



Abbey Medical Practice

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Dr Peel | Dr Saha | Dr Shukla | Dr Dasari | Dr Law

## Welcome to Abbey Medical Practice

We hope that the service we provide meets with your expectations.

To enable us to do this we ask all patients to:

- Notify us **IMMEDIATELY** of any changes to their address and/or telephone number (including mobiles)
- We try to offer a good range of appointments, both pre-bookable and book on the day. If you do need an urgent appointment, we offer a daily triage service where one of our doctors will call you back and if necessary, will offer you an appointment. We regularly review our appointment system and also offer daily online appointments.
- If you cannot attend for an appointment, **PLEASE TELEPHONE US AS SOON AS POSSIBLE.** Missed appointments waste time and money.
- When requesting **REPEAT PRESCRIPTIONS**, please use the “tear-off” slip by indicating which item/s are required and either hand to the Receptionist or place it in the box in reception. You can also now order online - please ask at reception for details. We accept requests by post, however, these do take longer to process because of the postal system. (Stamped addressed envelopes are needed to ensure they are posted back to you).

**If you cannot use the above options** - we will take telephone requests for repeat prescriptions, there is a 24 hour answer machine service for this. Please speak clearly - giving your name, address, date of birth. Note - if we cannot hear what you need - we cannot guarantee a prescription!

**Order repeat prescriptions in good time; ALLOWING A MINIMUM OF 3 WORKING DAYS for administration purposes.**

- If you need to contact us regarding your Test Results - please avoid busy times - preferably call in the afternoon please.
- Attend appointments promptly - **Don't be late!**

Thank you for helping us to provide a good service of care to all our patients.

Sarah Parkin  
Practice Manager

**PLEASE REMEMBER TO REGISTER WITH A LOCAL PHARMACY FOR REPEAT PRESCRIPTIONS**

## FORMS YOU NEED TO COMPLETE BEFORE WE CAN REGISTER YOU

FORM OR INFORMATION	DESCRIPTION	COMPLETED
1. NEW PATIENT QUESTIONNAIRE	A full profile of you and your past medical history - if you can attach a previous repeat slip for your medications & any vaccination information you may have - that would be helpful	Needs completing fully by patient and signing.
2. GMS1 - REGISTRATION FORM	Family doctor services Registration - Purple form	Needs completing fully by patient & signing.
3. ALCOHOL AUDIT C FORM	<b>Please note this is a double sided form</b> - if you answer 3 questions first on side 1 ( <i>with pictures of glasses &amp; bottles</i> ) and then if you score more than 5 - please turn over and complete side 2	<b>Side 1 - Needs completing fully by patient - side 2 only if score is 5 or more.</b>
4. ENHANCED SHARING FORM (CONSENT)	This consent form is to enable us to share patient information with other NHS care providers. (See below*)	Needs completing fully by patient & signing.
5. SUMMARY CARE RECORD OPT OUT FORM	If you wish to OPT out of Summary Care Records - you need to complete this form and return it to the practice - if you do not return this form - you will automatically be Opted IN. (See below*)	Completion by patient <b>ONLY</b> if you wish to OPT OUT
6. TEXT/EMAIL CONSENT FORM	If you have a mobile phone - we can send you a reminder of your appointment - but we do need consent to do this. This is very useful and may be extended in the future. You can opt out of this at any time if you change your mind.	Needs completing fully by patient & signing.

### \*A NOTE ABOUT RECORD SHARING

Your general practice medical records are stored in a computer system called SystemOne. Using this system we are able to share your record with other teams within the NHS if they become involved in your care. You can choose if you want to allow this or not. All the doctors in the surgery strongly support the confidential sharing of your record because it increases patient safety and improves the quality of patient care.

There are two main ways in which your record can be shared. Please read the leaflets we have provided for more information.

1. ENHANCED SHARING - Allowing access to other users of our computer system who are directly involved with your healthcare, but may not be based in the surgery, such as the Out of Hours doctors and nurses and the district nurses who help us to care for you. In order to provide your consent you need to complete the **Enhanced Sharing leaflet** - however, you do have the option of opting out, should you prefer.

2. SUMMARY CARE RECORD - this allows key information about your medication and allergies to be available to healthcare staff providing emergency care anywhere in England such as Accident and Emergency Departments. You will be automatically included into this system unless you opt out using the form provided.

If you require further information - please contact the Assistant Practice Manager