practice bears no responsibility for any subsequent consequences should these details not be kept up to date.