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Dear Patient

Welcome and thank you for choosing Ilkley & Wharfedale Medical Practice for all your health care needs. We are delighted you are registering with us and have enclosed in this pack some information that will help you make the most of our services.

We have 4 Doctors (2 male & 2 female) and 2 Practice Nurses and a strong administration team of highly experienced receptionists and secretaries. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner. The Practice takes patient needs very seriously and makes every effort to ensure that they receive the excellent levels of service that they would expect. Should we fall short of this expectation or if you have any feedback or suggestions as to how we can improve our services further, you are invited to speak to any member of staff or to call me personally to discuss your suggestions or to resolve your difficulty.

As it can take several weeks to receive your records from your previous GP, it is valuable for us to obtain information about your medical history in advance of your records arriving. We can also make sure that medical problems are followed up and repeat prescriptions are organised. Please complete **and sign** the enclosed family doctor services registration form (GMS1) and new patient questionnaire.

New Patient Health Check

When you hand in the GMS1 and new patient questionnaire to Reception you will be asked to make an appointment with our Practice Nurse for a new patient health check. This will include recording your height, current weight and blood pressure. It would be appreciated if you could bring a urine sample to this appointment (sample bottles are available at our reception desk).

Named GP

We are required under the General Medical Services Contract to allocate a named, accountable GP to all patients. If you wish to know who this is, or have a preference as to which GP you are allocated, please contact Reception. These arrangements do not prevent you making an appointment or seeing any GP of your choosing within the practice as you would normally do.

Registration for Organ and Blood Donation

Registration for organ and blood donation is no longer part of your registration process with the surgery. Therefore patients are requested to self-register on the NHS Blood and Transplant website www.nhsbt.nhs.uk and by doing so you have a greater choice and options. If you prefer to talk to someone to register you can telephone the NHS Blood and Transport helpdesk on **0300 123 2323**.

Identifying Patients with Disabilities and Other Needs

It is important for us to be able to identify and log a patient's requirements in their medical notes if they have a recorded disability. There is a section on the new patient questionnaire for you to complete if you are registered blind or partially sighted, registered deaf, registered deafblind, on the learning disabilities register, have a visual impairment, have hearing difficulties or impairments or those who use hearing aids. Could you please also state if you have any communication/information needs relating to a disability or sensory loss and if so what they are.

Electronic Prescription Service

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. If you normally collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live or work. Please indicate your choice of nominated pharmacy on the new patient questionnaire. For more information please visit www.hscic.gov.uk/epspatients. If you use an appliance contractor please speak to reception regarding this nomination.

**All information provided is strictly confidential and will be processed using the Practice's
Patient Confidentiality / Data Protection protocols**

Thank you once again for choosing Ilkley & Wharfedale Medical Practice and should you have any questions, please do not hesitate to contact us, we are here to help.

Yours sincerely



**Rachael Pengelly
Practice Manager**