

Computer Number: \_\_\_\_\_

### **NEW PATIENT QUESTIONNAIRE**

Welcome to the Crown Medical Centre. To help us provide you with the best possible service, we would be very grateful if you would take the time to answer the following questions. Thank you.

<b>Surname:</b>	<b>Title:</b> Mr/Mrs/Miss/Dr/Other
<b>Forenames:</b>	<b>Previous Surname:</b>
<b>Date of Birth:</b>	<b>NHS Nmb:</b>
<b>Gender:</b>	<input type="checkbox"/> Man <input type="checkbox"/> Woman <input type="checkbox"/> Under specialist gender identity clinic
<b>Gender at birth:</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female
<b>Address:</b>	
<b>Postcode:</b>	<b>Home Phone:</b>
<b>Email:</b>	<b>Mobile Phone:</b>

<b>Have you been registered here before?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
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#### **NEXT OF KIN**

<b>Name:</b>	<b>Relationship:</b>
<b>Address (if different from above):</b>	
<b>Telephone Nmb:</b>	

#### **ETHNICITY DATA**

<b>White</b>		<b>Black</b>		<b>Asian</b>		<b>Mixed</b>	
White British		Caribbean		Indian		White & Black Caribbean	
Whit Irish		African		Pakistani		White & Black African	
Other white		Other Black		Bangladeshi		White & Black Asian	
				Chinese		Any other mixed background	
				Other Asian			
<b>Other (please specify):</b>							
<b>Please state your first language:</b>							

#### **FAMILY HISTORY**

Does anybody in your family have any of the following illnesses? (Please tick and say who)

<b>Condition</b>		<b>Relative</b>	<b>Condition</b>		<b>Relative</b>
High Blood Pressure			Diabetes		
Heart Attack			Asthma		
Angina			Glaucoma		
Stroke (CVA)			Epilepsy		
Cancer – Where?			High Cholesterol		

#### **WOMEN ONLY**

<b>What contraceptive method do you use?</b>			
<input type="checkbox"/> Pill	<input type="checkbox"/> Depo	<input type="checkbox"/> Coil	<input type="checkbox"/> Implant
<b>Date of replacement (coil &amp; implant only):</b>			

Computer Number: \_\_\_\_\_

### MEDICAL HISTORY

**Past Medical History:**

Please state any on-going illnesses or disabilities or any significant past illnesses, operations or accident and the years they happened or started.

**Current Medication:**

Please list medications that you are taking at the present time and the dosage – Please attach a medication list or “right hand side” if you can.

**Allergies:**

Please state any allergies that you have and the date which they started.

### LIFESTYLE INFORMATION

Weight: \_\_\_\_\_

Height: \_\_\_\_\_

BMI: \_\_\_\_\_

**DO YOU EXERCISE AT ALL?**

☐ Not at all

☐ Sometimes

☐ Frequently

☐ A lot

☐ Not physically capable

**DO YOU SMOKE?**

☐ Never

☐ Current smoker

☐ Ex-smoker

☐ Roll ups

☐ Pipe

☐ Cigars

If yes, how many a day? \_\_\_\_\_

**DO YOU DRINK ALCOHOL?**

☐ Nothing

☐ Beer

☐ Wine

☐ Spirits

If yes, how many units a week? \_\_\_\_\_

## **HEALTH VISITING RECORDS REQUESTS AND AMENDMENT SHEET**

**Members of family under 16 years of age:**

	<b>Surname</b>	<b>First Name</b>	<b>Sex</b>	<b>Date of Birth</b>	<b>NHS Nmb</b>
<b>1<sup>st</sup> Child</b>					
<b>2<sup>nd</sup> Child</b>					
<b>3<sup>rd</sup> Child</b>					

<b>Parental responsibilities name:</b>	<b>Parental responsibilities date of birth:</b>

<b>Previous Surname (s)</b>			
<b>Present Address</b>		<b>Previous Address</b>	
<b>Postcode</b>		<b>Postcode</b>	

<b>Present GP</b>		<b>Previous GP</b>	
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**Any other relevant information:**

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## FOR PATIENT INFORMATION

### **Welcome to The Crown Medical Centre**

The aim of this booklet is to provide you with all the useful information you will need, including information about the doctors, nurses, and services that we offer.

### **Opening hours**

Doors and telephone lines are open, Monday – Friday 08.30 – 18.30. We do offer extended hours telephone appointments which are done in the evening; please let reception know if you require one of these. If you require medical advice or treatment after our opening hours, please contact NHS 111 for further advice and in a medical emergency, please dial 999.

### **Making appointments**

The practice offers different types of appointments to cater for the many different needs of our patients. We offer a limited number of slots that can be booked in advance, morning and afternoon. These are usually about four weeks ahead and can be booked as follow ups for routine reviews. We also open a bundle of slots every morning which are bookable on the day for both routine and urgent appointments.

### **Telephone appointments**

The GP's can offer telephone consultations, where you can leave a message with reception with an up to date phone number and ask for the doctor to ring you back. Please be aware that this may not be on the same day if it is very busy, however you feel you need to speak to someone urgently that day, the receptionist will be able to help you.

### **Doctor's working days**

Doctor	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Lucy Pendered	√				√	√	√			
Dr Anna Lambert	√		√	√			√	√		
Dr Harriet Muray	√						√	√		√
Dr Thomas Langston	√	√	√	√					√	√
Dr Kate Foot		√	√	√					√	
Dr Rebecca Moss	√				√	√	√			
Dr Hannah Jenkins		√	√		√	√	√	√		
Dr Alison Foster	√		√		√				√	√
Dr Christian Jennings		√					√	√	√	√

### **Nurse appointments**

We have a very experienced and friendly team of practice nurses, with certain specialities including diabetes, asthma, COPD, anti-coagulation. Our nurses provide a wide range of services including blood tests, dressings, ear syringing, cervical smears, ECGs, blood pressure monitoring, pill checks, diabetic reviews, travel advice and flu vaccines.

### **Our practice nurses are:**

- Mrs Gemma Bull – Lead Nurse
- Miss Elizabeth Towler
- Mrs Keeley Angrave
- Ms Sophie Illingworth
- Mrs Belinda Hutchinson
- Mrs Maria Oliver

### **The Management Team:**

Our practice manager is Mrs Claire Gregory, who has responsibility for the management of the practice. If you would like to discuss any queries, problems or grievances or wish to make a constructive suggestion as to how we could improve our services, please either ask to speak to her or write. Claire is supported by a team of experienced managers and staff each with their own role who will be more than happy to help you as well.

### Receptionists and their role:

The reception staff play a key role in ensuring you receive the best service from the Crown Medical Centre. They are here to help you to arrange appointments, deal with all your requests and arrange telephone consultations or home visits as necessary.

### Our reception staff are:

Mrs Sharon Grinter (Reception supervisor)	Mrs Vivienne Postma (Operations assistant)
Mrs Melanie Bromiley (Prescriptions lead)	Mrs Jane Bennie (Contract Administrator)
Mr Michael Brimacombe	Mrs Gabrielle Armstrong
Miss Louise Chidzey	Miss Maddison Bryant
Miss Laura Rossiter	Mrs Karen Marsden
<b>Our medical secretaries are:</b>	
Miss Charlotte Barham (Executive Assistant)	Mrs Louise Gorringer
Miss Keira Bird	Miss Lorien Quinby

### Prescription service:

Our Prescription Service is run by a dedicated team of Prescription Clerks who are there to help you. They deal with the day to day running of the prescription service, including issuing medications, updating patients records, reminds patients of review dates and dealing with all enquiries regarding medication.

### Ordering and collecting medication:

You can order a repeat prescription by using one of the following methods:

- Patient Access/NHS App (You will need to speak to reception to sign up to online services)
- Email
- Telephone line – The phone line is open Monday 10.00 – 13.00 and 14.00 – 16.00, Tuesday to Friday 10.00 – 12.30 and the number is **01823 250150**.

**Do not leave ordering your repeat medications until you have run out. Please order it well before you are due to run out as it will take at least 72 hours to process your request.**

If you have signed up for prescriptions to be sent to a pharmacy of your choice, you must allow 3 working days before it can be collected from the pharmacy. Many chemists operate a prescription collection service whereby you can then collect your medication straight from the pharmacy. For housebound patients, they can offer a home delivery service.

### Primary Care Practitioner:

We also have Mark Hayden working with us. Mark was previously a paramedic, and can deal with all minor ailments. Mark also does many of our home visits.

### District Nursing Team:

The District Nurses work very closely with the surgery and provide nursing care to patients in their own home. They provide support for families and carers, pre and post-operative care, incontinence help, leg ulcer assessment and advice. Patients may be referred to the service via the GP's, hospital or other appropriate agencies.

### Midwife Appointments:

Our surgery midwife is Robyn Bieron. Robyn is available for antenatal care and early postnatal care and provides advice on all aspect of maternity care. If you know or think you are pregnant, you do not need to make an appointment with a GP unless you are concerned about your pregnancy. All you need to do is book a first "booking" appointment with Robyn.

## Some people may need extra vaccines



Some people are **more likely to suffer serious illness** from infections and should be offered extra vaccinations to help protect them. This includes people living with a chronic illness that affects their major organs or their immune system.



**Hepatitis A** The vaccine is needed for people at high risk of hepatitis A, including those with liver disease and families where a case has been reported.



**Hepatitis B** Extra hepatitis B vaccine is also available for people with liver disease or those with a high chance of catching the infection (e.g. babies born to women with hepatitis B or people who have a partner or family member with the infection). Ask your GP practice if you or your baby should receive hepatitis B vaccination.



**Tuberculosis** The BCG vaccine is needed by children and adults living in areas with high rates of TB. People with close family members with TB also need the BCG vaccine.

For information on the current NHSE registration guidance (the Primary Medical Care Policy and Guidance Manual) and the BMA's rough guide to migrant health needs please visit: <https://bit.ly/2hv37zc>



I have a right to register  
and receive treatment from  
a GP practice

## Are you or someone you care about ill?



**Call NHS 111** if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.



**Ask your local Pharmacist for advice** – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throat.



**Make an appointment with your GP** if you are feeling unwell and it is not an emergency.



**Visit a walk-in centre, minor injuries unit or urgent care centre** if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery opens.



**Call 999** if someone is seriously ill or injured and their life is at risk.



**An A&E department** (also known as emergency department or casualty) deals with genuine life-threatening emergencies. People are seen and treated in order of need.



Public Health  
England

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England

NHS

## Moved to the UK:

# Get up-to-date with your vaccinations



## Vaccines are the safest way to protect you and your family from serious infections – they help you stay healthy



In England, most vaccinations are offered free on the NHS. Vaccinations can protect you throughout your life. To protect children as early as possible many vaccines are offered to babies and toddlers before they start school. As vaccinations are so well accepted in England, they are not mandatory.



Vaccinations are usually given by practice nurses at your GP practice. Practice nurses are specially trained to give advice and offer vaccines. The nurse will carefully check the medical history but, as long as you or your child is well, an examination by a doctor is not needed.

Older children are offered some vaccinations in school. Vaccinations for adults are normally offered at your GP practice or pharmacy.



If you are unsure if you or your child has had all the recommended vaccinations in England – check with your GP practice. It is never too late to catch-up on the vaccinations recommended in England.

## Registering with a GP practice

Anyone in England can register with a GP practice and see a primary care doctor or nurse for FREE. You do not need to provide proof of identity or of immigration status in order to register with a GP practice.

This also applies if you are an asylum seeker, refugee, a homeless patient or an overseas visitor, whether lawfully in the UK or not.

You should register even if you are fit and well. You never know when you may need health care and the practice can offer preventive services to keep you healthy.



If you need a chaperone or an interpreter, ask your GP practice.

## Everyone in England should register with a GP. You can see them for free and you do not need proof of address

You can find details on how to register with a GP in this leaflet and at [www.nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice](http://www.nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice)

You may have to pay for some treatment on the NHS, but routine vaccinations are free.

## What to do if you have problems accessing health care?

If you are still having problems dial 111.

### Different countries offer different vaccines

It is good to check with your GP practice and make sure you have had all of the vaccines we offer for free here in England. It does not matter why you have missed them, it is important to catch up and get protected.

Some infections can be more common in other countries, so it is also important to check if you need any extra vaccines before you travel overseas to visit family and friends – some travel vaccines are not free on the NHS.



## When and what vaccines are given routinely in England?



Vaccinations are offered to new-born babies, young children, teenagers, pregnant women and older people. You can find out more about the vaccination schedule here [www.nhs.uk/conditions/vaccinations](http://www.nhs.uk/conditions/vaccinations).

If you have missed any of the vaccines in the UK schedule, you may still need protection, even at an older age. Ask your GP or nurse to check if you need a catch-up dose.



Babies and toddlers need vaccinations to protect them from childhood infections including measles, mumps, rubella (MMR), rotavirus, diphtheria, whooping cough, meningitis, polio, tetanus, hepatitis B, TB and more.



Pre-school children need booster vaccinations for some of the diseases listed above. This helps to protect children better and for longer. Primary school children are offered flu vaccination every year.



Teenagers need another top up (booster) vaccination for some of these infections, including meningitis, to give longer lasting protection into adulthood. They are also offered the HPV vaccine which can prevent some cancers.



If you are planning a baby then you should check you have received all of your vaccinations – especially two doses of MMR – before you get pregnant.

If you are pregnant you need vaccinations to protect you and your baby from whooping cough and flu. You should also be screened (have a blood test) for infections such as hepatitis B which can pass from mother to child. Some babies may need an extra hepatitis B vaccination at birth.



Older people need vaccinations to protect them against flu, pneumonia and shingles.

**Talk to your GP or practice nurse to check if you or your child need any routine or extra vaccines.**