

Registering with a General Practitioner

Anyone in England can register with a GP surgery. It's free to register. You do not need proof of address or immigration status, ID or an NHS number. GP surgeries are usually the first contact if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other NHS services.

You can look up GP surgeries on the internet to see what they offer and how they compare. Some GP surgeries offer more services than others.

You do not need proof of ID to register with a GP, but it might help if you have one or more of the following passport, birth certificate, HC2 certificate, rough sleepers' identity badge, hostel or accommodation registration or mail forwarding letter. If you're homeless, you can give a temporary address, such as a friend's address, a day centre or the GP surgery address.

If you are asked to complete a GMS1 Registration form, you can download it from GOV.UK.

If you need to help registering with a GP surgery

If you need help registering or filling in forms, call the GP surgery and let them know. You could also ask for help from local organisations - for example if you're homeless you could ask a centre that supports homeless people, Citizens Advice, your local Healthwatch.

Can a GP surgery refuse to register me?

A GP surgery can refuse to register you because:

- they are not taking any new patients
- you live outside the practice boundary and they are not accepting patients from out of their area
- you have been removed from that GP surgery register before
- it's a long way from your home and you need extra care, for example home visits

If you have problems registering with a GP surgery call the NHS England Customer Contact Centre on 0300 311 22 33 or contact your local Healthwatch.

Changing GP surgeries

You can change your GP surgery if you need to.

This might be because:

- you have moved
- you have had problems with your current practice
- you were removed from the patient list

You should tell the GP surgery if you change address or move out of the area.

Using a GP surgery you're not registered with

You can contact any GP surgery if you need treatment and:

- you're away from home
- you're not registered with a GP surgery
- it's a medical emergency

You might need to register as a temporary resident or permanent patient if you need treatment for more than 14 days.

You can register as a temporary resident for up to 3 months. You'll still be registered with your usual GP surgery if you have one.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day. If you are unable to understand this leaflet, please communicate with a member of staff.

For additional medical advice, if your symptoms or condition worsens:

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:

Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>

www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB

Tel: 01527 512030

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ

Tel: 01562 513039

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD

Tel: 01905 760743