**New Patient Step by step guide**

Thank you for joining our practice. Before you are registered, here is a step by step guide for you.

* Please make sure you have been given a month’s prescription from your current GP surgery.
* We will need a copy of your medication details; there are a couple of ways you can get this information.

1. You can attach the right side of your prescription to your registration form
2. You can get a brief **summary** from your current GP surgery and attach this to your registration form.

* **Fill in the purple NHS registration form and the Conisbrough Group Practice new patient application form** and hand them both back with your medication details to the reception desk. The receptionist will check that they are filled in correctly. It will take up to 1 week to register your details with the surgery. Your medical records from your old Surgery can take up to 8 weeks from registration to arrive at the surgery.
* **Bring 2 forms of ID** with you to the reception desk with your forms and we can sign you up. (1 photo ID and 1 address ID)
* **For children under 16yrs old or people with carers**- please complete the proxy form; we will also need to see the parents/Carers ID as the patient will be linked to their online account.
* If we need to see you regarding any information you have put on your new patient questionnaire then we will send out a welcome letter to ask you to be seen.
* Please bear with us, it can sometimes take up to 3 months for us to receive your records from your previous practice.

*Once you are registered with the Practice*

***Appointments***

We allocate our GP appointments through a Triage system- to access this you will be able to book onto Triage by making an appointment online or calling the surgery on the day of your choice after 8am. Triage closes at 12 or before this time if we have particularly high demand for services. You will be added to the phone list and a member of the medical team will call you back. They will speak with you at this point about your health concern and work with you to find a solution.

Nurse appointments can be booked in advance by phone. A small proportion of these can be booked online.

***Medication***

To order your medication you need to give **48 hours** notice for your prescription to be ready.

We **Do Not** take medication request over the telephone (unless you are a housebound patient)

There are a variety of methods for ordering your repeat prescription:

* Apps
  + NHS app
  + Evergreen Life app
  + myGP app
* Online
  + Patient Access Online – the link is on our website
* In person
  + Direct via your pharmacy – please enquire with your local pharmacy and ask them to sign you up to Electronic Prescription System (EPS).
  + Posting the completed right side of your prescription form in the prescription box next to the patient check in screen in reception.

Thank you for choosing Conisbrough Group Practice.