

Registration of Patients

Giggs Hill Surgery serves the area of Thames Ditton, Long Ditton, Weston Green, Hinchley Wood and parts of Esher.

All Registrations & Changes of Address

With the advent of terrorism and health tourism the government are shifting the onus on to the practice to ensure that all persons registering for NHS Healthcare are firstly entitled to it and secondly are the person whose details they are giving us. With the advent of the NHS spine this is all the more necessary as we will begin to share information around the NHS family and it therefore needs to be correct. Most patients' first port of call is their doctor and as such it is the surgery they go to register or change their address.

Entitlement to NHS care is based on you having been a UK resident for a continuous period of 6 months prior to registration. It is not based on the payment of National Insurance Contributions or Tax.

On satisfactory completion of the registration form and if your application is accepted the details will be entered on our computer. The registration details are sent electronically to the Primary Care Support Agency (PCSS). They will officially confirm registration and request your notes from your previous doctor, if appropriate. In an emergency, you can see a doctor without having to wait for approval by the PCSS. This would be done on an "Immediately Necessary" basis.

We operate a shared list system whereby any patient can see any doctor. We do suggest that it is preferable to stick with one doctor for continuing care of a specific medical problem. You should not wait until an emergency arises to register as this may delay you getting an appointment and you should include all members of family when registering.

If you have any concerns about registering, please speak to one of our receptionists.

Change of Address

We will need sight of one of the following to change your address:

- 1) Bank Statement showing new address
- 2) Household bill showing new address

Permanent Registrations

Patients can download the following forms from the web-site www.giggshillsurgery.co.uk or call into reception for a copy of the following:

1. NHS registration form
2. New Patient Health Questionnaire
3. Female Health Questionnaire
4. For babies and children a Childhood Immunisation form
5. Copy of Practice booklet

Patients should allow 10 days for the registration process to be completed and should bring the application forms with all supporting documentation.

Supporting documentation required:

1. Photo Identification – this should be something official with your picture on like a driving license, student card, bus pass or work pass
2. Legal document supporting your name – a birth certificate or marriage certificate showing your birth name
3. Confirmation of UK Residency - a recent bank statement, household bill or piece of junk mail showing your current UK address (one dated 6 months ago for those not previously registered with a UK doctor).

For those patients who are already registered with an NHS doctor but have moved into the area we will require the name, address and telephone number of your current doctor to be entered onto the registration form.

New Baby Registrations

New baby registrations are slightly different. When you go to the Registrar to register the birth of your baby he/she will give you an FP58 Application to Join a GP Practice and Birth Certificate. We will need sight of these documents to register your child with the practice.

Temporary Residents Up to 2 Weeks

This type of registration is for any patients visiting the area for 2 weeks or less and are currently registered with a GP surgery in the UK. You will need to complete a temporary registration form (Blue) giving details of your current doctors name and address, along with the address you normally reside at and the address you are staying at.

Temporary Residents 2 Weeks to 3 Months

This type of registration is for any patients staying in the area for a short period of time from 2 weeks to 3 months and are currently registered with a GP surgery in the UK. You will need to complete a temporary registration form (Blue) giving details of your current doctors name and address, along with the address you normally reside at and the address you are staying at.

In addition we will also require:

- 1) Photo Identification – this should be something official with your picture on like a driving license, student card, bus pass or work pass
- 2) Confirmation of name - Credit Card or Bill

If you are staying in the area longer than 3 months you will need to register permanently.

Registration of Patients from Overseas

If you are coming to the UK and staying you are entitled to NHS care after you have been a resident for 6 months. You will need to register in the same way as detailed in the section above headed "Permanent Registrations".

If you are visiting the country and require to be seen by a doctor we will treat you as follows:

- 1) If you have an E111 Card or a reciprocal arrangement with your home country we will treat you as a private patient and charge you for the consultation. You will need to keep proof of payment and are entitled to apply to your country on your return for a refund.
- 2) If you do not have the above we will treat you as a private patient and charge you.

Visitors coming to work in the UK should ensure they have private healthcare or a reciprocal arrangement in place prior to travelling to the UK. We will register you permanently following you residing in this country for 6 months. Proof of residency during this time will be required. If you need treatment in the interim we will see you as a private patient and charge you. No refunds will be made.

Immediately Necessary Patients

If you are suffering from a condition that needs immediate attention we will see you as an "Immediately Necessary Patient". You will need to complete a "Blue" Registration form and have details of your doctor's name and address. The registration then follows the same path as a Temporary resident of less than two weeks, as above. This registration covers you only for the day on which you receive the "Immediately Necessary Treatment". You will be asked to provide some form of identification.

We will not see patients for repeat medication under this basis, you should contact your current surgery and ask for a repeat prescription to be faxed to a local pharmacy.