

Frequently Asked Questions

Q: Where can I register?

A: A list of local practices that are currently accepting new patients is attached. If you need any help with this, please call the Patient Advice & Liaison Service on 0118 982 2720.

Further information about these and other practices in the surrounding area is also available on the NHS Choices website www.nhs.uk . You can register with any GP practice whose boundary includes your home address and that is accepting new patients.

Q: What if I approach a practice and they won't register me?

A: You have a right to request to register with any GP practice as long as you live within its boundary and they are accepting new patients. Although the practice may, in some circumstances, decline to register you, the reason cannot be based on your medical condition, age, gender or race.

Q: Will I need to show identification when I register with a new GP practice?

A: Patients normally have to provide proof of their identification and address when they register with a new GP surgery; however if you are not able to supply information this should not restrict or delay registration. The list below gives some examples;

- Birth or marriage certificate
- Passport or driving licence
- Local authority rent card
- Paid utility bills
- Bank/building society cards/statements
- Pay slip or P45
- Letter from Benefits Agency/benefits book/signing on card
- Papers from the Home Office

Q: How will my records get transferred?

A: When you register with a new practice they will automatically receive your records from your previous GP. This may take a little time.

Q: Will I have to see a doctor or nurse when I register?

A: You may be asked to attend a new patient check appointment. This will be to check basic facts about your health such as your weight and height, and may include a brief discussion about any medication you take or treatment you are undergoing, depending on which healthcare professional you see.

Q: Will I receive the same services?

A: All practices are required to provide the same basic GP services.

Q: What happens if I do not register with a new surgery by 13th June 2018?

A: If you do not register with a new surgery by 13th June 2018, Berkshire West CCG will allocate you to another local surgery and register you with them. We will write to you with details of your new surgery. This is to ensure that you have continued access to a GP surgery. Should you wish to discuss the allocation please contact the Patient Advice & Liaison Team who will be able to offer advice on 0118 982 2720 or woccg.bwpalscomplaints@nhs.net .

Q: I am undergoing treatment – how will my new practice know about this

A: Your medical record contains details of your previous and on-going treatment, and this will automatically transfer with your patient record. Your new GP surgery may also ask you to complete a questionnaire to provide them with information regarding your current health needs and medications.

Q: I am ill now and need to see a doctor, can I still go to my practice?

A: Yes. You continue to be registered with this practice until you register elsewhere or you are allocated a new surgery and informed. We would encourage you to register with another GP practice as soon as possible. Please do not leave registration until you need to see a doctor.

Q: My sick note is due, where will I get this from?

A: Priory Avenue surgery will continue to provide sick notes to remaining registered patients, where appropriate, until 30th June 2018. As soon as you register with a new GP practice any sick notes become the responsibility of your new GP and you should make an appointment with the new practice to discuss this.

Q: I am taking medications and need a repeat; how do I obtain this?

A: If you are on a repeat medication we would advise that you make sure that you have an adequate supply of your medication prior to registering with a new surgery. This is because most surgeries are not happy to issue medication until they have seen new patients or obtained their medical records.

Q: I have been to see a hospital specialist who was writing to my GP. Where will this letter go now?

A: Your current GP will receive any correspondence while you are registered with them. When you move to another practice, your new doctor will receive any future correspondence from the hospital.

Q: I have been referred to hospital. Will I need to be re-referred by my new practice?

A: No. The hospital will communicate with you directly regarding your appointment time. When you next attend the hospital you should inform them who your new GP practice is.

Q: I am waiting for results of my blood tests / x-rays, how will I get them?

A: Any test results will be added to your patient record. If you are undergoing treatment or investigations of any nature it is advisable for you to register with another practice as soon as possible to ensure continuity of care.

Q: My baby is due to have his / her injections, what do I need to do?

A: You need to ensure your child is registered with a new practice as soon as possible. The new practice should ask for a copy of your child's immunisation records. Please make an appropriate appointment with the new practice for immunisations, taking your child's red book with you. Although you remain registered at Priory Avenue Surgery until the end of June, it is advisable for you to register your family with another practice as soon as possible. If you think your child has missed any injections please speak with your Health Visitor or the staff at your new GP practice.

Q: Why have some patients from Priory Avenue Surgery been sent a different letter?

A: Balmore Park Surgery and Emmer Green Surgery, both in Caversham, have indicated to the CCG that they are able to take on additional patients from Priory Avenue up to a threshold and who live within their Practice boundaries. Patients who live within their boundaries have been sent a different letter explaining the process should they wish to register with those Practices. This process is different due to the high numbers of patients expected to register with those Practices. Patients South of the River Thames who do not fall into the boundaries of Balmore Park or Emmer Green are a smaller number and are able to register with a number of Practices.