**Becoming a Patient at Elsdon Avenue Surgery.**

***Do you have any long term conditions***

***Please inform Reception of this when handing this in.***

Welcome to Elsdon avenue surgery, part of Northumbria healthcare.

If you wish to register with our practice please take this back away with you and complete the contents. On your return please attend with the following:

* -The completed health questionnaire and screening tool.
* Your NHS medical card **if** you own one.
* Your passport **if** you are new to the UK.
* Photographic ID.
* Proof of current Address.

If the patient being registered is a Child under the age of 6, please provide a list of immunisations found in the child’s (red) record book.

After registering you will need to book yourself a new patient check with our Nurse or Health Care Assistant before an appointment with a GP can be made.

The following are examples of Acceptable forms of Identification:

-Drivers licence -Birth certificate

-Paid utility bills -Local authority rent card

-Marriage certificate -Pay slip/P45

-Passport -Letter from Benefits agency

**If you are prescribed any of the following medications, you will require an appointment with the GP to discuss the continuation of prescribing: Opioids (e.g Tramadol, Morphine or Codeine), Benzodiazepines (e.g. Temazepam, Diazepam. Lorazepam) or Gabapentinoids (e.g. Gabapentin or Pregabalin)**

**Elsdon Avenue Surgery health questionnaire**

Please fill in as much of the questionnaire as you can so that the Doctors can be aware of your medical past \ present before your records are sent over from your previous Doctors.

|  |  |
| --- | --- |
| Name: | Date of Birth: |
| Title: | Marital Status: |
| Home phone: | Mobile phone: |
| Occupation: | Next of kin:Phone:Relationship: |
| Spoken language:Translator required: | Ethnic origin: |
| Do any illnesses run in your family?If so, please specify. |  |
| What is your weight? | What if your height? |
| Would you like to have your prescription sent electronically?  | If yes please specify a preferred pharmacy: |
| Do you look after someone? | If yes please complete the carers form at the end of this pack. |

|  |  |
| --- | --- |
| Signature: | Date: |

**Fast screening tool:**

For the following please put a tick in the box which best applies to you.

|  |  |
| --- | --- |
| MEN: How often do you drink EIGHT or more alcoholic beverages at once?WOMEN: How often to you drink SIX or more alcoholic beverages at once? | Never –Less than monthly-Monthly-Weekly-Daily- |
| How often during the last year have you failed to do what was normally expected from you because of your drinking? | Never –Less than monthly-Monthly-Weekly-Daily- |
| How often during the last year have you been unable to remember what happened the night before because you had been drinking? | Never –Less than monthly-Monthly-Weekly-Daily- |
| Has a relative or friend, doctor or other health worker been concerned about your drinking or suggested you cut down? | No-Yes, but not in the last year-Yes, during the last year- |

|  |  |
| --- | --- |
| Are you a smoker? | Yes- Ex-smoker-Never smoked tobacco- |
| If so how many Cigarettes do you smoke daily? | 1-9 daily 10-19 daily20-39 daily 40+ |

**ETHNIC CATEGORY QUESTIONNAIRE**

Please indicate your ethnic category. This is not compulsory, but may help with your healthcare, as some health problems are more common in specific communities and knowing your origins may help with the early identification of some of these conditions.

This form may only be completed by the patient in person, or a parent in the case of a child. It may not be changed by us unless you ask for a change. This information will be added to your computer health record and will remain confidential.

Choose ONE category from A to Z, and then tick the box to indicate your ethnic category. If asked to specify, please do so as fully as possible.

|  |  |  |
| --- | --- | --- |
|  | **White**  |  |
| A | British |  |
| B | Irish |  |
| C | Any other white background (please specify) |  |

|  |  |  |
| --- | --- | --- |
|  | **Mixed** |  |
| D | White & black Caribbean |  |
| E | White & black African |  |
| F | White & Asian |  |
| G | Any other mixed background (please specify) |  |

|  |  |  |
| --- | --- | --- |
|  | **Asian or Asian British** |  |
| H | Indian |  |
| J | Pakistani |  |
| K | Bangladeshi |  |
| L | Any other Asian background (please specify) |  |

|  |  |  |
| --- | --- | --- |
|  | **Black or Black British**  |  |
| M | Caribbean |  |
| N | African |  |
| P | Any other black background (please specify) |  |

|  |  |  |
| --- | --- | --- |
|  | **Other ethnic groups** |  |
| R | Chinese |  |
| S | Any other ethnic group (please specify) |  |

|  |  |  |
| --- | --- | --- |
|  | **Not stated** |  |
| Z | Not stated |  |

Main Language Spoken...........................................................................................

Full Name ……………………………………………………………………………………..

Date of Birth ……………………………………………..……………………………………

Signature ………………………………………………Date………………………………..

**NEXT OF KIN INFORMATION**

Please complete the details below and return to the receptionist.

**PATIENT DETAILS:**

|  |  |
| --- | --- |
| Family Name |  |
| First Names |  |
| EMIS Number |  |

**NEXT OF KIN PERSONAL DETAILS:**

|  |  |
| --- | --- |
| Relationship to Patient |  |
| Title | Mr/Mrs/Miss/Ms/Other |
| Family Name |  |
| First Names |  |
| Gender | Male/Female |
| Date of Birth |  |

**HOME ADDRESS:**

|  |  |
| --- | --- |
| House Name/Flat Number |  |
| House Number and Street |  |
| Locality |  |
| Town/City |  |
| County |  |
| Postcode |  |

**CONTACT DETAILS:**

|  |  |
| --- | --- |
| Home Telephone Number |  |
| Work Telephone Number |  |
| Mobile Telephone Number |  |

**OTHER RELEVANT DETAILS:**

|  |  |
| --- | --- |
| Contact in an Emergency | Yes/No |
| Consent to discuss medical record | Yes/No |
| Any other information |  |

**Information For new Patients:**

Welcome to Elsdon Avenue surgery.

Opening Times:

Monday to Friday 8:30 to 5:30.

 Once a month we close for an afternoon for staff training and meetings.

Our telephone number is 0191 2372299.

**Our staff:**

**Dr Karen Finch (f)**

MB BS (1988 Newcastle) MRCGP, DRCOBG

Karen has been with the practice since 2004. She offers a full general practice service. She has a special interest in paediatrics and palliative care. Karen is also involved in the teaching of medical students.

**Dr Kathleen Mackie (f)**

MB BS (2005 Manchester) MRCGP, DRCOG, DFSRH

Kathleen has been with the practice since July 2014. She offers a full general practice service. She has specialist interests in palliative care and audit.

**Dr D Watson (f)**

**MBChB BSc Hons**

Dr Watson has been at the practice since May 2019 He has a special interest in Dermatology, respiratory and men's health.

**Dr M Symon**

**MBchB Dundee 1994 MRCGP DFFP**

**Dr Symon has been at the practice from September 2020. She has a special interest in women's health and contraception.**

**Zoe Stuart (f)**

Zoe has been with us since February 2021. She is an experienced nurse and can prescribe. Zoe leads our chronic disease reviews.

**Louise Bews (f)**

Louise is our practice nurse and has a great deal of experience in health promotion.

Louise oversees immunisations, smears and information gathering She is also training for chronic disease reviews.

**Kristan Attey (f)**

Kristan is our newest member for staff she will see you for your new patient check she also deal with first appointments for chronic diseases. She assists the nurses and doctors in their duties in providing care to you.

**Gillian Chapman (f)**

Gillian is the practice manager for Elsdon and Cramlington she works across both sites.

**Nikki (f)**

Nikki is our office manager who supports Gilliam with the everyday running for the practice.

**Diane (f)**

Receptionist

**Sandy (f)**

Secretary/Receptionist

**Shona (f)**

receptionist

**Holly**

Receptionist

**Gemma**

Apprentice

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. We ask you respect all of our staff, we have a zero-tolerance policy in place for those who show disregard to this request. Elsdon Avenue Surgery is committed to training future doctors and GP’s and so students may be present during your consultation. This is optional.

**House call requests**

House call visits must be requested on the day before 11:00am. These visits are only available for request of those who cannot get to the surgery e.g. palliative care patients. You may get a phone call before your visit to discuss the circumstances of the request.

**Routine appointments**

Booking routine appointments can be done via reception. Appointments can be prebooked 6 weeks in advance, we do have urgent on the day appointments available if you call at 8.30am. We also have access to HUB out of hours appointments for urgent appointments on the day. If you would like to see a specific doctor you can ask when booking an appointment, subject to availability.

**Training and Education**

Elsdon Avenue Surgery is a training practice. This means on Thursday University term times we are joined by a small group of 3rd year medical students - they are about halfway through their University course. We are grateful when our patients allow the students to practice their consultation skills, and give them the opportunity to hear about the patients' perspective of living with different health conditions.

**Local urgent care centres:**

NORTH TYNESIDE GENERAL HOSPITAL

Rake Lane
North Shields
NE29 8NH

WANSBECK GENERAL HOSPITAL

Woodhorn Lane
Ashington
Northumberland
NE63 9JJ

**Prescriptions**

Repeat prescription requests can be done via online services; please ask at reception to sign up. They can also be done via the ticked dedicated order sheet you get with a prescription (white sheet) or on our prescription line.

You must allow 48-72 hours for us to process your repeat prescription request.

**Violent and abusive behaviour**

NHS staff is here to help you. Violence and both physical and verbal abuse, will NOT be tolerated, and may lead to removal from the patient list.

**Urgent appointments**

Urgent appointments have to be booked on the day. There are same day appointments available in the morning and afternoon; these are for medical problems that cannot wait until the next routine appointment. The GP seeing you will assess your need to be seen that day prior to your consultation. If they feel that you need to been seen in a routine appointment and it can wait until then, you will be asked to come back.

If you would like to see a specific doctor you can ask when booking an appointment, subject to availability.

**Online Access**

We now encourage all patients to get access to their online record, which allows you to book appointments order prescription and with further access, view blood results. If you would like to register for online services please ask the receptionist when you hand your new patient information pack in.

**Mobile – Texts**

Please let reception know on returning your pack if you would like to have text reminders for your upcoming appointments.

**DNA policy**

If you do not attend 3 appointments without informing the practice you will receive a letter reminding you of our policy. If you then do not attend a 4th appointment you will get an invite in the form of a letter to come into the surgery and have a meeting with the practice manager. If you then do not attend a 5th appointment you will be removed off our patient list.

If you cancel and appointment less than half an hour before the appointment is starting it is classed as a DNA.