

Issue date: February 2019

## Thank you for choosing to register with Stony Medical Centre

In order for us to complete your registration we would ask that you provide the following:

### Proof of Identity

- Passport
- UK photo card driving licence
- Benefit / Pension book (not card)
- Official Tax notification
- NHS medical card supported by proof of residency
- Identity card
- Current residence permit (stamped)
- Entry clearance documentation (stamped)

Photocopies of the above will be taken and may be verified with the appropriate authorities.

### Proof of Residency

- Housing contracts / Rent book / Mortgage statement
- Utility bills (mobile phone bills will not be accepted)
- Bank statement
- Official tax document

The above documentation must be current (no more than 3 months old) addressed to you at the address that you are registering at.

### Please Note

Ideally proof of identity and residency will be provided for all members of the household 16 years and over.

Each patient that is registering must complete a new patient questionnaire, registration form and for patients **aged 16 years and over** an alcohol screening questionnaire. If you already have an NHS Medical Card this can be completed with your new address and handed in along with your other completed forms.

Upon receipt and verification of the above you will be registered with the practice, this may take a few days. However, if you need to see a doctor or nurse before your registration has been processed we can still offer you an appointment as an immediately necessary patient (a form will be completed by the nurse or doctor) and will be added to your file once registration is complete.

We trust you will be happy with our service but should you have any queries then please do not hesitate to speak to a member of staff who will be able to assist you.

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## What some of our patients have said about us:

- *The treatment after breast cancer in August 2014 was excellent.*
- *We have been with this practice for many years and always been very satisfied with our care. Our daughter has recently returned to this area and has mental health problems. Our has been fantastic and very caring.*
- *Excellent Practice.*
- *Always had satisfying service.*
- *I am very happy with the care I receive and service from all members of staff.*
- *Hats off to well organised flu jab.*
- *I have always been very pleased with consultations and reception. Friendly, helpful and thorough. I always feel I have jointly contributed to any treatment decisions. Thank you.*
- *Been with this surgery for well over 30 odd years and can't fault the level of service I have received over the years.*
- *The surgery is usually very helpful and the medical staff are excellent.*
- *Excellent.*
- *My own GP is great. I have had only excellent treatment, advice and respect. She always give you time, even though GPs are so overworked and so busy – but I have nothing but praise for her – and the practice in general.*
- *Great surgery. I like the phone service where you can get a Doctor to call you back. However it is a bit of a nightmare getting an appointment within a week if is it not an emergency.*
- *The system for handling same-day appointments seems to work well as I've always been able to see someone when necessary following a telephone consultation.*
- *Very good service.*
- *Very good, very nice people.*
- *Very happy with service.*
- *Reception and staff all very helpful and listen to my requests. They have the knowledge to help in most situations.*
- *Although the surgery receives a great number of calls around 8-9am they have been continually modifying their responses to this problem and it is relatively easy to get through without a long delay at present.*
- *This surgery is well run, staff are attentive and caring. I have confidence that my medical care is first class.*
- *Excellent. Helping me to grow old disgracefully.*