

# Eastfield House Surgery

## New Patient Registration Information

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There are 4 types of registration form:

- a) Baby – ie new born child of existing patients
- b) Child – for a new patient up to but not reaching the age of 11 yrs
- c) Young Patient – from the age of 11 up to the age of 16 yrs
- d) Adult – from the age of 16 yrs

### **To register as a patient at the surgery, please:**

- complete the relevant Patient Registration Form
- for patients 16 and over, provide two forms of identification (originals not copies): 1 x photo (e.g. a passport or driving licence) and 1 x proof of address (e.g. utility bill, tenancy agreement, bank statement etc)
- for patients under 11, provide a copy of the child's birth certificate or passport and any court order etc if relevant
- for patients between the ages of 11 and 16, please provide a copy of the person's birth certificate or passport. Please also provide any recent photo id – eg school id card, sports club etc.
- return the completed registration form with the required ID to the surgery, anytime Monday to Friday between 11.00am and 6.00pm. We apologise that we do not accept new patient registrations outside of these times.

**PLEASE NOTE: ALL NEW PATIENTS ARE REQUIRED TO ATTEND THE SURGERY IN PERSON TO REGISTER (unless they are housebound)**

Our Receptionists will:

- check your application form and proof of identification
- take copies of your identification documents. The originals will be returned to you straight away. Please note that any financial or similar information on the documents will not be copied.
- inform you of your named and accountable GP
- give you a copy of our Patient Leaflet

### **To register for on line access:**

To book or cancel appointments, to request repeat prescriptions & to update your contact details

When NHS England have processed your registration (usually 1 to 2 weeks) please ask Reception to print off a form for you containing the information you need to register for on-line for access.

To access your full medical record

When NHS England have sent us your medical notes from your previous practice (usually 4 to 6 weeks), please ask Reception for an information and application pack. You will need to complete the application form and return it to Reception.

If we haven't already seen your proof of identification, you will need to bring it into Reception in person for it to be validated. Your GP will then need to authorise your request for us to enable your on line access. This part of the process may take a further 2 to 3 weeks.

**Thank you for your time and welcome to Eastfield House Surgery.**