



THE ADAM PRACTICE

Reception: Please hand letter back to patient after receipt of completed form

Dear New Patient

Welcome to The Adam Practice and thank you for choosing to register with us.

As one of the largest GP Practices on the South Coast, The Adam Practice strives to provide high quality, readily accessible medical and preventative health care within a well organised, efficient, up-to-date, friendly and caring environment. This is achieved by making the best possible use of its resources and by taking a proactive role with new health care strategies.

As a new patient we would ask that you complete our New Patient Questionnaire fully as this provides us with the information to arrange for your medical records to be transferred to us as well as giving us the opportunity to find a little bit about your medical background.

It is preferred for all new patients to provide photographic proof of ID (e.g. passport or a UK photo driving licence) and proof of residency (e.g. current utility bill, recent bank statement or letter from host family/college). Please note your registration cannot be accepted until the New Patient Questionnaire form is completed in full.

All information provided is treated in the strictest confidence. We would also ask that you return to the surgery a week after registering with us to use our 'Pod' to complete a New Patient Check to enable us to complete your registration fully.

Appointments

We operate an appointment system where we endeavour to offer an appointment with the next available healthcare professional within the next 48 hours. We recognise that this can sometimes cause problems for those patients who wish to book appointments with a specific GP; however we feel that this is the best approach under the current nationally directed guidelines. Please remember that if you need to see the doctor on an urgent basis then we will always try to accommodate you, however do not be offended if the Receptionist asks you when the problem started and the nature of the problem. They are not making arbitrary decisions about your healthcare, but have been instructed to do so by the doctors to help us, help you. You are able to pre-book routine and follow up appointments up to 6 weeks in advance with any clinician.

Prescriptions

Patients on regular medication do not always need to see or speak to a doctor for a repeat of their medicines. **Three working days** are required to process your prescription. Repeat requests should be ordered Online (via our SystemOnline service), via a Pharmacy, posted or brought to the surgery. Prescriptions can be posted back to you if you provide a stamped addressed envelope. Requests are not accepted over the telephone to avoid errors and avoid pressure on telephone lines.

Online Access

We are able to offer an online facility called **SystemOnline**. This service allows patients to order prescriptions, book/cancel appointments and view medical records all securely ONLINE. This facility is available 24 hours a day, seven days a week! If you would like to sign up for this service, please tick YES at this section of the new patient questionnaire (attached), and speak to a member of staff.

We hope that you will be happy with the service you receive from us and we look forward to a happy patient/practice relationship.

Yours faithfully,

Nell Montague-Rendall
Service Delivery Manager

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