**REGISTRATION POLICY**

**Reviewed by:** G Thorogood & S Rebel

**Reviewed on:** February 2025

This policy outlines the process for registering as a new patient at Kings Medical Centre. We are committed to providing high-quality healthcare to all our patients and aim to make the registration process as smooth as possible. This policy is based on NHS guidelines and is subject to change. Please note you may only be registered with one GP practice at any one time

**1. Eligibility for Registration:**

We accept applications for registration from individuals who live within our practice boundary. Our practice boundary encompasses the majority of IG9 postcodes. A Map of our specific boundary area can be seen on our website (kingsmedicalcentre.co.uk) or on request in Reception. If you are unsure whether you fall within our boundary, please contact the practice. Unfortunately, we will not accept registrations for patients residing in the Redbridge authority area.

We do not discriminate against any person on the grounds of race, gender, age, social class, religion, sexual orientation, or disability.

**2. Registration Process:**

To register with the practice, you will need to complete the following steps:

* **Complete a PRF1 Registration Form:** This form can be obtained from the practice reception or completed on our website, kingsmedicalcentre.co.uk. Please ensure all sections are completed accurately and legibly.
* **Provide Proof of Identity:** We require two forms of identification:
	+ **One document with your name and date of birth:** Examples include a passport, driving licence, or birth certificate.
	+ **One document with your current address:** Examples include a recent utility bill, bank statement, or council tax bill.
* **Provide your NHS Number (if known):** This will help us to quickly access your medical records.
* **New Patient Questionnaire:** You will be asked to complete a new patient questionnaire, which will provide us with important information about your medical history and any specific needs you may have.

**3. Submitting your Registration:**

You can submit your completed forms and supporting documents in person at the practice reception during our the times of 10.00am to 1.00pm and 3.30pm to 6.00pm. Registration forms can be completed on line on our Website at anytime (kingsmedicalcentre.co.uk)

**4. Acceptance of Registration:**

Once we have received your registration documents, we will process your application. We will contact you within 5 working days to confirm your registration and provide you with further information about the practice, including:

* Your named GP (if applicable).
* How to book appointments.
* Our opening hours and out-of-hours arrangements.
* Information about online services (if available).

Your application for registration will be declined if:

* The applicant lives outside our practice boundary.
* The practice list is currently closed to new patients (in this instance, we will advise on alternative practices).
* You have been removed from the surgery list before
* There are exceptional circumstances that prevent us from providing appropriate care. These circumstances will be explained to the applicant in writing.

**5. Change of Personal Details:**

Please inform the practice as soon as possible if you change your name, address, telephone number, or other personal details. This will ensure that your records are kept up-to-date and that we can contact you when necessary.

**5.1 If you move from our Boundary area**

If you change your address and you new address is outside of our current registration boundary area you will be notified that you will need to register with a GP that has a catchment area including your new address. No exceptions to this will be made. You will be given 30 days’ notice to register with a New GP before you are deducted from our patient list.

5.2 **If you register with a different GP practice** (for example, a student registering at a university town GP’s, or if you register with an on line NHS GP) you will automatically be deducted and your care transferred to the new GP practice.

**6. Access to Medical Records:**

Once registered, you have the right to access your medical records. Please contact the practice if you wish to request access.

**7. Contact Us:**

If you have any questions about the registration process, please do not hesitate to contact us by telephone on 0208 5040122 or in person at the practice reception.

**Kings Medical Centre**

**February 2025**

