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## New Patient Pack Contents

Please ensure those forms highlighted in **bold** are always returned and appropriately completed.

Where a family is registering please only complete the documents that are highlighted with an \* for any children under 16 years of age.

1. **Purple Registration Form – GMS1 Form \***
2. Practice Booklet
3. Out Of Area Advice
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5. **Patient Details \***
6. **Alcohol/Weight/Smoking Questionnaire**
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9. Patient Online: Registration Form Access to GP Online Services
10. Consent to Proxy Access to GP Online Services
11. Practice Policy for Online Appointment Booking
12. Protecting Your GP Online Records Leaflet
13. What You Need to Know About Your GP Online Records Leaflet
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16. NHS 111 Leaflet
17. How we use your records leaflet

## Patient's details

Please complete in BLOCK CAPITALS and tick  as appropriate

<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Miss	<input type="checkbox"/> Ms	Surname
Date of birth				First names
NHS No.				Previous surname/s
<input type="checkbox"/> Male	<input type="checkbox"/> Female	Town and country of birth		
Home address				
Postcode		Telephone number		

## Please help us trace your previous medical records by providing the following information

Your previous address in UK	Name of previous doctor while at that address
	Address of previous doctor

## If you are from abroad

Your first UK address where registered with a GP

If previously resident in UK, date of leaving	Date you first came to live in UK
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## If you are returning from the Armed Forces

Address before enlisting

Service or Personnel number	Enlistment date
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## If you are registering a child under 5

I wish the child above to be registered with the doctor named overleaf for Child Health Surveillance

## If you need your doctor to dispense medicines and appliances\*

*\*Not all doctors are authorised to dispense medicines*

I live more than 1 mile in a straight line from the nearest chemist

I would have serious difficulty in getting them from a chemist

Signature of Patient     Signature on behalf of patient    Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### NHS Organ Donor registration

I want to register my details on the NHS Organ Donor Register as someone whose organs/tissue may be used for transplantation after my death. Please tick the boxes that apply.

Any of my organs and tissue or

Kidneys     Heart     Liver     Corneas     Lungs     Pancreas     Any part of my body

Signature confirming my agreement to organ/tissue donation    Date \_\_\_\_/\_\_\_\_/\_\_\_\_

*For more information, please ask at reception for an information leaflet or visit the website [www.uktransplant.org.uk](http://www.uktransplant.org.uk), or call 0300 123 23 23.*

### NHS Blood Donor registration

I would like to join the NHS Blood Donor Register as someone who may be contacted and would be prepared to donate blood. Tick here if you have given blood in the last 3 years

Signature confirming consent to inclusion on the NHS Blood Donor Register    Date \_\_\_\_/\_\_\_\_/\_\_\_\_

*For more information, please ask for the leaflet on joining the NHS Blood Donor Register  
My preferred address for donation is: (only if different from above, e.g. your place of work)*

Postcode: \_\_\_\_\_

HA use only    Patient registered for     GMS     CHS     Dispensing     Rural Practice

To be completed by the doctor

Doctors Name HA Code

I have accepted this patient for general medical services  For the provision of contraceptive services

I have accepted this patient for general medical services on behalf of the doctor named below who is a member of this practice

Doctors Name, if different from above HA Code

I am on the HA CHS list and will provide Child Health Surveillance to this patient or

I have accepted this patient on behalf of the doctor named below, who is a member of this practice and is on the HA CHS list and will provide Child Health Surveillance to this patient.

Doctors Name, if different from above HA Code

I will dispense medicines/appliances to this patient subject to Health Authority's Approval

I am claiming rural practice payment for this patient.  
Distance in miles between my patient's home address and my main surgery is

*I declare to the best of my belief this information is correct and I claim the appropriate payment as set out in the Statement of Fees and Allowances. An audit trail is available at the practice for inspection by the HA's authorised officers and auditors appointed by the Audit Commission.*

Authorised Signature

Practice Stamp

Name Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**SUPPLEMENTARY QUESTIONS**

**PATIENT DECLARATION for all patients who are not ordinarily resident in the UK**

Anybody in England can register with a GP practice and receive free medical care from that practice. However, if you are not 'ordinarily resident' in the UK you may have to pay for NHS treatment outside of the GP practice. Being ordinarily resident broadly means living lawfully in the UK on a properly settled basis for the time being. In most cases, nationals of countries outside the European Economic Area must also have the status of 'indefinite leave to remain' in the UK.

Some services, such as diagnostic tests of suspected infectious diseases and any treatment of those diseases are free of charge to all people, while some groups who are not ordinarily resident here are exempt from all treatment charges.

More information on ordinary residence, exemptions and paying for NHS services can be found in the Visitor and Migrant patient leaflet, available from your GP practice.

**You may be asked to provide proof of entitlement in order to receive free NHS treatment outside of the GP practice, otherwise you may be charged for your treatment. Even if you have to pay for a service, you will always be provided with any immediately necessary or urgent treatment, regardless of advance payment.**

**The information you give on this form will be used to assist in identifying your chargeable status, and may be shared, including with NHS secondary care organisations (e.g. hospitals) and NHS Digital, for the purposes of validation, invoicing and cost recovery. You may be contacted on behalf of the NHS to confirm any details you have provided.**

Please tick one of the following boxes:

- a)  I understand that I may need to pay for NHS treatment outside of the GP practice
- b)  I understand I have a valid exemption from paying for NHS treatment outside of the GP practice. This includes for example, an EHIC, or payment of the Immigration Health Charge ("the Surcharge"), when accompanied by a valid visa. I can provide documents to support this when requested
- c)  I do not know my chargeable status

I declare that the information I give on this form is correct and complete. I understand that if it is not correct, appropriate action may be taken against me.

**A parent/guardian should complete the form on behalf of a child under 16.**

<b>Signed:</b>		<b>Date:</b>	DD MM YY
<b>Print name:</b>		<b>Relationship to patient:</b>	
<b>On behalf of:</b>			

**Complete this section if you live in another EEA country, or have moved to the UK to study or retire, or if you live in the UK but work in another EEA member state. Do not complete this section if you have an EHIC issued by the UK.**

**NON-UK EUROPEAN HEALTH INSURANCE CARD (EHIC), PROVISIONAL REPLACEMENT CERTIFICATE (PRC) DETAILS and S1 FORMS**

Do you have a non-UK EHIC or PRC?	YES: <input type="checkbox"/> NO: <input type="checkbox"/>	If yes, please enter details from your EHIC or PRC below:
 <p><i>If you are visiting from another EEA country and do not hold a current EHIC (or Provisional Replacement Certificate (PRC))/S1, you may be billed for the cost of any treatment received outside of the GP practice, including at a hospital.</i></p>	Country Code: 	
	3: Name	
	4: Given Names	
	5: Date of Birth	DD MM YYYY
	6: Personal Identification Number	
	7: Identification number of the institution	
	8: Identification number of the card	
	9: Expiry Date	DD MM YYYY
	PRC validity period (a) From:	DD MM YYYY

Please tick  if you have an S1 (e.g. you are retiring to the UK or you have been posted here by your employer for work or you live in the UK but work in another EEA member state). **Please give your S1 form to the practice staff.**

**How will your EHIC/PRC/S1 data be used?** By using your EHIC or PRC for NHS treatment costs your EHIC or PRC data and GP appointment data will be shared with NHS secondary care (hospitals) and NHS Digital solely for the purposes of cost recovery. Your clinical data will not be shared in the cost recovery process.

Your EHIC, PRC or S1 information will be shared with The Department for Work and Pensions for the purpose of recovering your NHS costs from your home country.

# JOHN HAMPDEN SURGERY

Dr Rebecca Mallard - Smith  
Dr Wendy Payne    Dr Siân Roberts

97 High Street  
PRESTWOOD  
Bucks  
HP16 9EU

**Telephone 01494 890900**  
Fax 01494 866990

[www.johnhampdensurgery.co.uk](http://www.johnhampdensurgery.co.uk)

“Providing efficient, responsive and friendly care  
to our patients”



## **DOCTORS**

Dr Rebecca Mallard-Smith MB BS DFFP  
(Royal Free, London) 1992

Dr Kate Hodder BSc (Hons) MB BS MRCGP  
(St Bartholomew's, London) 1998

Dr Siân Roberts MB BS DCH DRCOG MRCGP  
(St Bartholomew's, London) 1992

**Practice Manager** Miss Laura Russell

**Reception Manager** Miss Sarah Buckland

**Practice Nurses** Mrs Lyn Tarn  
Mrs Kathryn Darvell  
Mrs Elizabeth Buckland

## **Practice Staff**

The Surgery works as a team to provide a comprehensive service. As well as the doctors, our team comprises of a Practice Manager, Reception Manager, 3 Practice Nurses (RN), and a team of receptionists to assist you.

We wish to make your visit to our Surgery as comfortable as possible and are always striving to provide the highest possible standard of service. We aim to provide efficient, responsive and friendly care to our patients.

The practice occasionally employs locums (qualified GPs) on a temporary basis.

## **Access**

There is a public car park nearby and our main entrance is designed for easy access by those who are disabled. There is also access to a disabled toilet.

## Useful Contact Telephone Numbers

### **SURGERY SWITCHBOARD 01494 890900**

Chemist – Prestwood	01494 862303
Health Visitors Office	01494 864275
Hospitals	
Amersham General	01494 434411
The Chiltern, Gt Missenden	01494 890890
Stoke Mandeville	01296 315000
Wycombe General	01494 526161
District Midwife	01494 526161
District Nurse	01494 890900
Police	01494 431133
Samaritans	01494 432000
Social Services, Amersham	01494 729000
Relate, Chesham	01494 791180
Citizens Advice Bureau, Wycombe	08701 264045

## Surgery Contact Details

Main switchboard: (8.30 am – 6.00pm) 01494 890900

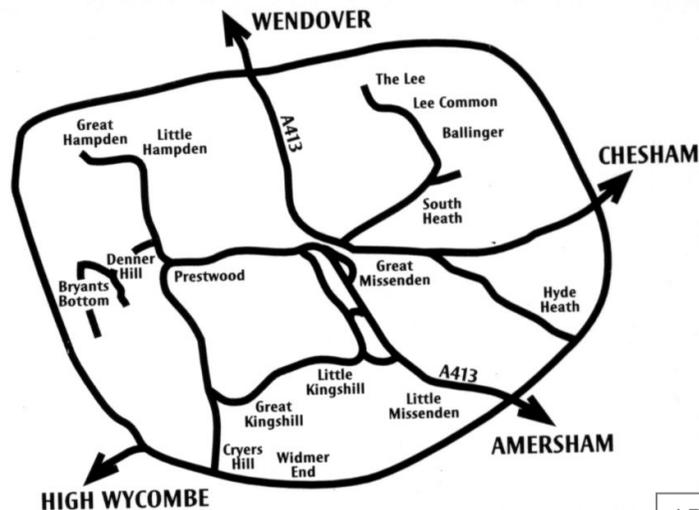
The Surgery is open from 8.30am to 6.00pm weekdays. The doctors consult between 9.10am and 11.30am and again between 3.00pm and 5.30pm each day. We hold a Saturday 'Commuter' Clinic once a month – please ask at reception for clinic details.

## EMERGENCY

If you require urgent medical assistance that cannot wait until we are next open and are phoning between 8am and 8:30am or 6pm and 6:30pm please call - **BUCKINGHAMSHIRE URGENT CARE on 01296 850013.** However, if you are calling after 6:30pm and before 8am please call 111.

**Calls to the NHS 111 service are free from both landlines and mobiles**

A doctor is always available out of hours and patients may be offered telephone advice, a consultation or a home visit if appropriate. This service is provided for medical emergencies that cannot wait until the next day surgery. **Please restrict out of hours calls to genuine emergencies and in a serious emergency dial 999.** This OOH service is commissioned by Chiltern Clinical Commissioning Group.



LR 2014

## **How to see your Doctor**

Please help our staff to help you by providing as much information as possible when requesting an appointment or visit. If you are unable to keep an appointment, please let us know so that we can offer your appointment to another patient.

Appointments can be made in person or by telephone during Surgery opening hours or online at any time. We will endeavour to offer 'urgent' GP appointments on the day you ring; following a review by our triage service performed by our GPs. Anyone who feels very ill or suspects they are infectious should ring the receptionist for a special appointment. Should you require a longer appointment than a normal appointment of 10 minutes, please specify this when you book with the receptionist e.g. Antenatal, cervical smear, Injections, contraceptive device appointment, medicals and multiple problems.

## **Comments, Suggestions and Complaints**

The practice management team are always willing to help with any problems that arise and will listen to any suggestions for improvement within the surgery. The practice has an in-house complaints procedure. Please ask the Practice Manager for details. The Practice Manager will be happy to discuss any issues confidentially. Should your complaint not be resolved within the practice we advise you to contact the Patient Advice and Liaison Service (PALS) on 01494 425882.

## **Zero Tolerance**

The practice supports the Government's NHS zero tolerance campaign. We ask patients to treat GP's and staff courteously, without violence or abuse. Appropriate action will be taken by the Practice, which may involve removal from the Practice List, should violence or abuse occur towards a member of the team.

## **Patient Responsibilities**

We would be grateful if you would always notify the surgery should you need to cancel or re-arrange your appointment to allow re-booking for our other patients. We would also ask that you avoid calling for routine enquires before 11am.

## General Medical Services

Our practice has a 'GMS' contract with NHS England. The GMS contract is designed to help GP's focus more clearly on the provision of good clinical care, within the community.

## NHS 111

It's a new NHS telephone number being introduced to help make it easier for you to access local health services. You can now call 111 when you need medical help fast, but it's not a 999 emergency.

NHS 111 is a fast and easy way to get the right help – wherever you are, and whatever the time. It can also help us free up 999 and local A&E departments so that they can focus on emergency cases.

You can find out more at [www.nhs.uk/111](http://www.nhs.uk/111)

## Patient Records

The doctors and staff have a legal duty to keep your records safe and confidential. We observe the strict Data Protection Act requirements. If you wish to have access to your medical records following the Data Protection Act please contact reception at the surgery for advice.

## New Patient Registrations

If you wish to register as a new patient, please request and complete a medical form for each person wishing to join the practice. You will also be required to provide proof of identity and proof of address. The receptionist will provide you with a health questionnaire for completion. Your previous medical records will be applied for through the health authority.

All new patients are expected to make an appointment for a New Patient Check with a Practice Nurse. Please make an appointment for this check with a member of the reception team when registering. You will then be able to discuss your current health status, concerns and medication.

Once registered, you have the right to see any of our doctors, but you may prefer one particular doctor so that you can receive a more personal service. We would encourage you to see your usual doctor for ongoing problems.

## Named Accountable GP

From the 1<sup>st</sup> of April 2015 all patients have been allocated a named accountable GP who is responsible for patients' overall care at the practice. If you would like to know which GP you have been allocated, please contact a member of our reception team who will provide you with this information.

In addition if you have any preference as to which GP you are allocated, the practice will make reasonable efforts to accommodate this request.

## Home Visits

Home visits are provided for patients who are considered housebound by the GP's. If you feel that you are not able to attend the surgery, please ring before 10.00 a.m. if possible. Visits will not be possible until the afternoon, unless a significant emergency.

## Repeat Prescriptions

The repeat prescription system is computerised and easy to use.

1. Tick the items required on the tear-off slip attached to your current prescription.
2. Indicate whether the prescription is to be collected from the surgery, Prestwood Chemist or posted to your home (stamped and addressed envelope required).
3. Post or bring to the Surgery. (**We do not accept phone requests for repeat medication** – this helps prevent mistakes). There is a repeat prescription box on the reception desk.
4. Or via our new online prescription service. Please ask at reception for details.

**PLEASE ALLOW 48 HOURS FOR THIS SERVICE**

## Practice Nurse Clinics

Clinics are generally held each morning from 8.30 am to 12.30 pm and on Monday between 3.00 pm and 6.00 pm.

Our Practice Nurses provide a range of nursing services including appointments for:

1. Blood Tests – requested by GPs at the surgery only
2. Asthma and Spirometry monitoring
3. Chronic disease reviews (diabetes, asthma, hypertension, chronic obstructive pulmonary disease, hypothyroid etc. monitoring)
4. Heart disease prevention and ECG monitoring
5. Travel advice and routine injections – please allow at least six weeks for travel vaccinations. (Lyn Tarn only)
6. Baby and child immunisations. (Lyn Tarn only)
7. Cervical smears
8. Sexual Health advice and contraceptive injections (Lyn Tarn)
9. Ear syringing
10. Dressings
11. Suture removal for NHS operations only.
12. Dietary advice
13. NHS Health Checks (Kathryn Darvell only)
14. Hypertension monitoring including 24 hour BP monitoring
16. Smoking Cessation (Lyn Tarn only)

## Medical Test Results

It is the patient's responsibility to contact the surgery for their medical test results. **Patients are asked to contact the surgery for results after 2pm.**

## **John Hampden Patients Group**

The John Hampden Patients Group is a self-help group, run by the patients, that provides services and equipment to enhance the care the practice can offer. The group accepts donations and actively runs fund raising events to promote this.

The Surgery has recently set up a 'Virtual Patient Reference Group' to support the Patient Group. If you would like more information please contact a member of our reception team who will be happy to discuss.

## **Chemist**

The Prestwood Chemist is open from 9.00 am to 6.00 pm Monday to Friday (closed 1.00 pm to 2.15 pm) and 9.00 am to 4.30 pm on Saturday. It can be found on the High Street in Prestwood centre.

Some chemists are open in Amersham, High Wycombe and Chesham until late in the evening. Please see local press for details of chemist opening hours.

Please seek advice from local pharmacies if concerned about simple minor illnesses as often they can be very supportive.

## Clinic / Services

### Adult Community Health Care Team

This is a team of district nurses who provide skilled nursing care for patients in their own homes. They care for those who are not well enough to come to the surgery and for whom it is more appropriate to be nursed in their own home. They specialise in many types of nursing including wound healing, palliative care, heart failure, respiratory disease. The team is provided by Buckinghamshire NHS Healthcare Trust not the surgery.

### Health Visitor

Health Visitors are trained to give health advice, particularly for small children, the elderly and disabled. The Practice Health Visitor holds clinics on the 2<sup>nd</sup> and 4<sup>th</sup> Mondays of each month in the Health Visitor office above Chequers Lane Surgery.

### Ante-Natal Clinic

The Midwife holds a weekly clinic at the Surgery on Tuesday afternoons and all Doctors will see antenatal patients during surgery times following the Midwife's request. Please allow 20 minute appointments for these reviews.

### Child Immunisation Clinic

These clinics cover from birth to school age and are carried out by Practice Nurse (Lyn Tarn), by appointment. Should you have any concerns regarding immunisations, the medical team will be happy to discuss any issues.

### Family Planning

Dr Mallard-Smith is trained in fitting both copper and Mirena IUCD devices. Advice can be given on all forms of contraception. Please contact the Surgery for an appointment, to discuss any issues you may have with contraception.

### Chiropody

There is a private Chiropodist who works out of the surgery and details of how to make an appointment are available at reception.

### Medical Examinations

Special arrangements are available for private medical examinations. Please ask the receptionist for an appointment. Fees are published in the waiting room.

### Carers

Here at John Hampden Surgery we are aiming to identify all our patients who are Carers, We are keen to ensure that all Carers are aware of the help that may be available, both locally in Prestwood and through specialist organisations and support services.

Do you look after a family member, friend or neighbour who through illness, disability or fragility cannot manage without you? If so, you are a Carer and we would like to help.

If you identify yourself as a Carer **please let our Carers Champion, Miss Sarah Buckland (Reception Manager) know** - - we may be able to help you!

## Out Of Area Advice

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice. Patients may approach any GP practice, even if they live outside the practice area, to see if they will be accepted on to the patient list.

GP practices have always had the ability to accept patients who live outside their practice area. Regardless of distance from the practice, the practice would still provide a home visit if clinically necessary.

The new arrangements mean GP practices now have the option to register patients who live outside the practice area but without any obligation to provide home visits.

Out of area registration (with or without home visits) is voluntary for GP practices meaning patients may be refused because they live out of area.

If your application is considered the GP practice will only register you without home visits **if it is clinically appropriate and practical in your individual case**. To do this we may:

- Ask you or the practice you are currently registered with questions about your health to help decide whether to register you in this way
- Ask you questions about why it is practical for you to attend this practice (for example, how many days during the week you would normally be able to attend)

If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and the surgery cannot help you at home we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary).

We may decide that it is not in your best interests or practical for you to be registered in this way. In these circumstances we may offer you registration with home visits, for example, if you live just outside the practice area or we may not register you and advise you should seek to register (or remain registered) with a more local practice.

If accepted but your health needs change we may review your registration to see if it would be more appropriate for you to be registered with a GP practice closer to your home.

This new arrangement only applies to GP practices and patients who live in England. For further information visit the NHS Choices website ([www.nhs.uk](http://www.nhs.uk))

Yours Sincerely,

The John Hampden Surgery

## The John Hampden Surgery Agreement

Dear Patient,

Name: ..... DOB: .....

Thank you for your request to join The John Hampden Surgery. Please note that all new patients are asked to provide proof of identification (children registering with their family do not have to do this). Please supply identification when returning your registration forms:

The following documents that could be used to provide identification:

<b>Birth Certificate</b>	<b>Marriage Certificate</b>	<b>Medical Card</b>
<b>Passport</b>	<b>Local Authority rent card</b>	<b>Wage slip</b>
<b>Driving Licence</b>	<b>Paid Utility bills</b>	<b>Bank card</b>
<b>National Insurance card</b>	<b>Evidence of benefit entitlement</b>	<b>Statements</b>

Proof of address is also required before we can register you. One document is sufficient if it contains both name and address.

Thank you.

Yours faithfully

Laura Russell, Practice Manager

.....

Admin use only

Identification seen: Yes / No

Type of Identification: .....

Notes: .....

**\*Please bring up to date immunisation details for all children under 6\***

## **The John Hampden Surgery**

### **Disclosure**

I the patient names below agree to disclose all material facts regarding my health to my General Practitioner and his/her clinical staff. We the practice declares that we shall not disclose any information regarding the patient's written consent.

### **Mobile Phones**

I agree to switch off my mobile phone before entering the practice and to keep it switched off. At all times while I am within the practice building. I agree to switch it off immediately should it ring while I am within the building.

### **Confidentiality**

We the practice declares that we shall hold confidential all matters pertaining to the patient and not release such information with the patient's prior consent.

### **Repeat Prescriptions**

I agree to requesting repeat prescription giving the practice 48 hours' notice to my need for medication. Furthermore I agree to make my request in person, by fax, post, on slip provided or via the online prescription service. We do not accept telephone requests for repeat prescriptions.

### **Appointments**

I agree to try to attend on time for all appointments that I book with the practice and cancel in advance any appointment that I cannot attend. I acknowledge that I should arrive I arrive late for an appointment I may be asked to re book for another time. We will try to see you at your appointment time but may ask you to come back for another appointment if your problems take longer than the time you have booked. If you have more than one problem to discuss you can ask for a double appointment when you contact reception.

### **Treatment of staff**

I agree with the policy of zero tolerance of abuse towards all NHS Staff. I agree not to behave in an abusive, threatening or otherwise aggressive manner with any member of the practice staff. I acknowledge the right of the practice to remove me from their list without appeal should I behave in a manner prohibited. All the staff and doctors agree to behave in a polite and professional manner.

### **Emergency Appointments**

I agree only to use these appointments for medical emergencies that require immediate treatment.

### **Complaints**

If I am dissatisfied with the service I receive from the practice I will complain in writing to the practice manager. The practice agrees to take all complaints seriously and will reply in writing within 14 days.

### **Home Visits**

I shall only request a home visit from the practice under circumstances where I cannot physically attend at the practice; I will endeavour to make this request no later than 11:00am.

**Policy on Seeing Minors**

All children under the age of 12 must be accompanied by an adult throughout the consultation and examination. Young people between the age of 12 and 14 can consult alone but must attend the surgery accompanied by a responsible adult whose permission and co-operation will be sought. 14-16 years old may attend un-accompanied and consult alone provided that the doctor assesses them to competent. Our confidentiality policy gives anyone over the age of 14 the rights to only have test results given to them, the patient, and results will only be given to the parent if it is clearly written in the patients notes that permission has been given for the episode of care,

**Chaperones**

A chaperone is available for any consultation at any stage. This can be requested via the reception staff or any clinical staff member.

**Private Fees**

We are often asked to write letters and complete forms on behalf of patients. This isn't covered under the NHS and there will be a charge made; an example is given below. Please contact the surgery for an up to date price if necessary before leaving your request.

- Private sick notes
- Passport forms
- Private prescriptions for travelling abroad
- Holiday vaccination certificate
- Private medical certificate
- Sickness / accident benefit form
- Fit to travel
- Freedom from infection certificate
- Holiday cancelation form
- Medicals
- Private vaccinations

Patients Name: .....

Signature: .....

Date: .....

**THANK YOU FOR READING AND SIGNING THIS AGREEMENT**

## Patient Details

Please help us update your records by completing the following

### Basic Communication

By giving us your current telephone number(s) and/or email address, you consent to us contacting you for medical or administrative reason. We may also pass your details on to another NHS or NHS-partnered organisation to assist them in providing healthcare service for you as agreed between you and your doctor/nurse. We will never hand your information over to any non- allied organisation. **This is our minimum level of communication we require from you. We require you to keep us informed of any changes to your contact details.** For more information on how we outlines how we store, share and protect your information please see our Privacy Notice which is held on the practice website: <http://www.johnhampdensurgery.co.uk/info.aspx?p=11>.

### General Contact Information

Have you been registered at John Hampden Surgery previously: Yes/No

Name: \_\_\_\_\_

DOB: \_\_\_\_\_

#### \*Enhanced Communication Services

We are enhancing our administration systems so that we can send you recall invitations by SMS and email to communicate appointment reminders, flu invitations, chronic disease management reviews and general health contact including practice information updates e.g Practice Newsletter. **Please be aware by sharing your mobile and email address you are giving the practice explicit consent to make contact with you using these methods. Please be aware messages may be heard or read by other members of your household if you share telephones.**

Contact Tel Number: \_\_\_\_\_

\*Mobile Tel Number: \_\_\_\_\_

Can we contact you on your mobile number as outlined above? Yes/No

**SIGN CONSENT:** \_\_\_\_\_

Work Tel Number: \_\_\_\_\_

\*Email Address: \_\_\_\_\_

Can we contact you by email as outlined above? Yes/No

**SIGN CONSENT:** \_\_\_\_\_

Are you a Carer? Yes / No

If yes, please complete our 'Carers Identification and Referral Form'

Are you a Veteran? Yes / No

### Additional Information

The Surgery's Patient Group is keen to get feedback about the Practice. The Patients Group has a list of patients who have said they are willing to receive the occasional email. If you are happy to be on this list, could you please indicate below and provide an appropriate email address. **Please note by providing opting in you are giving explicit consent to receive contact from the Patient Group.**

Would you like to be on the Patient Group's feedback list? Yes/No

Email Address: \_\_\_\_\_

**SIGN CONSENT:** \_\_\_\_\_

If you would like more information about the Patient Group please contact a member of our reception team who will be happy to put you in touch with a Patient Group member. Or please feel free to email us at [jhs.patients.group@nhs.net](mailto:jhs.patients.group@nhs.net).

Ethnicity:

White British	<input type="checkbox"/>	White Irish	<input type="checkbox"/>
Other White Background	<input type="checkbox"/>	Mixed – White and Black Caribbean	<input type="checkbox"/>
Mixed White and Black African	<input type="checkbox"/>	Black or Black British Caribbean	<input type="checkbox"/>
Black or Black British African	<input type="checkbox"/>	Other Black Background	<input type="checkbox"/>
Asian or Asian British Indian	<input type="checkbox"/>	Asian or Asian British	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Other Ethnic Background	<input type="checkbox"/>
Other Mixed Background	<input type="checkbox"/>	Information Refused	<input type="checkbox"/>

### General Health Status

Height:

Weight:

Smoking Status: Smoker  If yes, are you interested in support to stop? Yes/No  
Ex-Smoker   
Never

Do you suffer from a chronic disease?

Asthma  Diabetes  Hypertension

Chronic Obstructive Pulmonary Disease (COPD)

Epilepsy  Hypothyroid  Chronic Kidney Disease (CKD)  Arthritis

Atrial Fibrillation

Are you currently taking any repeat medication? Yes/No

If yes please provide details: \_\_\_\_\_

**Do you wish to nominate a pharmacy for electronic prescribing? Yes/ No**

[This means your prescription will go electronically to your nominated pharmacy for collection and you will not have to collect the paper prescription from the surgery and take to the pharmacy. **Please make the surgery aware if you already have a nominated pharmacy in place from your previous surgery]**

If yes please provide pharmacy details: \_\_\_\_\_

**Online Prescription and Online Appointments (GPs appointments only)**

Online Prescriptions: Yes/No

Online Appointments: Yes/No

Our system can now offer online booking, of some appointments and online prescription requests. To sign up for this, please ask a member of the reception team for the appropriate sign up forms. These will be left for you to collect when attending your New Patient Check with the Nurse. Please be aware your email address will be used for security verification and confirmation receipts. This service can only be activated once you are fully registered with the practice.

**\*Please note we will no longer be accepting medication requests through the surgery email address from the 31<sup>st</sup> of March 2014\***

**Surgery Use Only**

All parts complete Yes/No

Additional forms completed Yes/No

**(Alcohol, Care Data, and Summary Care Info)**

Identification seen Yes/No

Patient Registered onto system Yes/No

New Patient Appointment made Yes/No

Online script/appt sign up form generates Yes/No

Staff Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Alcohol / Weight and Smoking Questionnaire

Name: \_\_\_\_\_

DOB: \_\_\_\_\_

Height: \_\_\_\_\_

Weight: \_\_\_\_\_

Smoking status:      Smoker       Non- Smoker       Ex-Smoker   
Date gave up: \_\_\_\_\_

\*If you are a current smoker would you like advice about giving up: YES  NO

## Alcohol screening



Pint of regular beer/  
Lager/cider  
ABV 5.2%  
3 UNITS



Alcopop or  
can of lager  
ABV 6%  
1.4 UNITS



Glass of wine  
(175ml)  
ABV 13%  
2.3 UNITS



Single measure  
of spirits  
ABV 42%  
1 UNIT



Bottle of wine  
ABV 13.5%  
10 UNITS

Using the units above please tell us how many units of alcohol you drink per week

Alcohol consumption per week: \_\_\_\_\_ units

Please complete the below questionnaire regarding alcohol consumption

- Section A – Everyone to complete
- Section B – those who score 0, 1 or 2 in Section A
- Section C – those who score 3+ in Section B

### Section A

1. How often have you had 6 or more units if female, or 8 or more units if male?
  - a) Never = 0
  - b) Less than monthly = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4

Total = \_\_\_\_\_

**ONLY ANSWER Section B IF YOU SCORED 0, 1 or 2 to the above question. If you scored 3+ please jump to section C.**

### Section B (Score of 0, 1 or 2 ONLY in Section A)

2. How often during the last year have you failed to do what was normally expected from you because of drinking?
  - a) Never = 0
  - b) Less than monthly = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4
3. How often during the last year have you been unable to remember what happened the night before because you had been drinking?
  - a) Never = 0
  - b) Less than monthly = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4
4. Has a relative, friend, doctor or other health care professional been concerned about your drinking or suggested that you cut down?
  - a) No = 0
  - b) Yes, but not in the last year = 2
  - c) Yes, during the last year = 4

TOTAL = \_\_\_\_\_

### Section C (Score of 3+ in Section A)

1. How often do you have a drink containing alcohol?
  - a) Never = 0
  - b) Monthly or less = 1
  - c) 2-4 times per month = 2
  - d) 2-3 times per week = 3
  - e) 4+ times per week = 4
2. How many units of alcohol do you drink On a typical day when you drink?
  - a) 1-2 units = 0
  - b) 3-4 units = 1
  - c) 5-6 units = 2
  - d) 7-9 units = 3
  - e) 10+ = 4
3. How often have you had 6 or more units if female, or 8 or more units if male on a single occasion in the last year?
  - a) Never = 0
  - b) Less than monthly = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4
4. How often within the past year have you found that you were not able to stop drinking once you had started?
  - a) Never = 0
  - b) Less than monthly = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4
5. How often with the past year have you failed to do what was normally expected from you because of drinking?
  - a) Never = 0
  - b) Less than monthly = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4
6. How often during the last year have you needed an alcoholic drink in the morning to get yourself going after a heavy drinking session?
  - a) Never = 0
  - b) Less than monthly = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4
7. How often during the last year have you had a feeling or remorse of guilt after drinking?
  - a) Never = 0
  - b) less than monthly = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4
8. How often during the last year have you been Unable to remember what happened the night before because you had been drinking?
  - a) Never = 0
  - b) Monthly or less = 1
  - c) Monthly = 2
  - d) Weekly = 3
  - e) Daily or almost daily = 4
9. Have you or anyone else been injured because of you drinking?
  - a) Never = 0
  - b) Yes, but not in the last year = 2
  - c) Yes, during the last year = 4
10. Has a relative, friend, doctor or other health worker been concerned about Your drinking or suggested that you cut down?
  - a) Never = 0
  - b) Yes, but not in the last year = 2
  - c) Yes, during the last year = 4

**TOTAL = \_\_\_\_\_**

## Patient options for GP data sharing

### Summary Care Record (SCR), My Care Record, and Care.data

Patient details (please write in CAPITAL LETTERS)			
Title:		Forenames:	
Surname/Family name:			
Address:			
Postcode:			
Home phone number:			
Mobile phone number:			
Email address:			
Date of birth:		NHS number (if known):	
If the person signing below is not the patient, please also enter the signatory's name and relationship to the patient, e.g. parent, guardian, attorney			
Full name:		Status:	
Signature:		Date:-	

### Overview of sharing options

#### Summary Care Record (SCR)

The NHS in England is using a national electronic record called the Summary Care Record (SCR) to support patient care. The Summary Care Record is a copy of key information from your GP record. It provides authorised healthcare staff with faster, secure access to essential information about you when you need unplanned care or when your GP practice is closed. Summary Care Records improve the safety and quality of your care.

#### Local sharing via My Care Record

Your patient record is held securely and confidentially on the electronic system at your GP practice.

If you require attention from a health and social care professional such as an Emergency Department, Minor Injury Unit, social worker, or Out Of Hours location, those treating you would be better able to give you appropriate care if some of the information from the GP practice was available to them. This information can now be shared electronically via My Care Record.

In all cases, the information will be used only by authorised health and social care professionals involved in your direct care. Your permission will be asked before the information is accessed, unless the health and social care user is unable to ask you and there is a clinical reason for access, which will then be logged.

### Care.data

NHS England is commissioning a modern data service from the Health and Social Care Information Centre (HSCIC) on behalf of the entire health and social care system. Known as Care.data, this programme will build on existing data services and expand them to provide linked data that will eventually cover all care settings, both in and outside of hospital. Patient information will be obtained from the GP record and used to support, plan, and improve patient services by comparison with other patients in other areas. Care.data will also assist with resource planning across the country. To enable the comparison the NHS will need to extract your date of birth, postcode and NHS number to link your records. Your identifiable information will remain protected. Information which does not reveal your identity can then be shared with researchers and health planners to improve services both locally and nationally.

If you wish to **opt out** of sharing your information in relationship to Care.data you are now required to record a national data opt out that offers you a new way to prevent your confidential patient information from being used for research and planning. Please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters).

Unfortunately, the national data opt out cannot be set by the GP surgery going forward from October 2018, you can instead record your own opt-out online following the link above or by contacting: 0300 303 5678.

-----

**Please circle your sharing preferences below.**  
**Once complete please return this form to your GP practice**

1.	<b>The Summary Care Record (SCR)</b> Used nationally across England	YES 9Ndm	NO 9Nd0
2.	<b>My Care Record</b> Used locally across Buckinghamshire and the immediate surrounding area	YES 93C0	NO 93C1
3a.	<b>Care.data</b> I wish to allow my GP to release any section of my GP record to the Health and Social Care Information Centre for purposes of the Care.data system	Record wishes: <a href="http://www.nhs.uk/your-nhs-data-matters">www.nhs.uk/your-nhs-data-matters</a> / 0300 303 5678  <b>(GP PRACTICE CAN NO LONGER RECORD)</b>	

3b.	<b>Care.data</b> I wish to allow the Health and Social Care Information Centre to disclose to any accredited third parties any information they hold about me (from any NHS source). Please note that in general, such data would only be made available to accredited third parties in anonymised, pseudonymised or aggregated form.	Record wishes: <a href="http://www.nhs.uk/your-nhs-data-matters">www.nhs.uk/your-nhs-data-matters</a> / 0300 303 5678  <b>(GP PRACTICE CAN NO LONGER RECORD)</b>
-----	--	--

**Thank you.**



# Download the NHS App



Your NHS, your way



SHN

# Introducing the NHS App

You can use the NHS App **wherever you are, at any time of the day or night**. You can use it to access a range of NHS services.

The NHS App will not replace existing services. You can still contact your GP surgery in the usual ways if you prefer. For example, by visiting or telephoning your practice.

## Use the app to:



### **book and cancel appointments**

book, view and cancel appointments at your GP surgery



### **view your record**

access your GP medical record securely



### **order repeat prescriptions**

see your available medicines and place an order



### **check your symptoms**

find trusted NHS information on hundreds of conditions and treatments and get instant advice



### **register your organ donation decision**

choose to donate some or all of your organs and check your registered decision



### **find out how the NHS uses your data**

choose if data from your health records can be shared for research and planning



## **The NHS App gives you more control over your health and care.**

The NHS App puts information about your health and treatments at your fingertips. This means you can see it when speaking to a health and care professional, for example.

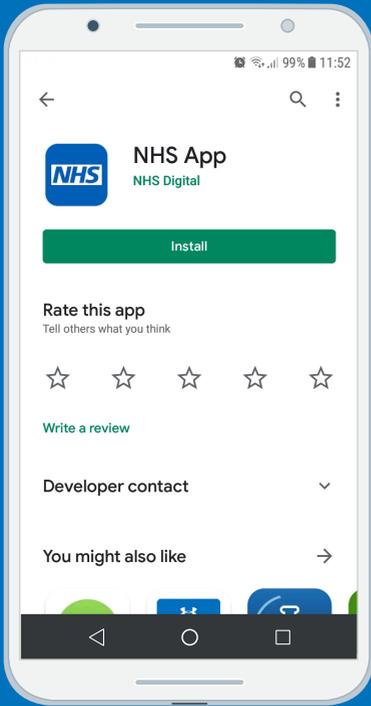


## **Owned and run by the NHS**

The app is designed and operated by the NHS in England to give you access to a range of services.

We will carefully check your identity when you register for the app, which is secure and easy to use.





# Download the NHS App



Find out more about the NHS App  
[www.nhs.uk/app](http://www.nhs.uk/app)



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v1b.1 03/20

## Protecting your GP online records



### Did you know that you can now look at your GP records, book appointments at your GP surgery and order repeat prescriptions online?

You can already go online and see some of the information in your GP records, including your medications and allergies. During the next year, you will be able to see even more. This will include illnesses, immunisations and test results. Each GP surgery will make this information available at different times, as their computer systems become ready.

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app.

If you would like to start using online services, see the Getting Started with GP Online Services guide for more information. Information on how to get started is also available online at [www.nhs.uk/patientonline](http://www.nhs.uk/patientonline) or from your surgery or on their website.

Your surgery has a responsibility to look after your GP records. You must also take care online and make sure that your personal information is not seen by anyone who should not see it.



### Keeping your username and password safe

When you register to use GP online services, your surgery will give you a username and password, which you will use to log in. You should not share your login details with others. To protect your information from other people:

- You should keep your password secret and it is best not to write it down. If you must write it down, keep a reminder of the password, not the password itself. This should be kept in a secure place.
- If you think someone has seen your password, you should change it as soon as possible. You may want to call your surgery if you are not able to change it right away, for example, when you do not have access to the internet.
- You should not share your user name or password. No one should force you to show them your login details, you have the right to say no. If someone forces you, tell your surgery as soon as possible.

## Sharing your GP records with others

In future, you will be able to choose to allow others, like your family or carers to look at your GP online records. This may be because you would like them to help you look after your health. When this service becomes available, you will need to ask your surgery to give the person you choose to share your records with their own username and password. They will then use this to look at your GP records. You should not share your login details with anyone.

## Using a shared computer

You need to take extra care when using a shared computer to look at your GP records online. This could be at the library, at work, at university or at home. To protect your personal information from others when using a shared computer, you should:

- Look around to see if other people can see what is on the computer screen. Remember, your GP records contain your personal information.
- Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP records.
- Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without your knowledge.

## Incorrect information in your records

On rare occasions, information in your GP records might be incorrect.

- If you find any incorrect information, you should let your surgery know as soon as possible.
- If you see information about anyone else in your records, log out immediately and let your surgery know as soon as possible.

## Remember

- Your GP records are important and you should keep them safe and secure, just like your bank account details.
- No one should force you to share your GP records. You have the right to say no. If this happens, tell your surgery as soon as you can.
- Take extra care when using a shared computer. Keep your login details in a safe place and remember to log out.



For more information on how you can protect your GP online records, go to <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>.

# What you need to know about your GP online records



## Wouldn't it be great if you could look at your GP records online?

Well, you can! You can also book and cancel appointments at your GP surgery and order repeat prescriptions online. You can already see some of the information in your GP online records, including your medications and allergies. During the next year, you will be able to see even more. This will include illnesses, immunisations and test results. Each GP surgery will make this information available at different times, as their computer systems become ready.

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. If you would like to start using online services, see the Getting Started with GP Online Services guide for more information. Information on how to get started is also available online at: [www.nhs.uk/patientonline](http://www.nhs.uk/patientonline) or from your surgery or on their website.

## What's in it for you?

- You can look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others.
- People who have long term conditions, for example diabetes, hypertension or coronary heart disease, have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results. Adam, a patient at University Health Centre said 'Record access is useful for those, like me, who need to have more regular contact with their GP'.
- You can look at your medical records before your appointment to see if there is anything you need to discuss with your doctor or nurse. This could be your test results, illnesses you have had in the past or any new information added to your records. This would help you discuss any concerns you may have and help you benefit more from your appointment.
- Sometimes when you see your doctor, you are given a lot of information and might not be able to remember it later. You may also want further information once you have had time to think about what was said. You can look at your online records after your appointment to make sure you understood what your doctor or nurse said.
- One of the most useful things patients have found is that you can make sure your medical information is accurate. For example, you will be able to let your doctor know if you have an allergy to a medicine and it is not recorded.
- Before you go on holiday, you can check if your vaccinations are up to date without having to go to your surgery.

## Understanding your records

Your records are written to help medical people look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand, as well as talking to your doctor or nurse, you can go to the NHS Choices website by using this link [www.nhs.uk](http://www.nhs.uk). NHS Choices is the NHS website for patients so you can look for information on illnesses, improving health and to find NHS services in your local area.

Other websites frequently used to search for information on illnesses and test results are Patient – [www.patient.info](http://www.patient.info) and Lab Test Online UK – [www.labtestsonline.org.uk](http://www.labtestsonline.org.uk). Although these are not owned or checked by the NHS, other patients have found them useful.

### A few things to think about

There are a few things you need to think about before registering for online records. On very rare occasions:

- Your GP may not think it in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.
- You may see your test results before your doctor has spoken to you about them. This may be when you cannot contact your surgery, or when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor.
- Information in your medical records might need correcting. If you find something you think is not correct, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.
- There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please speak to your surgery and they will discuss this with you.
- If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.
- If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further.



## Practice Policy for Online Appointment Booking

Before you begin to use the online booking service, please read the following policy and attached agreement regarding the booking of appointments over the Internet. Please keep this policy for your own reference.

A document containing your pin number and log-on details will be provided to you as soon as the practice receives your application form. Please keep this document safe as it contains your personal information.

When registered you will be able to:

Find available doctor appointment slots and book new appointments.

Appointments may be booked up to a maximum of 21 days ahead.

View appointments you have already booked

Cancel appointments

### Doctors Appointments

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave.

### Missed Appointments

If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than twice in one year we will remove the facility for you to use online booking, but you will still be able to book appointments with our receptionists.

### Inappropriate use

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with our reception team.

Examples of what we would consider inappropriate use are:

Booking appointments and not using them more than twice a year

Booking appointments for other family members using your name.

Consistently booking inappropriate appointments with the doctor

### Appointments for Family Members:

Unfortunately the system is not flexible enough to allow you to book appointments for family members.

**Under 16's:** Online booking is only available to patients aged 16 and over.



**Dr Mallard-Smith**  
**Dr Roberts**  
**Dr Payne**

John Hampden Surgery  
97 High Street,  
Prestwood, Great Missenden  
Buckinghamshire  
HP16 9EU  
Tel: 01494 890900  
johnhampdensurgery@nhs.net

---

\*Patients will receive a sign up letter which will guide them through the online registration process to access the online appointments function.

	Authored By	Authorised By
Signature		
Date		

## Carers Identification and Referral Form

Do you look after someone who through illness, frailty, and disability cannot manage without you?

If so, you are a **Carer** and we would like to support you.

Please complete this form and hand it in to our reception team.

With your permission we will pass your details to Carers Bucks, which is a registered charity providing relevant information and advice, local support services, newsletter and telephone helpline for carers.

### YOUR DETAILS:

<b>Name</b>	
<b>Date of Birth</b>	
<b>Address</b>	
<b>Post Code</b>	
<b>Telephone Number</b>	
<b>Any relevant information</b>	

### DETAILS OF THE PERSON YOU LOOK AFTER:

<b>Name</b>	
<b>Date of Birth</b>	
<b>Address (If different from above)</b>	
<b>Post Code</b>	
<b>Telephone Number(if different from above)</b>	
<b>GP Details (If different from your own)</b>	

Please pass my details onto Carers Bucks

Thank you for completing this form.



**The John Hampden Surgery**  
**Dr Rebecca J Mallard-Smith**  
**Dr Siân Roberts**  
**Dr Kate Hodder**

97 High Street  
Prestwood  
Bucks, HP16 9EU  
Tel: 01494-890900  
Fax: 01494-866990  
[www.johnhampden.co.uk](http://www.johnhampden.co.uk)  
email:johnhampdensurgery@nhs.net

**Carers Consent Application**

**Agreement by a patient to allow a Carer to have access to their Personal Details,  
Medical Record and / or Copies of Correspondence**

<b>Patients Name</b>	
<b>Patients Address &amp; Post Code</b>	

**I give permission for my Carer to have access to my personal details and medical records held by the Practice.**

<b>Your Carer's Details</b>	
<b>Name</b>	
<b>Address and Contact Telephone Numbers</b>	
<b>Relationship to Carer</b>	

**Please complete the following:**

<b>Does this permission relate to all your records?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
---	-------------------------------------	------------------------------------

<b>Does this permission relate to part of your records?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>Please specify the parts of the record to which access is allowed and any areas which are specifically excluded.</b>		



**The John Hampden Surgery**  
**Dr Rebecca J Mallard-Smith**  
**Dr Siân Roberts**  
**Dr Kate Hodder**

97 High Street  
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Fax: 01494-866990  
[www.johnhampden.co.uk](http://www.johnhampden.co.uk)  
email:johnhampdensurgery@nhs.net

<b>Does this permission only relate to a specific condition?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>Please specify the condition</b>		

**I understand that this permission will remain in force until cancelled by me in writing and that my GP may override this authority at any time.**

**I consent to my Carer receiving copies of all correspondence relating to my treatment (delete if not applicable). I confirm that my GP has sole discretion to withhold all or any copies of such correspondence.**

**Signed Patient:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Accepted by Doctor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Office Use Only: Details entered on clinical system</b> <b>On .....</b> <b>Signed .....</b>
---

# If you need medical help fast, but it is not life threatening – call

**NHS**



## What is ?

If you need medical help fast but it's not a life-threatening situation, you can now call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free, from landlines and mobiles.

## When do I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP.

If a health professional has given you a number to call for a particular condition, you should continue to use that number.

## Who can use it?

The NHS 111 number is currently only available in certain areas of England.

If you're outside of these areas, you should call NHS Direct on 0845 4647.



**when it's less  
urgent than 999**

## More information

For more information on where the NHS 111 service is available or to get this leaflet in other languages, visit [www.nhs.uk/111](http://www.nhs.uk/111)

## How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (for example in large type if you are partially sighted)

We will not share information that identifies you for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- We have to do this by law
- We have special permission for health or research purposes
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality

## Who are our partner organisations?

We may share information with the following main partner organisations:

- Clinical Commissioning Groups
- NHS Trusts (Hospitals)
- Special Health Authorities
- Ambulance Service

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

Anyone who receives information from us also has a legal duty to:

### KEEP IT CONFIDENTIAL!

If you require this leaflet in a different format or you need further information or assistance, please contact:

Our guiding principle is that we are holding your records in  
**STRICT CONFIDENCE**

## How we use your health records

Better information, better health



### This leaflet explains:

- Why the NHS collects information about you and how it is used
- Who we may share information with
- Your right to see your health records and how we keep your records confidential

# Why we collect information about you

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

## These records may include:

- Basic details about you such as address, date of birth, next of kin
- Contact we have had with you such as clinical visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests etc
- Relevant information from people who care for you and know you well, such as health professionals and relatives

## It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you
- Show you what they have recorded about you, if you ask

# How your records are used

The **NHS Care Record Guarantee** for England sets out the rules for the use of patient information. It gives you rights about the use of that information in the NHS:

- Controls on other's access
- Options you have to further limit access
- Access in an emergency
- When someone cannot make their own decisions

The **NHS Constitution** sets out the rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve. The people who care for you use your records to make joint decisions with you and care professionals to ensure care is safe.

## Others may also need to use records about you to:

- Check the quality of care (such as clinical audit)
- Protect the health of the general public
- Manage and keep track of NHS spending
- Investigate concerns or complaints you or your family have about your health care
- Teach health workers
- Help with research

Some information will be held centrally to be used for statistical purposes. We have a legal duty to ensure that individual patients cannot be identified. We may use identifiable data for NHS purposes such as research and auditing. This information will only be used with **your consent**, unless the law requires us to pass on the information.

# You have the right

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records about you, this is called a Subject Access Request (you may have to pay a fee):

- Your request must be made in writing to the organisation holding your information
- There may be a charge to have a printed copy of the information held about you
- We are required to respond to you within 40 days
- You will need to give adequate information (for example full name, address, date of birth, NHS number etc)
- You will be required to provide identification before any information is released to you

**If you think anything is inaccurate or incorrect, please inform the organisation holding your information.**

## Notification

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publicly available from the Information Commissioner:

**Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF**

**0303 123 1113  
or 01625 545 745**

**<http://ico.org.uk/>**