



Thank you for choosing to register at Haldon House Surgery

Before you complete your registration, we would like you to consider the following:-

We seek to treat all persons with dignity and respect as befits professionals. We expect the same courtesy in return, especially towards our hard working and friendly reception staff. We operate a zero tolerance policy towards swearing, abuse or threats towards our staff. Such behaviour will result in immediate removal from the surgery list.

We are unlikely to prescribe antibiotics for colds, sore throats and other viral illnesses. The vast majority of such common ailments can be dealt with by waiting for the body to heal itself and/or getting medicines to help with the symptoms from your pharmacy. If you present repeatedly with minor viral illnesses, your GP will discuss this with you.

Most medicines will be prescribed by their chemical (generic) name, and not their approved or trade name. This means the brand of medication may change from time to time but the important, active ingredient is the same.

Patients are expected to keep to the guidelines for ordering repeat prescriptions and to order in sufficient time so their prescription does NOT run out.

Many medical and administration problems can be dealt with over the telephone. Often the duty doctor may ring you with relevant information to your query.

Missing appointments wastes precious NHS resources. Being late for an appointment may result in the doctor or nurse being unable to see you.

Accident and Emergency (A&E, Casualty, Emergency etc) Departments are, as their name suggests, for accidents and emergencies. Please call the surgery for all other problems first. At weekends and during the evening, please contact the Out Of Hour's Service – do not go to A&E unless truly an emergency.

Regrettably, the doctor has to consider the needs of subsequent patients on their appointment list, so patients with multiple complaints may be asked to book another appointment.

Your registered GP will be Dr Jonathan Hall.

Patient Signature.....

Date.....

**FOR
OFFICE
USE ONLY**

Photo Identification Seen:

.....

	Yes/No	Comments
Are you currently awaiting test results from your last GP?		
Are you currently awaiting a Hospital Out Patient appointment or operation arranged by your last GP?		

For Women Only:

How many pregnancies have you had?	
Did you have any associated difficulties? (Miscarriage, Still Birth, Breech delivery, C-Section, Forceps)	
Are you taking any oral contraceptives? (If yes, how long for and what brand?)	
If no, are you using other birth control?	
Have you had a cervical smear test? (If yes, how long ago and what result?)	

	Yes/No	Comments
Do you undertake regular sport or exercise? (If yes, daily or weekly, and what type of exercise)		
Do you have a family history of any of the following medical conditions: Asthma, High Blood Pressure, Heart Disease, Stroke, Diabetes, Angina or a Heart Attack...		
Are you taking any medication at present prescribed by a doctor (including the pill)? Please list in comment's box (Please include dose and how many times a day)		
If you answered YES to the above question, please make an appointment with your new doctor within 1 month of registering for a review		
If you answered NO to the above question, please make a 20 minute appointment with a HealthCare Assistant for a new patient check within 3 months		
Are you taking any medication NOT prescribed by a doctor? Please list in comment's box (Please include dose and how many times a day)		
Have you any drug or other allergies?		

The following questions are to enable us to identify any particular risk factors you may have that increase your risk of heart disease or stroke.

- 1. **Alcohol** – Please complete attached form and return with this one.
- 2. **Smoking status?** (please circle)

Are you: a current smoker - number of cigarettes smoked per day:

an ex-smoker - approx. date you stopped smoking:

never smoked

**If you would like advice on stopping smoking,
please book an appointment with one of our smoking advisors.**

- 3. What is your **blood group**?
- 4. **How tall** are you?
- 5. How much do you **weigh**?

Carers: Are you a carer? YES / NO (if yes, please supply details of who you care for)
Are you being cared for? YES / NO (if yes, please supply details of carer)

.....

We run a monthly support clinic for one to one appointments with our carer support worker

Veterans: Are you a veteran? YES / NO

If yes, you can get priority treatment including bypassing of NHS waiting lists for treatment and other support services.

Patient Reference Group – would you like to be contacted twice a year to take part in patient surveys regarding your care at Haldon House Surgery? YES / NO

If yes, please state your email address

Disability: Are you registered disabled? YES / NO if yes, since what date?

Please give details of any disabilities (i.e. hearing / sight impairment / autism etc)

.....

Please give details of any communication needs you have: (i.e. larger print or easy read for information; sign language or lip reading for communicating)

.....

Ethnicity

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

- | | | |
|---------------|-------------|------------------------|
| White British | White Irish | Other White Background |
| Indian | Pakistani | Other Black Background |
| Caribbean | African | Other Asian Background |
| Chinese Other | Bangladeshi | Not Given |

What is your first language?

What is your religion?

Repeat Prescription Instructions

ONLY COMPLETE THIS FORM IF YOU RECEIVE REGULAR MEDICATION

If you are on regular medication and get repeat prescriptions please tick one of the relevant boxes below to indicate how you would like your prescription dealt with:

- 1. I will collect my repeat prescription from the surgery reception:**
- 2. I would like it sent to:** (please tick your choice of chemist from the list below)

Rowlands 26 Imperial Rd, Exmouth, Devon EX8 1DB		Whites 17 Rolle St, Exmouth, Devon EX8 1HA	
Lewis 70 Exeter Rd, Exmouth EX8 1PY		Pines 39 Pines Road, Exmouth, Devon EX8 5NH	
Jhoots 65 Exeter Rd, Exmouth, Devon EX8 1QD		Withycombe 120 Withycombe Village Rd, Exmouth EX8 3AN	
Tescos Salterton Rd, Exmouth, Devon EX8 2NP		Boots 21 Magnolia Walk, Exmouth, Devon EX8 1HW	

Don't forget to book an appointment with a GP within 1 month of registering if you are taking regular medication

Consent

Messages to Patients via text (SMS)

If you are happy to receive messages via text (SMS), please sign below.

We would only text or email you with messages which are relevant to your on-going healthcare, for example, appointment reminders, requests to contact your GP regarding tests or reviews, health screening opportunities etc.

We respect your privacy and will only contact you in this way if you give us your permission.

I understand that it is my responsibility to inform Haldon House Surgery if I change my mobile number

I consent to receiving text messages from Haldon House Surgery:

YES / NO

Online Services

- We have a service which makes available a selection of our GP appointments to be booked online. You can also check, cancel or change any existing appointments. We regret, at this stage, nurse appointments are not available through online access.
- The service also offers an online repeat prescriptions service.
- We offer the ability for patients to access their full medical record (Please note we are unable to offer access to historical data prior to 1st April 2019).

If you are interested in the service and would like to sign up, we will require some brief details about you. **We will also need to see some ID from you** (e.g. driving license, passport, bus pass, debit card etc.) to complete the online services registration.

Please visit reception once you are registered to sign up for this service, thank you.

Organ Donation

- Organ Donation law has changed as of 20th May 2020 in England. From this date, everyone is opted **IN** to Organ Donation. If you wish to opt out of Organ Donation, please visit their website:

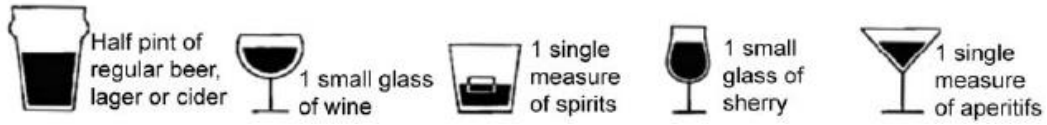
<https://www.organdonation.nhs.uk/register-your-decision/>

GDPR

- Please see attached leaflet detailing how we use your data

Fast Alcohol Screening Test

This is one unit of alcohol...



...and each of these is more than one unit



Please fill out this questionnaire for our records:

(Please circle as appropriate)

How often do you have 8 (men) or 6 (women) units of alcohol on one occasion?	Never	Less than monthly	Monthly	Weekly	Daily or Almost Daily
How often in the last year have you not been able to remember what happened when drinking the night before?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily
How often in the last year have you failed to do what was expected of you because of drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily
In the last year, has a relative/friend/doctor or 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

Print Name

Signed

Date

Your Medical Record

**PLEASE PLACE A CROSS ('X') IN THE BOXES IF YOU WANT
TO **OPT OUT** OF SAID ITEMS BELOW**

Patient Name (print).....

Patient Signature.....

Date of Birth.....

<p><u>SUMMARY CARE RECORD</u></p> <p>This is a summary of your Medication, Allergies & Adverse Reactions & can only be accessed by a Clinician in England & with your expressed consent. This will help with your care.</p> <p>For more information, please visit: https://digital.nhs.uk/services/summary-care-records-scr</p>	
<p><u>LOCAL HEALTH RECORD</u></p> <p>This allows access to your FULL Health Record to Out of Hours Services Clinicians in Devon Only & with your Express consent at point of care. This will help with your care.</p>	
<p><u>NATIONAL DATA OPT OUT</u></p> <p>Your health records contain confidential patient information, which can be used to help with research and planning.</p> <p>If you would like this to stop, you can opt out of this yourself or on behalf of someone else.</p> <p>For more information, please visit: www.nhs.uk/your-nhs-data-matters or by calling 0300 3035678.</p>	

Haldon House Surgery



Privacy Information Leaflet

Updated April 2020

Haldon House Surgery

37-41 Imperial Road

Exmouth

EX8 1DQ

What is a privacy notice?

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

Why do we need one?

To ensure compliance with the General Data Protection Regulation (GDPR), Haldon House Surgery must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

What is the GDPR?

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. The GDPR came into effect on **25 May 2018**.

How do we communicate our privacy notice?

At Haldon House Surgery, the practice privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration (by means of this leaflet). We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How do we use your information?

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

Maintaining confidentiality

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Haldon House Surgery; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment, to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

National Data Opt Out

The national data opt-out is a service that allows patients to opt out of their confidential patient information being used for research and planning. Patients can find out more and set their opt-out choice at nhs.uk/your-nhs-data-matters.

Accessing your records

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies; you have a right to have the inaccurate data corrected.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at D-CCG.discharge-haldonhouse@nhs.net. GP practices are data controllers for the data they hold about their patients¹
2. Write to the data controller at: Haldon House Surgery, 37-41 Imperial Road, Exmouth, EX8 1DQ
3. Ask to speak to the Practice Manager, Christine Ladbrook.

The Data Protection Officer (DPO) details for Haldon House Surgery is DELT d-ccg.deltppo@nhs.net

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select 'Raising a concern'.

We regularly review our privacy policy and any updates will be published on our website and on the Practice GDPR noticeboard in the Surgery, to reflect the changes. This leaflet is to be reviewed in May 2021.

¹ [BMA GPs as data controllers under the GDPR](#)