

<Patient Name>  
<Patient Address>

<Today's date>

Dear <Patient Name>

**NHS Number: <NHS number>**

Welcome to Rosebank Health! Please do visit our website, [www.rosebankhealth.nhs.uk](http://www.rosebankhealth.nhs.uk) which provides information about Rosebank Health and the Practice Team, has a regularly updated News page and has a number of "rooms" through which you can communicate with us – please see Page 2 for more details of what you can do online!

You have been registered with <GP Name> - you can of course see any one of our doctors however in the interest of consistency of care we recommend that whenever possible you see the same doctor each time.

For urgent care, GP and physiotherapy appointments you can either submit an SystmConnect via the main page of our website (SystmConnect is available Monday to Friday, 8:00am to 4:00pm) or you can call the surgery on 01452 543 000 and speak to a member of our reception team. To book appointments with the nurses, healthcare assistants, phlebotomists and midwives, you will need to call the surgery and speak to a Receptionist. The telephone lines are open Monday to Friday, from 8:00am to 12:30pm and then from 2:00pm until 6:00pm.

If you haven't already done so, please provide us with an up-to-date list of your vaccinations, so that we can ensure your records are current. All new patients over 18 are entitled to a new patient health check by one of our Nursing staff. This helps us ensure we have up-to-date information about you, before we receive your full medical records. I would therefore encourage you to make an appointment as soon as is convenient.

We strive to always offer the best possible service and welcome any practical suggestions that you may have, which will improve your experience.

Yours sincerely



**Susie Graham**  
**Practice Manager**

Encl.



# Rosebank Health

Gloucester

[www.rosebankhealth.nhs.uk/](http://www.rosebankhealth.nhs.uk/)

**Reception and Enquiries** - in this room, you can:

- change your personal details (i.e. your name, address or telephone number)
- tell us if you are or have a Carer
- cancel an appointment that is more than 24 hours away; if you wish to cancel an appointment that is sooner, you can call our dedicated cancellation line on 01452 505256
- register a new-born baby
- register for online services (SystemOnline) so that you can request repeat prescriptions.

You can get help and advice on Covid-19 in the aptly named **Covid-19 Support Room**.

In our **Wellbeing Centre**, there is a host of information relating to various health and lifestyle conditions

You may be asked by a clinician to complete a Review or Assessment – these can be found in the **Health Review and Assessment Clinic**

The **Prescriptions and Medicines Centre** provides contact information for local pharmacies; you can also:

- request medication online
- request medication synchronisation
- register for Electronic Prescribing (where you nominate a pharmacy to which your prescription is sent electronically, so that you do not have to come into the surgery to collect)
- contact our Medicines Management team if you have a general medication question

If you would like to leave Feedback, this can be done in the **Administration Office**, where you will also find the NHS Friends and Family Test, and a link to our most recent CQC Report.

The **Practice Information** page provides useful information about us and our Practice Aims, as well as our **Policies and Procedures**, our **Patient Participation Group** and our **Staff**.

## Repeat Prescriptions

As a new patient, if you are on regular medication, please submit an SystmConnect and request a medication review with the GP, at least 4 days before your current medication is due to run out.

Please order your medication in good time to allow the prescription to be processed. We require a minimum of 3 working days for repeat prescriptions. If an item is not listed on your reorder slip please allow 4 working days.

Please ensure that you follow any requests to book a review or tests; these will be sent via text message or printed on your prescription. This will prevent unnecessary delays when you next re-order.

### There are several ways to obtain your prescription:

1. You can request your medication via the NHS App (if you are registered)
2. You can request your medication online using a SystmOnline account – this can be done via our website, as mentioned previously ([www.rosebankhealth.nhs.uk/navigator/register-for-online-services/](http://www.rosebankhealth.nhs.uk/navigator/register-for-online-services/)). You will be asked to provide photographic identification in order to access this service, details of how this can be sent to us will be provided when you apply online.
3. You can request your medication via the Rosebank Health website – ([www.rosebankhealth.nhs.uk](http://www.rosebankhealth.nhs.uk)) select 'Prescriptions and Medicines Centre' on the home page, then Request Medication online; select NO (if you are not registered for online services) and then complete and submit the following form
4. You can drop your prescription request through the external letterboxes/internal prescription boxes at Rosebank Surgery, Severnvale Surgery, Kingsway Health Centre or Bartongate Surgery
5. Post a request to us and enclose a stamped self-addressed envelope for us to return it to you, or make sure you have a nominated pharmacy that we can send the prescription to electronically.

## Electronic Prescriptions

Most prescriptions are now signed, sent and processed electronically. You have two choices for how this works.

- You can choose a pharmacy or dispenser to dispense all of your prescriptions. When you get a prescription, it will be sent electronically to the dispenser you have chosen. You can collect your medicines or appliances without having to hand in a paper prescription.

**or**

- You can decide each time you are issued a prescription where you would like it to be dispensed. When you are issued a prescription, you will be given a paper “token” that you can take to any pharmacy or other dispenser in England. This token will contain a unique barcode that will be scanned to download your prescription from the secure NHS database.

*Paper prescriptions will continue to be available in special circumstances, but almost all prescriptions will now be processed electronically.*

### Choosing a pharmacy or other dispenser

If you get regular prescriptions or are already using a prescription collection service (where a pharmacy collects prescriptions from your GP practice for you) then choosing a pharmacy to dispense all your prescriptions may save you time by avoiding unnecessary trips to your GP.

You will still order your repeat prescriptions in the same way as you do now, but your prescriptions will be sent electronically to the pharmacy or dispenser of your choice.

You will not have to collect a paper repeat prescription from your GP practice.

### Cancelling or changing your choice of pharmacist or dispenser

You can change or cancel your choice of dispenser at any time. Simply speak to your GP or pharmacist before you order your next prescription. You should allow time for the update to take place to avoid your next prescription being sent to the wrong place. Once you sign up we will send all your repeat prescriptions straight to the pharmacy but you can tell us to stop at any time.

Repeat prescriptions sent electronically should be ready at the pharmacy in 3 working days as normal.

You can register for Electronic Prescribing via our website as previously mentioned, ([www.rosebankhealth.nhs.uk/navigator/electronic-prescription-service/](http://www.rosebankhealth.nhs.uk/navigator/electronic-prescription-service/)).



## Patient Participation Group Application Form

The Practice is committed to improving the services we provide to our patients. To do this, it is vital that we hear from people about their experiences, views and ideas for making services better. We have a Patient Participation Group (PPG) to help us do this.

By expressing your interest, you will be helping us to plan ways of involving patients' that suit you. It will also mean that we can keep you informed of opportunities to give your views and keep you up-to-date with developments within the Practice.

If you are interested in getting involved, please tick the box below and we will arrange for the Chair of the PPG to contact you.

**Yes**, I am interested in becoming involved in the Practice Patient Participation Group

Surname:	
First Name(s):	
Email address:	
Telephone Number:	
Signature:	



## Summary Care Record OPT OUT FORM

Rosebank Health offers its patients the choice of having a Summary Care Record. The new NHS Summary Care Record has been introduced to help deliver better and safer care and give you more choice about whom you share your healthcare information with.

### What is the NHS Summary Care Record?

The Summary Care Record contains basic information about:

- any allergies you may have,
- unexpected reactions to medications,
- any prescriptions you have recently received

The intention is to help clinicians in A & E Departments and 'Out of Hours' health services to give you safe, timely and effective treatment. Clinicians will only be allowed to access your record if they are authorised to do so and, even then, only if you give your express permission. You will be asked if healthcare staff can look at your Summary Care Record every time they need to, unless it is an emergency, for instance if you are unconscious. You can refuse if you think access is unnecessary.

### Children under the age of 16

Patients under 16 years will have a Summary Care Record created for them unless their GP surgery is advised otherwise. *If you are the parent or guardian of a child then please either make this information available to them, or decide and act on their behalf.*

You do not have to have a Summary Care Record, although you are strongly recommended to consider this choice. If you are happy for a Summary Care Record to be set up for you then you need take no further action. If you want to **opt-out** now please tick the box below and return it to Reception as soon as possible.

I want to **opt out of** the summary care record and understand this may impact on the care I receive in in an emergency.

Full Name:		Date of Birth:	
Signature:		Date:	

For more information, please visit [digital.nhs.uk/services/summary-care-records-scr](https://digital.nhs.uk/services/summary-care-records-scr) or [www.ghc.nhs.uk/privacy-notice](https://www.ghc.nhs.uk/privacy-notice) or call 0300 303 5678



## NHS Summary Care Record with Additional Information OPT IN FORM

If you are registered with a GP practice in England you will have a Summary Care Record (SCR), unless you have previously chosen not to have one. It includes important information about your health, such as medicines you are taking; allergies you suffer from; any bad reactions to medicines etc.

You may need to be treated by health and care professionals that do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care needs. Having an SCR means that when you need healthcare, you can be helped to recall vital information. SCRs can help the staff involved in your care make better and safer decisions about how best to treat you.

You can choose to have additional information included in your SCR, which can enhance the care you receive. This information includes:

- Your illnesses and health problems
- Operations and vaccinations you have had in the past
- How you would like to be treated - such as where you would prefer to receive care
- What support you might need
- Who should be contacted for more information about you

### What to do next

If you would like this information adding to your SCR (or the SCR of someone you are a carer for), then please complete this form and return it to the surgery.

Surname:		First Name:	
Date of Birth:		Post Code:	
Signature:		Date:	

If you are filling out this form on behalf of another person, please ensure that you fill out **their** details above, and that **you** sign the form above and provide **your** details below:

Surname:		First Name:	
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Capacity:  Parent  Legal Guardian  Lasting Power of Attorney for Health & Welfare

**For practice use only:** 'Express consent for medication, allergies, adverse reactions and Additional Information' use the SCR consent preference dialogue box or add Read Code 9Ndn.

## Sharing Your Healthcare Records and Information OPT OUT FORM

Information from your patient record may be shared with other NHS and partner organisations for different purposes. Details on these different types of sharing can be found in our Privacy Notice ([www.rosebankhealth.nhs.uk/practice-information/privacy-notice-gdpr/](http://www.rosebankhealth.nhs.uk/practice-information/privacy-notice-gdpr/)).

Not all of the information in your records would be shared, only selected parts as required. Protection of your confidential information is taken very seriously. Information Governance (IG) across health and care ensures your data is looked after in accordance with good practice and the law.

In the interests of delivering your health and social care, we will share your information unless you object.

**If you are happy for your information to be shared for these purposes you do not need to do anything.**

### 1. For your individual care

Your information would only be used by authorised health and social care professionals directly involved in your care to provide you with safe, more consistent care, as quickly as possible.

#### Objecting to sharing your records for the purpose of your individual care

You can object to sharing your information; however this makes it harder to provide you with the best possible care, particularly if you are incapacitated.

**You can change your choice at any time.**

Tick to <b>OBJECT</b> to sharing information for your individual care	
All sharing for purpose of my individual care	<input type="checkbox"/>
Improved Access	<input type="checkbox"/>
Joining Up Your Information (JUYI)	<input type="checkbox"/>
Summary Care Record (SCR)	<input type="checkbox"/>

Patient details (please write in <b>CAPITAL LETTERS</b> )			
Name:		Date of Birth:	
<i>If the person signing below is not the patient, please also enter the signatory's name and relationship to the patient, e.g. Parent, Guardian or Attorney</i>			
Full Name:		Status:	
Signature:		Date:	

## 2. Opting out of sharing your records for purposes other than your individual care (i.e. Sharing Your Healthcare Records and Information)

If you do not want your personally identifiable patient data to be shared outside of your GP practice for purposes except your own care, you can register an opt-out with your GP practice. This is known as a **Type 1 Opt-out**. Type 1 Opt-outs may be discontinued in the future. If this happens then they may be turned into a National Data Opt-out.

### National Data opt-out: information held by NHS Digital

If you do not want your confidential patient information used for research and planning, you can choose to object securely online at: [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or by calling 0300 303 5678.

You can use this form to:

- register a Type 1 Opt-out, for yourself or for a dependent (if you are the parent or legal guardian of the patient) (to **Opt-out**)
- withdraw an existing Type 1 Opt-out, for yourself or a dependent (if you are the parent or legal guardian of the patient) if you have changed your preference (**Opt-in**)

This decision will not affect individual care and you can change your choice at any time, using this form. This form, once completed, should be sent to your GP practice by email or post.

Patient details (please write in <b>CAPITAL LETTERS</b> )																							
Title:		First Name:																					
Surname:		Phone Number:																					
Address:																							
Date of Birth:		NHS No. if known:	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																				

Details of parent or legal guardian (please write in <b>CAPITAL LETTERS</b> )	
If you are filling in this form on behalf of a dependent e.g. a child, the GP practice will first check that you have the authority to do so. Please provide your details below:	
Full Name:	
Address:	
Relationship to Patient:	

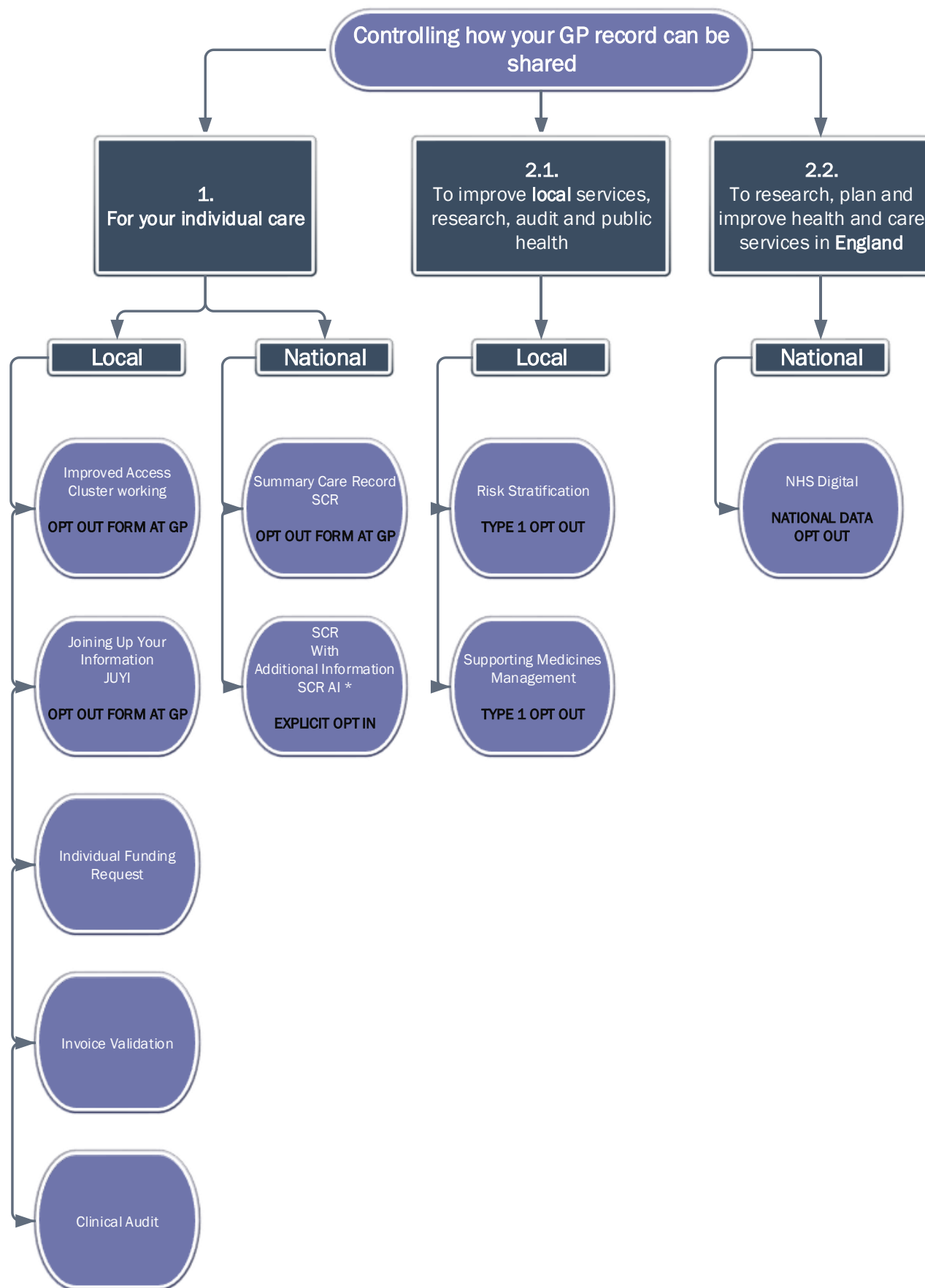
<b>Your decision:</b>	
<input type="checkbox"/>	<p><b>Type 1 – Opt-out</b> I do not allow my identifiable patient data to be shared outside of the GP practice for purposes except my own care.</p> <p>OR</p> <p>I do not allow the patient above’s identifiable patient data to be shared outside of the GP practice for purposes except their own care.</p>
<input type="checkbox"/>	<p><b>Withdraw Opt-out (Opt-in)</b> I do allow my identifiable patient data to be shared outside of the GP practice for purposes beyond my own care.</p> <p>OR</p> <p>I do allow the patient above’s identifiable patient data to be shared outside of the GP practice for purposes beyond their own care.</p>

<b>Your declaration:</b>	
I confirm that:	
<ul style="list-style-type: none"> <li>the information I have given in this form is correct</li> <li>I am the parent or legal guardian of the dependent person I am making a choice for set out above (if applicable)</li> </ul>	
Signature:	
Date:	

**When complete, please return to Rosebank Health**

**For Rosebank Health Use Only**

Date received:		
Date applied:		
Tick to select the codes applied	<b>Opt – Out - Dissent code:</b> 9Nu0 (827241000000103  Dissent from secondary use of general practitioner patient identifiable data (finding) )	<input type="checkbox"/>
	<b>Opt – In - Dissent withdrawal code:</b> 9Nu1 (827261000000102  Dissent withdrawn for secondary use of general practitioner patient identifiable data (finding) )	<input type="checkbox"/>
Actioned by:		



\*SCR AI - Additional information can be added to your SCR, with your express consent, by your GP.