



WESTERN ROAD MEDICAL CENTRE

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Thank you for choosing Western Road Medical Centre.

IMPORTANT INFORMATION: PLEASE READ CAREFULLY

- We can take Registration applications **Tuesday, Wednesday and Thursday**. We ask you to be considerate to patients with appointments as it can be very busy and we advise you to come at less busy times such as lunchtime after morning surgery and before 6:45 pm.
- To be a member of Western Road you need to live in the catchment area, our area covers parts of RM1, RM11 and all of RM2 only. Ask at reception to check if your address is covered.
- Patients under 16 years will need to provide a PHOTOCOPY of their full birth certificate and immunisation history (Red book). Overseas immunisations may need to be translated.
- If your application is successful, patients under the age of 16 and those over the age of 65 will require a health check with the Health Care Assistant for a New Patient Health Check. It is the patient's responsibility to make an appointment for the first Health Check. All new patients under 5 years old must see a clinician within the first 3 months.
- If you do not complete all of the Registration process your papers may be sent back to your home address or left at reception for you to pick up. We reserve the right to refuse uncompleted forms or patients outside of our catchment area.

Please see below a list of required documents that the practice must see before we can register you. The Practice will need you to supply photocopies, and you will also need to show the originals to a receptionist to verify documents when handing in your paperwork.

DOCUMENTS REQUIRED FOR REGISTRATION WITH WESTERN ROAD MEDICAL CENTRE

All Patients are asked for previous NHS number if available.

British Citizens:

1. Proof of identity: passport/birth certificate/driving license
2. Proof of address: i.e. current domestic bill from Havering Council/gas/electric/water/bank accounts or tenancy agreement/mortgage/ownership agreement – this needs to be dated within 3 months of applying We do not accept mobile phone bills or invoices.

EU Residents:

1. **Passport/ID Card**
2. **Date of entry to UK**
3. **Proof of Address:** i.e. current domestic bill from Havering Council/gas/electric/water/bank accounts or tenancy agreement/mortgage/ownership agreement – this needs to be dated within 3 months of applying

Patients from abroad excluding EU members:

1. **Passport**
2. **Valid Visa/Residence Permit** – with UK status – student visa must be accompanied by college confirmation
3. **Proof of date of entry into the UK**
4. **Proof of address:** i.e. current domestic bill from Havering Council/gas/electric/water/bank accounts or tenancy agreement/mortgage/ownership agreement – this needs to be dated within 3 months of applying

Patient Information

GP ONLINE SERVICES: *The Practice also offers patients access to **GP ONLINE SERVICES** if you are interested in this service please speak to a receptionist who will provide you with a consent form to complete, you will also require two forms of id one of which needs to be photo id. The practice will then provide you with a Registration Letter with the details required for you to sign up/register with patient services online.*

GP ONLINE SERVICES: *provides patients with online access book appointments, ordering repeat prescriptions and by the 31st of March 2016, access to detailed coded information (DCR) held in patients' records. (This is an additional service available for patients. Please contact the surgery for more information.)*

Prescriptions: The prescription enquiry phone line is open between 10:00 am until 12:00 noon and 4:00 pm until 6:00 pm. Please note that we cannot take orders for prescription over the telephone. Prescriptions can be ordered in writing and placed in the box in reception and will be ready to pick up in 48 hours.

Alternatively:

Electronic Prescriptions Service (EPS): We can now electronically send your repeat prescription to a pharmacy of your choice. This will save you a trip to the surgery to collect it, as it will be send directly to your chosen pharmacy ready for you to collect. To sign up to this service, please complete the form on our website homepage or ask at reception.

You can contact the surgery for **emergency appointments** from 8:30 am.

The surgery is open all day from 8:45 am until 7:00 pm Monday until Friday and telephone lines for all other enquiries are open from 8:30 am until 6:30 pm.

Secretaries are available most days between 8:30 am and 4:00 pm.

Patients can contact the Surgery between 4:00 pm and 6:00 pm to enquire about test results.

We have a strict policy for patients who **DO-NOT-ATTEND** appointments; you must contact the surgery to cancel your appointment if you cannot make your appointment.

NEW PATIENT HEALTH CHECK

As part of the registration process, if you come under one of the following groups please make an appointment to see our Health Care Assistant.

- **Patients 0 to 16 years** – please make an appointment with our Healthcare Assistant 10 days after your registration papers have been handed in. This is to give us time to administer your data onto our system and request your medical history from your previous GP. Please bring the following with you to this appointment:
 - Red Baby Book
 - All immunisation history
 - Current medications
 - Name of school
- **Patients over the age of 65** – please bring with you all medication and any relevant medical history.
- **Serious or multiple medical conditions** – Please bring with you all medication and any relevant medical history, so we can do a medication review with you.

We ask that patients keep the Surgery informed of any changes to your contact details as you may be deducted from our Patient List if we **cannot** contact you by either post or telephone or if we receive Return to Sender letters back at the surgery.

We do our utmost to accept all patients from our catchment area. If you do not follow the registration process, you may be declined from the Surgery's Patient list.