

# ST ANDREW'S MEDICAL PRACTICE

Sensier House, St Andrew's Lane, Spennymoor DL16 6QA  
Oxford Road Medical Centre, Oxford Road, Spennymoor DL16 6BQ  
01388 817777

## NEW PATIENT REGISTRATION

Welcome to St Andrew's Medical Practice. Please find the necessary registration forms to be completed and returned to the Practice premises at Sensier House or our branch site Oxford Road.

If you wish to register for access to online services, please remember to bring a form of photo id, i.e., passport or driver's license and proof of address, i.e., a recent utility bill or bank statement.

### **Forms / Attachments**

1. **NHS Family doctor services registration (GMS1)** – A form must be completed for each patient over the age of 16.
2. **New Patient Registration Form** – A form must be completed for each patient.

For more information about our Practice, staff, and services, please visit our website at [www.StAndrewsMedicalPracticeSpennymoor.nhs.uk](http://www.StAndrewsMedicalPracticeSpennymoor.nhs.uk).

Please note the following statement regarding cost-effective medication:

We are committed to safeguarding NHS resources by ensuring value for treatment and limiting waste. As the price and availability of treatments change, we may therefore consider safe, alternative treatment options that are more cost-effective and switch to these where appropriate.

We will inform you whenever these types of changes take place and are happy to discuss any applicable concerns at the time.

By registering with the Practice, you acknowledge that the treatments we provide are continually reviewed and may be changed to more cost-effective options or stopped based on the available evidence. '

If you have any questions or need additional forms, please contact Reception.

Please also read the back of this page regarding our Zero Tolerance Policy.

The Team at St Andrew's

## Zero Tolerance Policy

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients must be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

In order for the Practice to maintain good relations with their patients, the Practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at Practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving.
- Verbal abuse towards the staff in any form including verbally insulting the staff.
- Racial abuse and sexual harassment will not be tolerated within this Practice.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible, and explanations given when they cannot.
- Causing damage/stealing from the Practice's premises, staff, or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to always treat your GPs and their staff courteously.

### **Removal from the Practice list**

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the Practice, that they should find a new Practice. An exception to this is on immediate removal on the grounds of violence e.g., when the Police are involved.

### **Removing other members of the household**

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the Practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the Practice to continue to look after the whole family. This is particularly likely where the patient has been removed because of violence or threatening behaviour and keeping the other family members could put doctors or their staff at risk.