**New Patient/Practice Contract**

|  |
| --- |
| Initial in the blank boxed to indicate your understanding and agreement.Below: I: the Patient We: the Practice |
| **Zero Tolerance** |  |
| I agree with the policy of **Zero Tolerance** of abuse towards all NHS Staff and I agree **not** to behave in an abusive, threatening or otherwise aggressive manner with any member of the Practice Staff or others at the health centre. I acknowledge the right of the Practice to remove me from their register without appeal should I behave in a manner prohibited.I can expect to receive equal respect and courtesy from Practice Staff. |
| **Disclosure** |  |
| I agree to disclose all material facts regarding my health to my General Practitioner and his/her clinical staff.We, the Practice, declare that we shall not disclose any information regarding you without your written consent, unless required to do so by a court order or any other legal obligation. |
| **Confidentiality** |  |
| We declare that we shall hold confidential all matters pertaining to you and not release such information, except in relation to managing your care (e.g.referral letter) without your written consent, unless required to do so by a court order or any other legal obligation. |
| **Evidence Based Medicine** |  |
| I understand and agree that Central Surgery clinicians practice evidence based medicine and as such they may make changes to my existing treatment in order to optimise my health care. |
| **Appointments** |  |
| I agree to **arrive on time for all appointments** that I book with the Practice, orto cancel with at least 24 hours’ notice for any appointment that I cannot attend.Cancellations can be made online, by phone by selecting **option 2** or texting back CANCEL to my appointment text reminder. I agree to comply with the Practice’s Did Not Attend policy. I acknowledge that if I arrive more than 10 minutes late for an appointment I will only be seen at the clinician’s discretion, based on his/her assessment of my clinical need, and that I may be asked to wait until the end of the surgery, or to rebook for another time/day. |
| **Prescribing** |  |
| I understand and agree that Central Surgery do not believe in prescribing benzodiazepines (such as temazepam, nitrazepam, diazepam and Z drugs) unless for short term use. Central Surgery cannot guarantee that they will issue opiates or benzos and especially not on the day I register. They have a policy on general withdrawal of these unless I am on a shared care scheme. |
| **Repeat Prescriptions** |  |
| I will give 48 working hours’ notice when requesting a repeat prescription. Furthermore I agree to make my request in writing: by email, via the patient online access or through my nominated pharmacy. I acknowledge that medications requests cannot be made by telephone. |
| **Test Results** |  |
| I understand that I can access online for results of medical tests. If I need to call the surgery it will be after 11.00am. I acknowledge that **I am responsible for contacting the practice** for my results, and that I will only be contacted by you in cases when I need urgent medical attention following a test. |
| **Home Visits** |  |
| I will only request a home visit from the Practice under circumstances where I cannot physically attend at the Practice, and have no one who can assist me. I will endeavour to make this request no later than 10:00 am. |
| **Telephone appointments** |  |
| I understand that I may book a telephone consultation with a doctor or nurse, but I will not be able to speak with them whilst they are consulting with other patients. |
| **Out of Hours and A&E Services** |  |
| I agree to use the Out of Hours Services or A&E only where it is medically necessary, otherwise I will contact the surgery when it is next open. |
| **Out of Area Patients** |  |
| I must inform the Practice when I change address. If the address is no longer in the Practice’s catchment area, I will need to find another practice in my new area within 30 days. |
| **Non NHS Services** |  |
| I agree to pay fees for non NHS work I request such as a medical certificate for absence less than 7 days or a private medical. I understand this is not covered under the NHS contract. I agree to pay in advance by either cash or a bank transfer.I acknowledge that private letters and forms that are not clinically urgent may take up to 20 working days to process. |
| **Bringing Children** |  |
| If you bring children to the surgery, we would be grateful if you would ensure they do not disturb other patients. I agree to supervise them at all times. |
| **Parking**  |  |
| I agree that if I receive a car park fine the Practice will not be involved in any disputes as they are not responsible to provide parking and the car park company is managed and employed by the building’s landlord. |
| **Mobile Phones** |  |
| We welcome the use of mobile technology. We simply ask you to be sensitive to others when using your mobile phone; by muting the ringer (to vibrate only or silent) and speaking quietly and at a reasonable distance from others in the waiting room. We would request you not to use the phone facility whilst in a consultation. |
| **Food and Drink** |  |
| Please make use of the cooled water dispensers. Ask at Reception for a cup.Please supervise children using this facility and let us know if there is a spillage.If you have drinks or snacks while you are waiting for your appointment, please dispose of containers in the waste bins. Please do not eat hot food or drink alcohol in the waiting room. |

|  |
| --- |
| **Recording Consent of Patients for****Data Sharing Initiatives in Kingston** |
| **Kingston Care Record**&**Kingston GP Chambers****Local** Initiatives | Local Data Sharing with Kingston Care Record (KCR), and Kingston GP Chambers enables your local Kingston care providers, to view the relevant clinical information about you, when they are treating you, and so give you the best possible care. These include local Nurses, Out of Hours GPs, specialist Clinics and more. It also helps to feedback information, to your own GP, on treatment and advice you have received elsewhere. | I am happy with and agree tolocal data sharingOr I want to: Opt out of KCR  |
| **Summary Care Record***also known as****SCR*****National** Initiative | Having a basic **Summary Care Record - SCR**, enables health care providers around the country, to view your * medication (last 12m)
* bad reactions to medicines
* allergies

when you’re admitted to hospital, when treating you in an emergency, or when your practice is closed.**Additional Information or Enriched SCR**Having an Additional Information Summary Care Record allows for more details of your significant medical history and specialist needs, to be included in your SCR. This is particularly useful, if you have long term conditions, or have specialist needs or instructions for your care. It can also include next of kin details. The SCR is used by hospitals and ambulance services around the country. | I want to have a Summary Care Record.I want an enriched SCR with medication, allergies**, and****Additional Information** I do **not** want to have a Summary Care Record. |
| **Care.data****National** Initiative*Soon to be known as* **National Data** **Opt Out** | **This relates to the use of your data required for general medical research and NHS management, but not related to providing you with direct care.**Care.data aimed to make increased use of information from medical records with the intention of improving healthcare via research. You can opt out of your data being used outside of the NHS but ok within it.Or you can opt out of your data being used by anybody including the NHS.This is to be replaced by *National Data Opt Out* starting in March 2018. The current opt outs will be respected until 2020 by which time they should be replaced by the new ‘online’ or ‘phone in’ version for you to update. | *The NHS will assume you are happy for your data to be used unless you opt out.* *There are* ***2 levels of opt out****, you can opt out of none, one or both:*I do not want my personal and confidential data to be used outside of the NHSI do not want my personal confidential data to be used for research by anyone. |