



# WESTBURY GROUP PRACTICE

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## Registration Pack

Westbury Group Practice unite the White Horse Health Centre and Bratton Surgery. We are always delighted to accept new patients who live in Westbury and the surrounding areas onto our practice list. This pack contains the forms that must be returned to the practice. You must provide photo ID and a proof of address when you return your forms to us.

### Mandatory forms be returned:

GMS1 Form

New Patient Questionnaire

'Sharing Your Health Record' Booklet

Alcohol & Smoking Audit

### Optional forms to be returned:

Patient Consent Form

Online Registration Form

Also included in this pack is a leaflet that encompasses all of the information that patients often request from us. It includes when we're open, information about our walk-in clinics and details of the services we offer. All this information and more can be found on our website. Do you have Facebook? Like us for the very latest updates from the practice.

## Named Accountable GP

All patients registered with Westbury Group Practice have a named accountable GP who is responsible for their overall care at the practice. If you have a preference as to which GP this is, the practice will make reasonable efforts to accommodate this request.

## Disabled Access

We will always do our best to accommodate disabled patients, our sites are equipped with; Lift Access - Automatic Doors - Disabled Toilets - Hearing Loops - Language Line Facility Please let us know if you have any concerns regarding access to any aspect of our services.

### To Be Completed By WGP

GMS1		Questionnaire		Sharing Booklet	
Alcohol & Smoking Audit		Photo ID		Address Proof	
ID Types					
Handed To					
Date					



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## New Patient Questionnaire (Adult)

Personal Details	
Full Name	
Date Of Birth	
Sex	
Telephone (Home)	
Telephone (Mobile)	
Telephone (Work)	
Voicemail Consent	
Email Address	
SMS & Email Consent	
Preferred Contact Method	
Next Of Kin & Relationship	
Next Of Kin Contact Details	
Height	
Weight	

Ethnic Origin									
White		Indian		Black African		Chinese		Pakistani	
Vietnamese		Bangladeshi		Caribbean		Other		Confidential	
First Spoken Language									

Care	
Are you a carer/cared for?	
Would you like to be referred to the Carers Support Scheme?	
Who do you care for? (Name, Address & Relationship)	

Nominated Pharmacy									
Shaunaks		Boots		Lloyds		Preddy's		Dispensary	
Other									



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## Patient Consent Form

### Patient Details

Full Name	
Date Of Birth	
Address	

### Person(s) To Have Access

Full Name(s)	
Relationship	
Address	
Telephone	

### Service(s) To Access (Please Tick)

Service	Indefinitely	Time Period	Dates
Full Access			
Appointments			
Test Results			
Consultations			
Prescriptions			

I hereby give consent for the person(s) above to have access, discuss and enquire about my healthcare records and the services ticked above for the length of time indicated.

Signed	
Date	



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## Access To Online Services

Contact Details (No need for contact information if you are completing a registration pack.)

Full Name	
Date Of Birth	
Address	
Telephone (Mobile)	
Email Address	
SMS & Email Consent	

## Request Access (Please Tick)

Booking Appointments	
Requesting Medication	
Summary Care Record Access	
Detailed Coded Record Access	
Full Clinical Record Access	

## Declaration

- I have read and understood the information leaflet provided by the practice.
- I will be responsible for the security of the information I see or download.
- If I choose to share my information with anyone else, this is at my own risk.
- I will contact Westbury Group Practice as soon as possible if I suspect that someone has accessed my account without my agreement.
- If I see information in my record that is not about me or is inaccurate, I will log out of online services immediately and will contact the practice.
- If I have access to my child's record, I understand that this will be switched off on the child's 11<sup>th</sup> birthday.

Signature	
Date	

## To Be Completed By WGP

Photo ID & Type	
Handed To	



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## Alcohol & Smoking Audit

Smoking Audit	
Do you smoke?	
If yes, how many cigarettes do you smoke a day?	
Have you ever smoked?	
If yes, when did you stop?	
Would you like to be referred to our Stop Smoking service?	

Alcohol Audit						
How many units of alcohol do you consume a week?						
How many pints of beer/lager do you consume a week?						
How many glasses of wine do you consume a week?						
How many measures of spirits do you consume a week?						
Scoring	0	1	2	3	4	Score
How often do you have an alcoholic drink?	Never	Monthly	2-4 Times A Month	2-3 Times A Week	4+ Times A Week	
When drinking, how many drinks do you have?	1-2	2-3	4-6	7-8	9+	
Per occasion, how often do you consume more than 6 drinks?	Never	Less Than Monthly	Monthly	Weekly	Daily	
Total Score						

# How much is too much? Simple Structured Advice



Pint of Regular Beer/Lager/Cider



Glass of Wine (175ml)



Single Measure of Spirits



Bottle of Wine

Remember, drinks poured at home are usually bigger

UNITS

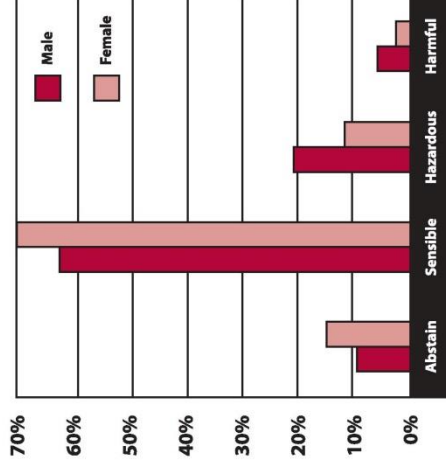
## Are you at risk from drinking alcohol?

Risk	AUDIT Score	Men	Women	Common Effects
SENSIBLE	0 - 7	21 units or fewer per week or up to 4 units per day	14 units or fewer per week or up to 3 units per day	<ul style="list-style-type: none"> <li>Increased relaxation</li> <li>Reduced risk of heart disease</li> <li>Sociability</li> </ul>
HAZARDOUS (risky drinking)	8 - 15	22 - 49 units per week or regular drinking of more than 4 units per day	15 - 35 units per week or regular drinking of more than 3 units per day	<ul style="list-style-type: none"> <li>Less energy</li> <li>Depression/Stress</li> <li>Insomnia</li> <li>Impotence</li> <li>Risk of injury</li> <li>High blood pressure</li> <li>Relationship problems</li> <li>Increased risk of liver disease</li> <li>Increased risk of cancer</li> <li>Increased risk of alcohol dependence</li> </ul>
HARMFUL (very risky drinking)	16 - 19	50 + units per week	36 + units per week	<ul style="list-style-type: none"> <li>All of the above and...</li> <li>Memory loss</li> <li>Increased risk of liver disease</li> <li>Increased risk of cancer</li> <li>Possible alcohol dependence</li> </ul>

- Binge drinking is considered to be drinking twice the daily limit in one sitting (8+ units for men, 6+ units for women).
- There are times when you will be at risk even after two or three drinks. For example, when exercising, operating heavy machinery, driving or if you are on certain medication.
- If you are pregnant it is recommended that you completely abstain from drinking alcohol.
- As well as keeping to weekly and daily limits it is recommended that 2 days of the week should be alcohol-free.

Your screening outcome is  How do you feel?

## What is everyone else like?



Most people are sensible drinkers

## What are the benefits of cutting down?

- Physical**
- Reduced risk of injury
  - Reduced risk of high blood pressure
  - Reduced risk of cancer
  - Reduced risk of liver disease
  - Reduced risk of brain damage
  - Sleep better
  - More energy
  - Loose weight / Better physical shape
  - No hangovers
  - Improved memory
- Psychological/Social/Financial**
- Improved mood
  - Less hassle from family
  - Reduced risk of drink driving
  - Save money
  - Better relationships

## What targets should you aim for?

### 'How to do it' - the ideal

#### Men

- 4 or less standard drinks daily
- 21 or less standard drinks weekly

#### Women

- 3 or less standard drinks daily
- 14 or less standard drinks weekly
- No drinks advised during pregnancy

#### Dependent Drinkers

- No drinks are safe

Your first achievable step

What is your target?

Remember, nobody's perfect!  
If at first you don't succeed,  
try again.





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White Horse Health Centre – 01373 828330

The White Horse Health Centre is located in Westbury and serves thousands of patients every day. The Health Centre offers patients routine appointments during extended hours.

Day	Normal Hours	Extended Hours
Monday	08:00 - 18:30	18:30 - 20:00
Tuesday	07:30 - 18:30	18:30 - 20:00
Wednesday	08:00 - 18:30	18:30 - 20:00
Thursday	08:00 - 18:30	18:30 - 20:00
Friday	08:00 - 18:30	None
Weekends	Closed	None

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Bratton Surgery – 01380 831911

Bratton Surgery is situated in the village of Bratton. The Dispensary on site allows us to dispense prescription items to the local area. The Dispensary does not open until 09:00.

Day	Morning Hours	Afternoon Hours
Monday	08:30 - 13:00	Closed
Tuesday	08:30 - 13:00	14:30 - 17:30
Wednesday	08:30 - 13:00	Closed
Thursday	08:30 - 13:00	13:30 - 16:30
Friday	08:30 - 13:00	Closed
Weekends	Closed	Closed

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## Online Services

Patients can now access medical services online via the SystmOnline portal. You can visit any of our surgeries and ask to be setup for the service. You'll need to provide photo ID and a separate proof of address. Once registered, you'll be able to see a summary of your medical records, order repeat medications and book appointments too. The SystmOnline app is also available for iOS and Android devices.

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## Choose The Right Service

Westbury Group Practice are keen to educate patients about the different services available to NHS patients. By making the right choice at the right time, you can get the best possible treatment through the NHS. If you're ever unsure where to go, call 111. The team at NHS 111 will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. The service is available 24 hours a day, 365 days a year.

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## Drop-In Phlebotomy Clinics (Blood Tests)

We've added Fridays to our Drop-In Phlebotomy Clinic at White Horse Health Centre to provide more flexibility for you, our patients. The drop-in clinics run as follows:

Tuesdays – 07.30 – 10:00

Wednesdays – 08:00 – 10:00

Thursdays – 08:00 – 10:00

Fridays – 08:00 – 10:00

This means, if you see a doctor between these times, and they request that you have a blood test, you will go to reception who will book you in. This will save you having to come back again on another day. We also offer a limited number of bookable appointments.

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## Results Service

Westbury Group Practice provide a results service to make it quicker for you to get your test results. Please telephone us and select option 2 to speak with the team. The results service is open 08:30 to 13:00 and 14:00 to 17:30 weekdays. If the team are unavailable, you can leave them an answerphone message or you can email your request to [wccg.wgprelts@nhs.net](mailto:wccg.wgprelts@nhs.net).

The team will endeavour to respond to you within two working days.

Please note that all tests have varying processing time, see the information below.

Urine & Blood Tests – 7 Working Days

Faeces, Swab & Sputum Tests – 10 Working Days

X-Rays – 1-2 Weeks

MRI Scans, CT Scans & Histology - 4-6 Weeks

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## Prescriptions Service

We are introducing Prescription Ordering Direct (POD) for our patients, providing an easy way to order repeat prescriptions that will also help to reduce the £2.7 million wasted on unused medication in Wiltshire each year. You can call and request your prescription from the comfort of your own home, removing the need to go in to your GP Surgery or Pharmacy.

Call 03001 236242 to speak to the POD, they're open weekdays, 09:00 to 17:00.

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## X-Ray Service

Salisbury District Hospital provide a walk-in X-Ray service two days per week for patients who have been referred by their GP. This means a patient could see their GP 09:00 Monday morning, and have their X-Ray completed by midday. The service runs between 09:00 to 12:30 and 13:30 to 16:30, Mondays and Wednesdays in the dedicated suite at the White Horse Health Centre. Please attend reception with your referral form on arrival so that they can inform the Radiographers that you are here.

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## No Worries Clinics

We, a No Worries practice, offer anyone under 25 contraception and advice on sexual health in routine hours. The criteria for this is:

An appointment within 24 Hours for pregnancy testing.

An appointment within 24 hours for emergency contraception.

An appointment within 48 hours for a positive chlamydia result.

If you require sexual health advice, this will also be by appointment.

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