Dear Patient

**Registering**

Registering with Pioneer Medical Group is a very quick and easy process. Please complete the patient questionnaire and purple registration form enclosed and drop it into the surgery.

If you are living within our catchment area then we are happy to register you with the practice.

If you live outside of our catchment area then we will consider your registration under the new ‘Out of Area’ arrangements introduced from January 2015 and we will only register you without home visits.

Your application will be considered on whether  **it is clinically appropriate and practical in your individual case**. To do this we may:

* Ask you or the practice you are currently registered with questions about your health to help decide whether to register you in this way
* Ask you questions about why it is practical for you to attend this practice(for example, how many days during the week you would normally be able to attend)

If accepted, you will receive the full range of services provided at the surgery. If you have an urgent care need requiring a home visit we will ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary).

If accepted but your health needs change we may review your registration to see if it would be more appropriate for you to be registered with a GP practice closer to your home.

This new arrangement only applies to GP practices and patients who live in England. For further information visit the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)).

**Information Requested**

The information that you supply on the patient questionnaire will help us give you the best care that we can.

If you are currently undergoing hospital treatment or are under the care of a consultant please make an appointment to see a doctor at the practice. This will ensure that we understand your health needs fully as it can take a while for your notes to reach us.

If you are on any regular medication please bring with you a copy of the repeat medication slip which is attached to any of your regular prescriptions.

If you are registering a child please bring along their birth certificate together with the red book or a copy of the vaccinations that they have received.

On registration you will be allocated a named GP. Your named GP will have overall responsibility for the care and support that our surgery provides to you but this does not prevent you from seeing any GP in the practice.

If you are over 16 years of age you will be able to sign up for our online services. This will allow you to book and cancel appointments and order repeat medication online. You will need to request your online registration form at reception and provide a form of ID such as a passport or driving license to confirm your identity.

We ask you for your ethnicity status and religion as this information helps the public health department develop services around patient needs.

**Data Sharing**

We currently use three systems to share information electronically. These are all “opt-out schemes”, meaning that your records are automatically included unless you opt out of each individual scheme.

The **Summary Care Record** (national record) is an electronic health record that can be accessed when you need urgent treatment from somebody other than your own GP. Enclosed is a leaflet to provide you with more information. If you would like to opt out of having a summary care record please ask reception for an opt out form or alternatively go to <http://systems.hscic.gov.uk/scr/usefuldocuments>.

**Connecting Care Local Record** – Connecting Care is a local electronic patient record that allows authorised health and social care professionals directly involved in your care, to share a summary of your medical record. If you require further information please contact PALS (0800 073 0907) or visit the CCG website ([www.bristolccg.nhs.uk](http://www.bristolccg.nhs.uk)). Opt out forms are also available from reception.

On 25th May 2018 a national data opt out was introduced across England this opt out applies to confidential information being shared for purposes other than your individual care such as for research and planning

While the data is not used directly for your care, it helps researchers to see how well services are performing, and how patient care can be improved for everyone.

Your record is automatically included, unless you opt-out.

If you would like to opt out please visit: nhs.uk/your-nhs-data-matters

Please visit our website [www.pioneermedicalgroup.co.uk](http://www.pioneermedicalgroup.co.uk) and click on ‘new patient’ to find an array to information to help you with the practice and your local community.

I hope that your time at Pioneer Medical Group will be a happy one. However, if you do have any problems or concerns, please do not hesitate to contact any member of the practice staff who will be very pleased to help you.

**Leanne Malpas**, **Patient & Administration Manager**