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**Information for new patients: about your Summary Care Record**

**Dear patient,**

If you are registered with a GP practice in England, you will already have a Summary Care Record (SCR), unless you have previously chosen not to have one. It will contain key information about the medicines you are taking, allergies you suffer from and any adverse reactions to medicines you have had in the past.

Information about your healthcare may not be routinely shared across different healthcare organisations and systems. You may need to be treated by health and care professionals who do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care needs.

Having a Summary Care Record can help by providing healthcare staff treating you with vital information from your health record. This will help the staff involved in your care make better and safer decisions about how best to treat you.

**You have a choice**

You have the choice of what information you would like to share and with whom. Authorised healthcare staff can only view your SCR with your permission. The information shared will solely be used for the benefit of your care.

Your options are outlined below; please indicate your choice on the form overleaf.

**Express consent for medication, allergies and adverse reactions only.** You wish to share information about medication, allergies for adverse reactions only.

**Express consent for medication, allergies, adverse reactions and additional information.** You wish to share information about medication, allergies for adverse reactions and further medical information that includes: your illnesses and health problems, operations and vaccinations you have had in the past, how you would like to be treated (such as where you would prefer to receive care), what support you might need and who should be contacted for more information about you.

**Express dissent for Summary Care Record (opt out).** Select this option, if you **DO NOT** want any information shared with other healthcare professionals involved in your care.

If you chose not to complete this consent form, a core Summary Care Record (SCR) **will** be created for you, which will contain only medications, allergies and adverse reactions.

Once you have completed the consent form, please return it to your GP practice.

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MOORE STREET SURGERY

77 MOORE STREET

BOOTLE

L20 4SE

Dear New Patient

**Home Visits**

One constant cause misunderstanding is regarding home visits.

It is for the doctor to decide if the patient is unable to attend the surgery due to severe ill health or terminal illness.

Home visits should **NOT** be requested due to:

* Bad weather
* No babysitting arrangements
* No money etc

Sick children can always be carried.

**Appointments**

Please note that if you do not attend the surgery for your appointments (which also includes cancelling an appointment less than an hour before); you may be struck off the practice list.

**Registration**

Please note you MUST attend for your New Patient Health Check for your registration to be complete. If you do not attend your registration will not be accepted.

**Named GP for all patients**

Your allocated GP is Dr Mercer

This does not prevent you from seeing any GP or nurse practitioner in the practice.

Please sign to confirm you have read and understood the above.

Signed …………………………………………………..

Name (please print) ……………………………………..

**moore Street surgery**

**77 Moore Street,
Bootle,**

**Liverpool. L20 4SE.**

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www.moorestreetsurgery.nhs.uk**

**PATIENTS’ CHARTER**

**Partners:**

**Dr Helen Mercer**MBChB (Liverpool 2002), BSc Hons Pharmacology 2001, MRCGP, DRCOG, DFSRH (Female)

**Dr Jackie Anten**
MBChB, MRCGP, DRCOG, DCH, DFFP (female)

**ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEETS THE PATIENT’S REQUIREMENTS**

**Practice Leaflet:**

All new patients will receive a copy of our practice leaflet and copies will be available in reception. A copy will also be available on the practice notice board.

**Surgery Premises:**

Our surgery building will be welcoming, clean and easy for patients to find their way round and will be appropriate for the needs of all users.

**Patients’ rights to General Medical Services:**

Patients have the rights to:

* Be registered with a General Practitioner.
* Change doctor if desired.
* Be offered a health check on joining the practice.
* Receive emergency care at any time from the practice.
* Receive appropriate medications.
* Be referred for specialist or second opinion if they and the GP agrees.
* Have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

**Changes to procedures:**

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained using leaflets, practice notice board or individual letters, giving as much notice as practicable.

**Home Visits:**

Home visits are reserved for patients who are truly house bound or so incapacitated that they cannot be brought to the surgery. Home visits are based on medical need. Please phone for a home visit before 10am. In almost all cases children can be safely bought to the surgery where we have the best conditions for examination.

We are unable to guarantee a specific GP will visit you as this depends on availability and other factors. The decision to home visit will be at the GPs’ discretion.

**Out of Hours Emergencies:**

We will do everything possible to ensure that our system for contacting the on-call GP is easy to follow, reliable and effective.

**Repeat Prescriptions:**Repeat Prescriptions. Please give 48 hours/2 working days’ notice of repeat prescriptions in writing either using the re-order form provided with your last prescription or by letter or by using the forms available at reception. We DO NOT accept prescription requests via the telephone as this method is prone to error and misinterpretation and is therefore dangerous. We also do requests on line see reception for details.

**Referrals:**

* Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
* We will normally process non-urgent referrals within five working days of the patient’s consultation or the GPs decision to refer.

**Test Results:**

When a GP or Nurse arranges for a test to be taken, the patient will be Informed how to obtain the result. Results are normally available 2-3 days after the test was taken. You can obtain your results by contacting the Surgery after 9am each working day.

**Privacy & Confidentiality:**

We will respect our patients’ privacy, dignity and confidentiality at all times.

**Appointments:**

 ***With a GP:*** For routine consultations we will endeavour to offer patients and appointment within **two** working days of the request. For medically urgent requests, we will offer an appointment on the same day.

 ***With a Nurse:*** For routine appointments we will offer an appointment within five working days.

**Waiting times:**

* Surgeries will normally start on time.
* We expect you to be seen within twenty minutes of the appointment time and in the event of a delay we will offer an explanation.
* When a GP is called away on an emergency we will inform you and give you an opportunity to book an alternative appointment, or if preferred, an alternative GP.

**WITH THESE RIGHTS COME RESPONSIBILITIES AND FOR OUR PATIENTS THIS MEANS:**

* Courtesy to the staff at all times—remember they work under the instruction of the GPs.
* Responding in a positive way to questions asked by the reception team
* To attend appointments on time or give the practice adequate notice if you need to cancel.
* An appointment is for **one** person only. Where another member of the family needs to be seen or discussed another appointment must be made.
* You should make every effort when consulting the surgery to make the best of nursing and medical time—home visits should be medically justifiable and not requested for social convenience.
* When you are asked to give 48 hours’ notice for your repeat prescription, please give us this time as it is to allow for accurate prescribing.
* Out of hours calls (evenings, nights and weekends) should only be requested if they are felt to be truly necessary.

Name:

Address:

ID number:

In accordance with The Accessible Information Standard (SCCI 1605 (Accessible Information)) please accept the below as formal notification of my information and communication preferences.

I communicate using (e.g. BSL, deafblind manual):

To help me communicate I use (e.g. a talking mat, hearing aids):

I need information in (e.g. braille, easy read):

If you need to contact me the best way is (e.g. email, telephone):

**The Accessible Information Standard (SCCI 1605 (Accessible Information))**

Providers of health and adult social care services have new duties to support those who access their services who have sensory impairments and/or learning disabilities. They must:

1. **Identify** the communication and information needs of those who use their service;
2. **Record** the communication and information needs they have identified;
3. Have a consistent **flagging** system so that if a member of staff opens the individual's record it is immediately brought to their attention if the person has a communication or information need;
4. **Share** the identified information and communication needs of the individual when appropriate;
5. **Meet** the communication and information needs identified.

For more information visit: https://www.england.nhs.uk/ourwork/patients/accessibleinfo-2/