Patient Registrations

The practice is happy to accept registrations from patients who are residing within the practice operating area. This operating area includes area of Canton, Riverside, Victoria Park and Llandaff which are shown on the map on display at Reception. The map shows a boundary line – registrations will only be accepted for patients residing within the boundary line.

If you are a new patient, we will ask you to complete a GMS1 Form and a patient health questionnaire for yourself and any family or household members who wish to register with us. The GMS1 is sent to the NHS Shared Services Partnership to enable them to start the process of obtaining your paper medical records and the patient health questionnaire will be retained in the practice and a copy kept on file.

We will also ask for evidence of your identity and your address, however if you do not have these, please let our staff know and you will be registered without them. It is also useful to have your NHS number, but again if you do not have it, we can still register you – just let our staff know.

Once your registration has been processed on our clinical system, usually within 48 hours, you will then be classed as registered with this practice. Subject to system constraints, we may be able to access your previous records electronically, but this is not always possible, however your paper records will be sent to us automatically, although this can sometimes take many weeks. NHS Shared Services Partnership will write to you to confirm your registration.

For new patients on medication, we would also require a copy of your repeat order slip from your previous practice, as evidence of your medication, frequency, and dosage. If you do not have this, let us know, and we will attempt to contact your previous surgery to obtain it.

If you are receiving medical care from a hospital or other healthcare provider or on a waiting list for treatment, it is important to contact them to advise them of your new address and GP surgery. Your clinical record with us is totally separate from any hospital records and are amended separately.

If you change your address

It is important to ensure that our records are kept up to date. We can only do so by relying on patients letting us know. If you change your address and/or telephone numbers, please contact us straight away. We may need to contact you urgently for example to discuss an abnormal test result etc and without your correct details this could be delayed. Also, hospitals may be trying to contact you about upcoming appointments by telephone or letter.

We will ask you to complete a form advising us of your new address. Again, if you are receiving medical care from a hospital or other healthcare provider, or on a waiting list for treatment, you would need to let the other providers know of your new address.

If you are moving within our operating area, we will amend your GP record within 48 hours of receipt of the completed form.

If you have moved outside our operating area, as shown on the map in Reception, then you must register with a GP surgery in the area in which you are now living. Even if this is a temporary measure, for example if you are having extensive renovations etc. We cannot treat any patient who does not live within our operating area as we do not have access to all services in other parts of the health board.

Problems also arise when arranging further care such as district nursing, health visiting, access to mental health services and midwifery to name just a few.

We are also obliged to register everyone who moves into our operating area, and we can only do this safely by freeing up capacity by patients who leave us. In all cases, where you have moved outside our operating area, you should arrange to register with another surgery immediately to ensure that you have access to medical care should you need it.

Sometimes we are notified by other agencies of treatment received by our patients, such as Out of Hours providers and A&E departments, and there may be an address discrepancy on these documents. In these cases, we will try to contact the patient to confirm the address details either by telephone, letter or by text message. We will then amend your medical record once we have confirmation. **You may be removed from our list if you do not respond to these communications after 30 days have passed.**

In all cases, if you have moved outside our operating area, you will need to register with a practice in the area you are now living, for the reasons outlined above. Please do not waste time by delaying this or asking to remain registered with us whilst living outside our operating area, as this policy applies in all cases.

*Adopted 31/12/2015*

*Reviewed 31/01/2020 CLW*