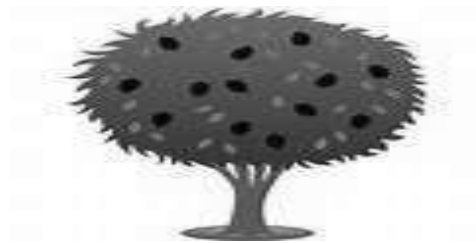


Mulberry Street Medical Practice

REGISTRATION FORM



**Pudsey Health Centre
18 Mulberry Street
Pudsey
Leeds
LS28 7XP**

Tele: 0113 257 0711

Website: www.pudseyhealthcentre.co.uk

Partners: Dr A Champaneri, Dr H Hardaker, Dr D Limaye and Dr H Anthony

Acceptable Behaviour Agreement Template – Guidance Notes

An Acceptable Behaviour Agreement (otherwise known as a doctor-patient contract) is an individual written agreement between a patient and their GP Practice. It can be a useful tool to support changes to behaviour and can clarify what the Practice expects of the patient and what the patient can expect of the Practice.

In some circumstances either before, after or when a warning / zero tolerance letter is issued, a patient could be asked to enter into an Acceptable Behaviour Agreement. The Practice team will continue a therapeutic relationship with the patient, provided the patient complies with the conditions outlined in the agreement.

Suggested Use of the Agreement

The Acceptable Behaviour Agreement template could (for example) be sent / issued:

- **with a registration letter** – as a general agreement between the Practice and the patient from the outset
- **with a Warning / Zero Tolerance letter (*held on record for 12 months*)**– to reiterate the responsibilities and expectations of the Practice and the patient going forward, including any specific agreements, arrangements and/or adjustments.
- **when a patient is permitted to register with a mainstream GP practice from the Special Allocation Scheme (SAS) service**
- **as a standalone document** – as a general agreement between the Practice and the patient, or to reiterate the responsibilities and expectations of the Practice and the patient, including any specific agreements, arrangements and/or adjustments.

The Acceptable Behaviour Agreement template can be amended for each communication, as the Practice deems appropriate. Prompts are included to show where text / paragraphs could be added or deleted.

For example, the Practice may feel that a patient needs a strong message of zero tolerance and where necessary, required corrective actions. As such, the Practice may decide to delete the introductory explanation and Practice responsibilities sections, and only use the patient responsibilities section onwards.

The last page of the template (Appendix 1) allows for the Practice and patient to outline and agree any specific reasonable adjustments, agreements or arrangements that relate to this patient, including any actions to be undertaken, who will undertake them and by what date. Therefore, it may be decided that this page/section only needs completing for certain patients.

Acceptable Behaviour Agreement

As a GP Practice, we are committed to promoting safe access to our services and offering choice, wherever possible, in the services we provide and the way we deliver them. Practice staff are trained to support patients and their families for clinical and administrative needs. Our reception team have undergone training to support the delivery of patient facing services.

At Mulberry Street Medical Practice, we are committed to ensuring everyone is treated with respect and dignity including all patients, their families, carers and our Practice team.

An Acceptable Behaviour Agreement (otherwise known as a doctor-patient contract) is an individual written agreement between a patient and their GP Practice. It can be a useful tool to support changes to behaviour and can clarify what the Practice expects of the patient and what the patient can expect of the Practice.

In some circumstances either before, after or when a warning / zero tolerance letter is issued, we may also ask patients to enter into an Acceptable Behaviour Agreement, which could be considered when a patient has acted unacceptably. In this instance, the Practice team is willing to continue a therapeutic relationship with the patient, provided the patient complies with the conditions outlined in this agreement.

Practice responsibilities to patients

As a Practice, we will ensure that staff are able to access training that is relevant and appropriate to their role and will enable services to be delivered safely and to a high quality, to all registered patients. We know that communication is key to building a positive relationship with patients; we will ask and record how you wish to be communicated with by the Practice team.

The Practice will make available the following services to all registered patients:

- **A consultation with an appropriate healthcare professional.** The need for a consultation may be assessed using patient triage and/or care navigation. **Patient triage** will determine whether a face-to-face appointment is required and who the most appropriate healthcare professional within the Practice is to address the need. **Care navigation** may be used if a patient provides information regarding their query or symptoms. It can be determined quickly and clearly who the most appropriate healthcare professional is to address the need. This may not always be a GP. If patients do not wish to provide any details of their reason for contacting the Practice or would prefer to see a particular healthcare professional, this may still be booked.
- **Mulberry Street Medical Practice offers consultations through several different ways.** These include telephone, online, video, individual face to face and group face to face. Online consultations can be accessed via the practice website.
- **Mulberry Street Medical Practice offers consultations with several different healthcare professionals.** These include a General Practitioner, Practice Nurse, Clinical Pharmacist, Paramedic, Healthcare Assistant, Social Prescriber/Wellbeing Coordinator, Mental Health Practitioner, First Contact Physiotherapist, and Community Pharmacist.

- **Mulberry Street Medical Practice offers several online services.** These include online appointment booking for consultations which do not require triage first, such as cervical screening (smear test), long term condition reviews, immunisations etc. You are also able to cancel any appointment you have through online services. We also offer online ordering of repeat prescriptions, access to your full medical record, including test results and letters, two-way messaging with the Practice, SMS text reminder services and access to nhs.uk to check your symptoms and search for health information.
- **Mulberry Street Medical Practice offers appointments on a range of days and times.** These include during core opening hours Monday to Friday, after 8:00am. Evening and weekend appointments may be available to you; these can be accessed via the Practice or through our Enhanced Access hub.
- **Mulberry Street Medical Practice offers several different ways to contact us.** These include by telephone, via our online consultation platform econsult which will change in March 2023 to PATCHS, through the 'contact us' section on our website or through the Practice email pudseyhc.surgery@nhs.net.
- **Mulberry Street Medical Practice offers several different medical and non-medical services to support you.** These include annual reviews to help you manage your long-term condition well, vaccinations to protect you from a number of viruses, wellbeing support through our social prescribing service to help you with any non-medical concerns you may have. This may include connecting you with other community and voluntary sector partners. Screening services, to help early diagnosis of a number of cancers or serious diseases.
- **Mulberry Medical Practice offers a repeat prescribing service.** Our policy is to aim to provide repeat prescriptions within 2-3 working days. Requests for repeat prescriptions can be accepted online, including via the NHS App, in person, however we are unable to accept requests over the telephone.

Full details of all the services available to patients can be found on our Practice website at [**www.pudseyhealthcentre.co.uk**](http://www.pudseyhealthcentre.co.uk).

We would remind that all patients are free to register with a Practice of their choice if the Practice has an open patient list for new registrations and the patient lives within the Practice area / boundary.

Patient responsibilities to the Practice

To remain registered with our Practice we are providing this guide to set out the type of conduct that is expected of all patients.

All patients are expected to behave in the following manner:

- Be polite and respectful towards all individuals (staff and other patients).
- Do not make inappropriate or unacceptable remarks to any staff or other patients at the Practice including any abusive remarks related to any individuals:
 - age
 - disability
 - gender reassignment
 - marriage or civil partnership
 - pregnancy
 - race
 - religion or belief

- sex
- sexual orientation
- Do not undertake any form of threatening abuse or violence towards any individual (staff and other patients) at the Practice.
- Use our services responsibly including:
 - To book routine appointments in accordance with the Practice's policy
 - To request urgent appointments only for genuine urgent conditions
 - To engage with any remote appointments, we may offer over the telephone (or by video)
 - Attend face-to-face services where it is important to be seen in person, (including when physically able to do so, rather than requesting a home visit)
 - Attend all appointments on time
 - Cancel any booked appointments that are no longer required
 - Request repeat prescriptions in good time, ensuring that all items are ordered together rather than in individual lots
 - Use our health care professionals time in an appropriate manner e.g., do not seek appointments for minor ailments that can be self-treated in the first instance.
 - Raise only genuine concerns or complaints you may have about your care or the services we provide you.
- Respect surgery premises and property.
- Attend the surgery premises for the purpose of engaging with our services.

In return, as a patient you can expect to:

- Continue to access all our services, to be provided with respect, dignity and confidentiality
- Raise any concerns or complaints about your care or our services and that these will be investigated and responded to.

Any patients who commit any inappropriate or unacceptable behaviours towards a GP, Practice staff, other patients or the surgery premises or property risk being removed from the Practice list with **8-days' notice**. We will normally provide a warning letter, which will be **held on record for 12 months** before issuing such a notice.

Any threatening, abusive or violent incidents will not be tolerated. Any such incident will be reported to the police and will mean your **immediate removal** from the Practice list and your care transferred to a special allocation scheme which manages violent and aggressive patients.

We invite patients to agree to the terms of this agreement as a commitment to our ongoing relationship.

Declaration:

I,, agree to comply with the above conditions and wish to remain registered at the Practice. I understand that if I commit any inappropriate or unacceptable behaviours as illustrated by this guidance, I risk being removed from the Practice patient list.

Signed: NHS No:

Date:

Please return to: Mulberry Medical Street Practice, by post, email or hand in to reception

New Patient Registration - Reference Guide for Patients

If you live within our practice boundary, you can register with the practice, when our list is open. We may consider requests from patients living outside our designated boundary but will not do Home Visits. You can find out more about our practice before registering by going to www.pudseyhealthcentre.co.uk.

All patients will be asked to provide proof of identity and address.

(See list below for acceptable documents, one from each section required)

Please bring documents with you when you return the registration pack.

Once your paperwork has been received, the Practice will process your request and advise you via letter or text message, your Registration is complete.

Photographic ID

- Current UK driving licence
- Current signed passport
- Blue disabled drivers parking permit
- EU&EEA member state identity card

Proof of Address:

- Current Benefit notification letter (within current tax year)
- Recent utility bill (dated within last 3 months)
- Tenancy agreement/mortgage statement/bank statement.

REPEAT MEDICATION

Please ensure that you have an adequate supply of your repeat medications from your last GP, as you may not be able to order them from us at short notice whilst we are processing your application.

(You can order medication or book appointments with your previous GP for up to 30 days after leaving the area to give you time to get registered elsewhere.)

PATIENT HEALTH QUESTIONNAIRE

All questions contained in this questionnaire are strictly confidential and will become part of your medical record.

Full Name:	<input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth:
Marital status: <input type="checkbox"/> Single <input type="checkbox"/> Co-habiting <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed <input type="checkbox"/> Civil Partnership		
First language:	Email Address:	

Have you been registered with this practice before? ☐ Yes ☐ No

White	British	
White	Irish	
White	Any other white background	
Mixed	White and black Caribbean	
Mixed	White and black African	
Mixed	White and Asian	
Mixed	Any other mixed background	
Asian or Asian British	Indian	
Asian or Asian British	Pakistani	
Asian or Asian British	Bangladeshi	
Asian or Asian British	Any other Asian background	
Black or Black British	Caribbean	
Black or Black British	African	
Black or Black British	Any other black background	
Other ethnic groups	Chinese	
Other ethnic groups	Other white European	

Carers Information:

Do you look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without support?

If so, please provide the 'Name and your Relationship' of the person you care for?

.....

Are you being cared for? ☐ If so, please provide the name of your carer and their relationship (if any)?

.....

Smoking Status: ☐ Never smoked ☐ Ex-smoker ☐ Current Smoker

Have you ever suffered from? (tick as appropriate)

Epilepsy ☐ Yes ☐ No
High Blood Pressure ☐ Yes ☐ No
Heart Attack/Stroke ☐ Yes ☐ No
Cancer ☐ Yes ☐ No
Eczema/Hay Fever ☐ Yes ☐ No

Blindness/Glaucoma ☐ Yes ☐ No
Diabetes ☐ Yes ☐ No
Depression ☐ Yes ☐ No
Asthma ☐ Yes ☐ No
COPD ☐ Yes ☐ No

If the patient being registering is of school age, please complete the section below:

Name of Current Primary/Secondary School or College:

.....

Address of School/College:

.....

.....

School telephone number:

.....

New Patient Health Check:

All new patients (except for children who don't have any underlying issues) are required to have a New Patient Health Check. This helps us to assess and review your health care needs and record clinical data such as height, weight, blood pressure etc.

Once your registration is complete, you will be sent a message/letter to contact the surgery to arrange an appointment for your New Patient Check.

The clinician will ask about:

- current and past illnesses including any that run in the family.
- medication and allergies
- any screening tests, such as cervical smears and immunisations such as tetanus.
- Blood Pressure, Height and Weight.

You will be offered advice on: Healthy eating, exercise, sensible limits for alcohol and how to stop smoking.

ONLINE ACCESS FORM

Online Services:

You will be able to register for online access, to request prescriptions, book appointments, viewing your vaccinations and test results by using one of the following methods:

- **SystemOnline (for PCs)**

Website: <https://systmonline.tpp-uk.com>

- **NHS APP (mobile app)**

(Download App from App Store or Google Play App)
Our organization code is: B86018

(For further information please go to: www.nhs.uk/nhsapp)

- **Airmid UK APP (mobile app)**

(Download App from App Store or Google Play App)

- **Collect an Online Access form, from Reception.**

Please note:

**All requests for Enhanced Access to your records, will be reviewed by a GP.
Access will only be available from the date your access is granted.**

Please refer to the 'Guidance for Enhanced Online Access' overleaf, before applying.

**Please note, your details and information are protected by
the highest standards of online security.**

Mulberry Street Medical Practice

Guidance for Enhanced Online Access

Before you apply for online access to your record, there are some other things to consider. We ask that you have read and understood the following before you are given online access.

Forgotten history.

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news.

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoke to your doctor or whilst the surgery has been closed and you cannot contact them.

Choosing to share your information with someone.

It is up to you whether you share your information with others – perhaps family members or carers. It's your choice and your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Access via Smart devices

If someone has access to your smart devices, then they may be able to access your online record. It is important to consider this when considering your security settings.

Misunderstood Information

Your medical record is designed to be used by clinical professionals, to ensure you receive the best possible care. Some of the information within your medical record, may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Missing Information

Some information may be considered sensitive by clinical professionals and hidden from online visibility.

Incorrect Information

If you spot something in the record that is not about you, or notice any other errors, please contact the Practice.









For further information, please see:

www.nhs.uk/NHSEngland/AboutNHSServices/doctors/Pages/gp-online-services.aspx

IMPORTANT INFORMATION FOR PATIENTS

How we use your medical records



-  This practice handles medical records in-line with laws on data protection and confidentiality.
-  We share medical records with those who are involved in providing you with care and treatment.
-  In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
-  We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
-  You have the right to be given a copy of your medical record.
-  You have the right to object to your medical records being shared with those who provide you with care.
-  You have the right to object to your information being used for medical research and to plan health services.
-  You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.



For more information ask at reception for a leaflet OR visit our website.

How your information is used

Leeds Care Record

Every Health and Social Care organisation holds a different set of records about a patient. Information in different records may be duplicated or incomplete and communications between services are frequently done by letter. The Leeds Care Record gives Health and Social Care professionals **directly** in charge of patient care, access to the most up-to-date and key information electronically such as:

- address and telephone number
- problem diagnosis list
- medications
- test results
- referrals
- clinic letters and discharge information

The type of records to be shared would be a GP, hospital, social care, community and mental health records. Sharing of key information from a patients' medical and care records will happen automatically between health and social care services in Leeds where organisations sign up to the scheme. GP practices who sign up to the Leeds Care Record will need to comply with the Data Protection Act which sets out the conditions for lawful sharing of patient information and to ensure that the information is secure. Not all practices have currently signed up to the Leeds Care Record.

Further information about the Leeds Care Record can be seen at: www.LeedsCareRecord.org

Can patients opt out of the Leeds Care Record?

Yes, patients can choose not to have a Leeds Care Record by calling 0113 20 64102 or sending a letter to Leeds Care Record, Leeds Teaching Hospitals NHS Trust, Lincoln Wing/Chancellor Wing Link Corridor, Beckett Street, Leeds, LS9 7TF.

For any further information on the sharing of your records, please visit: www.digital.nhs.uk

Summary Care Record

Your Summary Care Record is a short summary of your GP Medical Records. It tells other health and care staff who care for you about the medicines you take and any allergies you have.

Access to Summary Care Records is strictly controlled. The only people who can see the information is healthcare staff directly involved in patients' care. All GP Practices in Leeds have signed up to this initiative. Healthcare staff need to ask patients' permission every time they need to look at their Summary Care Record. If they cannot ask due to e.g. patient being unconscious, Healthcare staff can look at a record without asking.

For more information please visit: www.nhscarerecords.nhs.uk

Primary Care Services at Emergency Departments

Your GP surgery is working together with hospitals in Leeds to make sure you receive the care you need when you need it. This means that if you ever need to go to the Accident and Emergency Department in a Leeds hospital, the doctor who sees you will be able to see your GP health record to determine the best way to help you.

Available Services

Hub Services:

Mulberry Street Medical Practice is part of a hub, which is made up of a group of GP Practices that work together to provide additional health services to the local community. Working with other primary and community care staff, and healthcare organisations, allows patients better access to high quality care closer to home.

Not all ailments require a GP appointment. There are a selection of services available at many of the GP Practices within the hub, which do cater for many needs, which include:

1. Community Wellbeing Team
2. Learning Disabilities Co-ordinator
3. Dieticians
4. Domiciliary Service, Frailty Team
5. Physio
6. Occupational Therapists
7. Pharmacists
8. Smear Clinics
9. Nurses
10. Healthcare Assistant

and many more.

High Street Chemists:

Most local chemists offer a Pharmacy First service to help provide an alternative for the treatment of minor ailments such as:

1. Conjunctivitis
2. Diarrhoea/Constipation
3. Hay fever
4. Insect Bites/Stings
5. Toothache
6. Earache
7. Head Lice
8. Sore Throat
9. Temperature
10. Thrush
11. Warts and Verrucae

Please take advantage of their Services before contacting your GP Surgery.

Additional Support:

Do you need any communication support?



☐ Large print language



☐ Braille



☐ Touch type



☐ British sign

☐ Is a translator needed?
If so, which language?

Preferred method of contact?



☐ Text



☐ Email



☐ Telephone

Electronic Prescriptions

Patients can choose a local **pharmacy** for their electronic prescriptions to be sent to. This is called a **nomination**. Once a patient has **nominated** their chosen **pharmacy**, this preference will be stored (on the NHS Spine) until the patient chooses to change or remove their **nomination**.

Please confirm the name and address of your nominated Chemist.

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