



**\*\* PLEASE RETURN THE URINE SAMPLE WHEN YOU VISIT THE NURSE FOR YOUR SCREENING MEDICAL AND NOT WHEN YOU RETURN YOUR COMPLETED REGISTRATION FORMS \*\***

**New Patient Registration Forms of Identification**

To register with the Practice, the following are preferably requested as examples of personal identification:

- Birth certificate
- Marriage certificate
- Medical card
- Driving Licence (this can also be used to evidence your address)
- Passport

To provide proof of your address the following are preferably requested:

- Driving Licence
- Local authority rent card
- Paid utility bills
- Bank/building society card statement
- Payslip
- Letter from Benefits Agency/Benefit Book/Signing on card
- Papers from the Government Home Office
- P45

**Surgery Reception Signposting System**

The Practice operates a **signposting system** to ensure that patients are attended by the most appropriate member of the clinical team based upon their medical needs and conditions at the time.

The surgery Receptionist will ask the nature of your problem to ensure that you are attended by the most appropriate person and to maximise the use of GP and nurse appointments to the benefit of all patients. **Please help our Reception team to help you.** It is vital that, when asked, patients do provide the administration team with sufficient information regarding the nature of the appointment, in order that we may expedite appropriate care. The administration staff are bound by the same code of confidentiality as the clinical staff.

We wish to reassure patients that the GPs work closely with the entire clinical staff and supporting administrative team and are fully involved in every aspect of your medical care.

## ELLON GROUP PRACTICE - NEW PATIENT INFORMATION



**Please see below information which will help you to determine who you require to see to support your health care needs:**

### **Pharmacist:**

Your local Pharmacist can provide expert advice or information regarding your healthcare as listed below, in addition to assisting with your medication. Patients who are under 16 years, or under 19 years and in full-time education, or those aged 60 years or over, please ask the Pharmacist to join the Minor Ailment Scheme. If the Pharmacist determines that you need medication for any of the complaints below they can issue this under the scheme and you will not have to pay.

Athletes Foot	Chicken Pox	Cold Sores	Constipation
Cough & Cold	Diarrhoea	Ear Wax	Emergency Contraception
Fungal Nails	Head Lice	Hay Fever	Haemorrhoids
Indigestion	Mouth Ulcers	Nappy Rash	Rashes
Smoking Cessation	Sore Throat	Threadworms	Thrush
Travel Sickness	Urinary Infection (women only & certain criteria)	Warts & Verucas	Conjunctivitis/Sticky Eye (over 2 years)
Medication Queries			

### **Minor Illness Nurse:**

The Minor Illness Nurse, a highly trained prescribing nurse who works very closely with the doctors, can attend to the following\*:

New cough (<3 weeks)	Sore Throat	Sore Ears (inc. Discharge)	Sinusitis
Nasal Congestion	Hay Fever	New Chest Infection	Conjunctivitis (6 mths-2 years)

UTI (female >65 years or if Trimethoprim allergy)      UTI (adult male)

**\*Excluding:** Children <6 months, pregnant women, patients with an active cancer or receiving chemotherapy

### **Nurse Practitioner:**

The Nurse Practitioners are highly trained nurses who manage/review patients with any of the following chronic diseases:

Asthma	Diabetes	High Blood Pressure
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### **Practice Nurse / Treatment Room Nurse:**

Vaccinations	Dressings	Emergency Treatment	STI Screening
Swabs	INR Checks	Blood Pressure Check	

### **Phlebotomist:**

Blood Tests	INR Checks
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## ELLON GROUP PRACTICE - NEW PATIENT INFORMATION



### **Optician:**

If you have any of the following eye symptoms please consult your local Optician. They have an emergency appointment system for such problems. **This service is free of charge.**

Sudden loss of vision      Blurred vision      Painful or red eyes      Sudden flashes or floaters

### **Dentist:**

If you have any of the following symptoms please consult your Dentist:

Toothache      Infection or Injury in your mouth or to teeth

### **Online Services:**

The Practice offers an online appointment bookings and repeat prescription service via **“PATIENT ACCESS”**. Please request an online registration form from Reception. Patients may opt out of consent given to email or text consent at any time by contacting the Practice.

### **Text Reminders:**

Patients can be contacted via text message. This service provides appointment reminders in addition to the surgery being able to contact you.

If you have not given us your mobile number, please do so. If you change your mobile number please inform us to enable records update. You may opt out at any time by contacting the Practice.

### **Zero Tolerance Policy:**

At the Ellon Group Practice we are here to help you, but in order to maintain high standards of patient care, our staff must be able to work in an environment that is free from the following:

- Abusive language
- Violence
- Harassment
- Aggressive behaviour

We operate a 'Zero Tolerance Policy' – inappropriate behaviour towards any member of our staff may result in the withdrawal of our service and/or in legal proceedings. Mandatory to the new patient registration process you will be asked to sign acceptance and agreement to abide by the Zero Tolerance Policy.

### **Ellon Group Practice Website:**

Please visit the Ellon Group Practice Website: [www.ellonmedicalpractice.co.uk](http://www.ellonmedicalpractice.co.uk) for useful information and support links.