**NEW PATIENT REGISTRATION POLICY**

Reviewed On: 01 May 2025 V3

Next review due: 01 May 2028

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Welcome to Marks Gate Health Centre. We are committed to providing high-quality healthcare to all our patients. To ensure a smooth registration process, we have outlined our policy regarding the registration process.

Most people need to register with a surgery close to where they live. You can use the ‘Find a GP’ service to look for a surgery: <https://www.nhs.uk/service-search/find-a-gp>

In the search results you can see:

* + If a GP surgery is currently accepting patients
	+ Reception opening times
	+ Accepting only in or outside catchment area too
	+ Reviews of the surgery

Once you've chosen a surgery, you'll need to fill in a registration form. These are usually available on:

* + The NHS App
	+ The GP surgery's website [www.marksgatesurgery.co.uk](http://www.marksgatesurgery.co.uk/)
	+ The GP surgery's profile page on the NHS website ([Find a GP](https://www.nhs.uk/service-search/find-a-gp))
	+ You can also get a paper form from the surgery, you will need to complete a PRF1 form along with a surgery registration form, which you can request at the reception

**No Discrimination:** Practices can only decline to register a patient if they have reasonable grounds, which must not be related to race, gender, social class, age, religion, sexual orientation, appearance, disability, or medical condition.

**Supporting Documentation:** We are proud to be a ‘Safe Surgery’ for everyone in our community. There is no contractual obligation to seek evidence of identity, immigration status, or proof of address. Everyone in the UK has the right to free care from a GP. If you don’t have proof of ID or address, you can still register. While it is not mandatory to provide proof of identity or address, some GP surgeries, including ours, may request supporting documentation for the following reasons:

* + **Locating and Transferring Medical Records:** Providing identification or previous medical records can assist us in locating your existing medical records. This is particularly useful if you are transferring from another GP practice. Access to your medical history ensures continuity of care and helps us understand your health needs better.
	+ **Confirming Residency within Practice Area:** Our practice serves a specific geographical area. By asking for proof of address, we can confirm that you reside within our catchment area. This is important because we are responsible for providing home visits and other community services to our registered patients, which can be challenging if the patient lives outside our designated area.
	+ **Flexibility and Accommodation:** We understand that not all patients may have access to the requested documentation. Lack of documentation should not be a barrier to registration. We are committed to being flexible and accommodating, especially for vulnerable groups such as homeless individuals, asylum seekers, or those without fixed addresses. If you are unable to provide the requested documents, please speak with a member of our staff, who will assist you in completing your registration. Practices should not refuse registration if a patient cannot provide such evidence.
	+ **Any one proof of ID**
	+ Current signed passport / Photographic registration cards
	+ Current UK or EEA photocard driving licence
	+ Residence permit issued by the Home Office
	+ National identity card bearing a photograph of the applicant
	+ Freedom pass bearing a photograph of the applicant
	+ **Any one proof of address**
	+ Utility bill (gas, electric, satellite television, landline phone bill) issued within the last three months
	+ Local authority council tax bill for the current council tax year
	+ Current UK driving licence (but only if not used for the name evidence)
	+ Bank, Building Society or Credit Union statement or passbook dated within the last three months
	+ HMRC self-assessment letters or tax demand dated within the current financial year
	+ **Homeless Patients:** Homeless individuals should receive the same level of care as those with permanent addresses. Practices should ensure they are registered and receive necessary healthcare.
	+ **Asylum Seekers:** Asylum seekers are entitled to register with a GP and receive NHS primary medical services free of charge. We are committed to ensuring that asylum seekers receive the same level of care as all other patients.
	+ **Out-of-Area Patients:** Practices can refuse to register out-of-area patients if their care needs would be better met by a practice closer to their home. This includes patients who require home support or where there are safeguarding concerns.
	+ **Emergency Treatment:** Practices have a duty to provide emergency and immediately necessary treatment free of charge for up to 14 days to anyone within their practice area who has been refused registration or is not registered elsewhere.
	+ **Named GP:** All patients should be given a named GP within 20 days of registration and informed at the next appropriate time.
	+ **What could prevent me from registering with a GP?**

 A GP is required to provide a written explanation if they refuse your registration request. They may refuse for the following reasons:

* + The practice is not accepting new patients at the moment.
	+ The practice only registers patients who live within its designated area.
	+ You have previously been removed from that practice.

If a GP surgery refuses to register you, they must write to you within 14 days explaining why.

* + **Changing GP Practice:** If you wish to change your GP practice, you do not have to provide a reason to your current practice or your new one. You will need to fill in a registration form, and a request will be made to your current GP to transfer your medical records to the new GP surgery. For more information on registering with a practice further away from your residence, please contact us.
	+ **Registering as a Temporary Patient:** You can register with a GP practice as a temporary patient for up to three months. To register, you must fill out a temporary services form (GMS3) from GP surgeries. After three months, you must reapply to register as a temporary resident or become a permanent patient. (Please confirm with the reception if we are currently accepting temporary patient before filling up the forms)
	+ **Registering children:** Children under the age of 16 must be registered by a parent or guardian. This typically involves completing a separate registration form. You may also be required to present identification to verify your status as the child's parent or guardian. If you possess a personal child health record (commonly known as the "red book") from your child's birth, it would be beneficial to provide this during registration.

When you register with a new GP surgery, you'll usually get a message to tell you your registration has been successful. Your medical records will be transferred from your old GP. This can take up to 28 days.

You should tell your GP surgery if you change your address. If you do not tell your GP that you've moved there's a risk that:

* + NHS letters giving appointment dates or test results go to the wrong address
	+ your GP surgery may not be able to provide home visits or other services if you move outside their area

If you register with a new GP, they will let your old GP know you've moved.

These guidelines ensure that GP practices provide equitable access to healthcare services for all individuals, regardless of their circumstances.